

Deployment Intelligence

A New Approach To Workforce Management

Trends

A major challenge for private and public sector organizations today is the rate at which change occurs. With relentless pressures, organizations are focused like a laser beam on two major objectives: To dramatically expedite operations and to cut costs. To meet this challenge, public and private sector organizations need to begin assessing the type and kind of Deployment Intelligence needed to design and implement visionary Workforce Management and Employee Scheduling business processes. The major solution to remaining competitive is to figure out how to meet the demand for staff and then deploy staff to that demand. Unfortunately, situations occur where organizations still lack a strategic solution for optimizing their workforce to maximize productivity, efficiency, and profitability.

Workforce Management business are an obvious and high-value decision. Many of today's business leaders understand that reductions in labor management processes and payroll costs alone are just a first step. In order to remain competitive and responsive to needs private and public sector organizations must have the ability to proactively manage and optimize their workforce. To achieve this, they need to leverage accurate and up-to-the-minute Deployment Intelligence to identify productivity gaps and provide real-time visibility to labor utilization and costs.

The Traditional Approach

The traditional approach for continuous improvement of labor models has been to run a variety of reports after the work is finished, reconcile the data from data collection systems and then analyze it for meaningful information that would enable better decision making in the future. This in far too many cases is defined as Deployment Intelligence. This traditional "dig for data" method is ineffective because it does not provide a proactive approach for timely response in dynamic environments that are under relentless cost cutting pressure.

The Deployment Intelligence Approach

To be truly effective, progressive organizations need ways to access and act upon current, accurate and actionable Deployment Intelligence proactively *and not after the fact*. The proactive decision point is that point in time when you have to quickly make a decision about how to efficiently and cost-effectively deploy valuable resources in order to respond to changes in demand.

Traditional time and attendance systems function as accounting and administrative tools focused on reducing the administrative overhead and costs associated with payroll processing. Time and attendance systems essentially provide historical reports on events that have already occurred. These after-the-fact reporting models were acceptable when companies had stable business environments and minor variations in plans could be more easily absorbed to accommodate inefficiencies.

However, business has changed dramatically in recent years and progressive organizations are now realizing that traditional time and attendance systems do little to address their current business needs. For today's organizations, having the ability to leverage up-to-the-minute deployment data to proactively optimize staff resources is critical. Progressive organizations are realizing that they need more than traditional time and attendance systems can deliver. *They need Workforce Management*

Workforce Management builds upon traditional time collection systems and goes beyond their capabilities by providing actionable Deployment Intelligence to ensure that organizations find the most effective way to optimize their staff supply variables to make an impact on their “bottom line.” Workforce Management requires proactive management and optimization all staff supply resources whether they are full time, part-time, hourly, and salaried or contractors.

Active Workforce Management specifically offers the ability to match skilled resources to operational requirements and to monitor what is happening while it is happening. The goal is to manage to maximize management and employee efficiency and profitability. By having visibility to real-time Deployment Intelligence problems can be identified and addressed before they negatively affect the “bottom line. “

Optimize, Optimize, Optimize

Successful Workforce Management requires demand-driven workforce scheduling which is tightly integrated with operations planning systems. The goal here is the efficient allocation and deployment of staff supply resources to meet goals and objectives.

Seamless integration with production planning systems ensures the ability to forecast staff supply resource requirements based upon actual and projected demand. It then becomes possible to find appropriately skilled staff supply resources in the most effective way possible. This minimizes excess overtime by spotting shortages and staff supply scheduling inefficiencies.

In addition, when the unplanned arises, whether an emergency or an improvement opportunity, Workforce Management responds by dynamically suggesting the reallocation of staff supply resources to best meet actual and projected needs.

Consistent Deployment Intelligence

Workforce Management helps ensure consistency and accuracy of staff supply data across the organization because all staff supply data is generated from the same time transactions recorded by a single source. This eliminates the time consuming process of reconciling time and staff supply data generated from multiple disparate systems and delivers accurate time and attendance information to payroll, financial, and other enterprise systems. Workforce Management provides visibility to true staff demand costs and helps ensure that accurate real-time data is available for management review and action at any time. Workforce Management makes it possible for managers to easily identify times and areas where staff supply management problems may be occurring.

Responding Rapidly

Workforce Management must accommodate a wide range of complex rule scenarios without requiring the development or purchase of custom software. This capability enables an organization to respond rapidly to critical, time-sensitive events, such as union contract negotiations, or the adoption of new labor policies. At times it may be likely that traditional time and attendance systems may not be completely relied upon to deliver complete and accurate staff supply cost forecasts, based on staff demand, for all parts of the workforce.

Workforce management helps ensure that actual and projected staff supply cost information is available on a real-time basis, not as a by-product of longer lead-time processing cycles such as payroll. Timely visibility into accurate and up-to-date staff supply costs allows organizations to react proactively.

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