



# WORKFORCE MANAGEMENT SOFTWARE... WHAT IS IT?

## Define Term:

workforce management software |



## Workforce Management Software

1. (often shortened to WFM) addresses a specific need within an organisation regarding the operational planning, deployment and management of staff.
2. WFM is generally sandwiched between HR and Payroll solutions with integration to each.
3. However, whilst HR and Payroll are generally admin solutions, WFM focuses more on the operational needs of the organisation.

HR Software

**WFM Solution**

Payroll Software



## WFM WILL OFTEN INCORPORATE SEVERAL CORE MODULES

### **Time and Attendance:**

This provides the ability to record the attendance of staff often in real-time through data collection devices (Card or Biometric) and calculates the time a colleague has been at work, any absences, lateness and overtime.

This information is then passed (via integration) to the payroll system avoiding the need to manually enter and calculate hours to pay. This automates much of the manual activity, removes payroll errors and ensures fair treatment.

From an operational perspective it ensures managers are alerted if staff do not turn up for work enabling them to find immediate cover. From a management perspective it provides managers with data on lateness and absence so that they can take appropriate and timely action.

Naturally, every organisation is different and operate different policies. A flexible Time and Attendance solution can cope with different environments and policies. For instance, in an office environment, they may operate a Flexitime policy and want to track hours worked, TOIL and ensure the Flexitime rules are adhered to.

An organisation with seasonal peaks and troughs may implement Annualised Hours for staff and require the Time and Attendance to manage this specific policy. Not all Time and Attendance solutions provide this flexibility.



**Rostering:**

The ability to plan your staff resources effectively can often be challenging for managers particularly where there is a need for specific skills at particular times of the day/week.

Almost every workforce management solution provides rostering, but this can be limited to basic planning (Shifts). Advanced solutions such as HFX Imperago enable more detailed planning and provide the ability to plan where the staff are going to be deployed (location), their activity, Cost Centre, Department or Client and even cost the plan against a budget for that team/department/cost centre.

This enables managers to ensure the right people are at the right place with the right skills at the right time. From an operational perspective this ensures that the work is completed on time and to budget. From a financial perspective it enables the organisation to ensure that project/contract is profitable whilst reducing the cost of overtime.



**Productivity:**

For those organisations that are heavily task/contract focused, it is important to ensure that staff productivity is monitored to ensure the organisation is providing an efficient and profitable service.

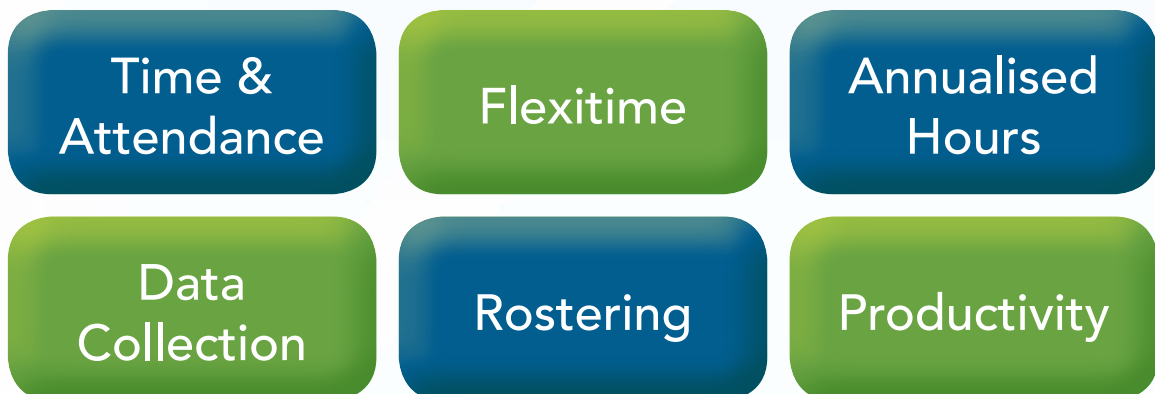
Measuring productivity varies from organisation to organisation, but generally focuses on measuring the time and/or cost of completing an activity (e.g. "packing") or outputs (e.g. "widgets made").

Advanced workforce management solutions provide

technology that enable staff to "Book onto" a task/activity and/or the number of outputs generated within that timeframe.

This real-time information is used by Operation Managers to identify non-productive areas, investigate and implement plans to improve efficiency such as training, technology or process improvements.

From a finance perspective, managers gain valuable insight into the costs of production, activities and overall in terms of fulfilling contracts.





## Additional Modules within Workforce Management

Often Time and Attendance solutions capture data via card or biometric devices. Many organisations see the benefit in using a single system to manage not just attendance but also access to the building and secure areas. The advantage of using one card (or storing one biometric template) is obvious and so some workforce management providers have an Access Control module to facilitate this.

Visitor Registration is also a logical extension to workforce management so that a single system can track all people within the organisation (full time, part time, contractors, visitors etc) for the purposes of security, health & safety and roll-call (in case of fire).

Some providers also have a Lone Worker module so that staff who are remote or visit customer sites can be tracked to ensure their safety and enable remote attendance recording.

Those organisations with varying demands (over the period of a day or week) often want to optimise their shift patterns so that they align with business demand. This often yields significant savings by eliminating "dead time" (where staff are at work but have nothing to do) and overtime (where lack of planned resource to meet demand requires overtime or agency staff). Workforce Design solves this complex problem by ensuring that requirements are met whilst considering fatigue, risk, human factors and legal requirements.



## TO CONCLUDE...



WFM such as time and attendance is generally sandwiched between HR and Payroll solutions with integration to each, but focuses more on the operational needs of the organisation.

