

## **ADP's Advanced Scheduling Solutions: The Power to Optimize the Workforce**

In the past, automated scheduling solutions were primarily used to prevent unauthorized work and track absences, late arrivals, and early departures. Today, advancements in technology have eliminated many of the time-consuming processes in schedule planning and now provide companies with tools to deploy resources more effectively across the entire organization.

With many companies experiencing high turnover and labor shortages, automated workforce scheduling has become one of the fastest growing human capital management applications today.

### **The right people in the right place at the right time.**

For many companies, labor is its greatest asset and its most expensive cost. Since the quality of products or services have such a significant impact on a company's profitability, it's not surprising that more and more companies are investing in tools that can make employees more productive and more satisfied in their jobs. ADP's advanced scheduling solutions can help companies achieve these goals effectively and efficiently.

One of the ways that ADP's advanced scheduling technology enables more intelligent scheduling decisions is by providing broader visibility into the resources across the entire organization. The ability to access critical up-to-date data such as availability, preferences, skills, certifications, and seniority within a central, up-to-date database allows staffing managers to leverage resources and skills throughout the organization so they can find the right people for the job with minimum effort.

Within ADP's advanced scheduling solution, the ability to offer self-scheduling functionality offers companies another opportunity to increase productivity and efficiency. Employees can easily view a schedule for one or multiple departments and instantly see a list of employees, jobs, and schedules for the week, month, or entire schedule period. Employees can then efficiently communicate to any eligible employee or group of employees the desire to swap a shift, cover a shift, or sign up for an open shift. Once the schedule change has been accepted, it is immediately forwarded to the manager for approval and posted to the schedule.

Additionally, the ability to forecast staffing requirements based on the workload enables an accurate response in staff number and skill mix to changes in service level or business demand, helps improve staff productivity on a daily basis, and enables more efficient allocation of employees. Now managers can easily take into account how many employees are needed on any given shift, which mix of skills is required, and even when employees want to work.

### **Align staffing with the demands of your business.**

Current labor shortages, wage increases, and increased operating costs have intensified the need to control payroll expenses without sacrificing service levels. The need to align staffing with business demand is especially critical for companies with peaks in demand, seasonal fluctuations, high turnover, and large employee populations across multiple sites.

ADP's automated scheduling solution provides powerful tools to help companies effectively define staffing guidelines, generate accurate labor forecasts and budgets, analyze labor variances, balance labor staffing with customer service standards, and measure results.

ADP's automated scheduling solution can also provide tools to define staffing levels for variable and fixed labor. A labor standard utilizes productivity ratios to identify the ideal amount of labor to service incremental volumes of business. Labor standards serve as day-to-day operational guidelines and form the basis for longer-term financial budgets and labor forecasts. Automated solutions that can integrate labor standards, forecasting, and scheduling enable managers to schedule accurately and generate real-time productivity and variance reports.

ADP's automated scheduling solution can also provide the ability to electronically capture forecasts, budgets, and actual volumes for key business criteria (e.g., occupancy, restaurant covers, revenue) at defined intervals. The ideal scheduling system will enable both short- and long-term forecasts to be captured for payroll budgeting.

### **Front-line control enhances bottom-line benefits.**

**Greater control over labor costs:** Insight into the availability of qualified employees – specifically, employees who have the necessary skills, availability, and desire to fill an open shift – enables managers to distribute hours economically across the entire workforce, minimizing reliance on costly overtime and agency labor.

**Reduced risk of noncompliance:** Scheduling automation reduces the burden of managing policies, rules, and regulations when building employee schedules. It tracks employee qualifications so that managers can easily apply them to shift requirements and avoid costly liabilities. It also helps manage the criteria for labor agreement compliance, including union, seniority, and shift guarantees or minimums. It even allows managers to configure scheduling rules that comply with Federal regulations.

**Increased employee satisfaction:** Scheduling automation engages employees in the scheduling process. By allowing employees to submit availability and preferences, it helps managers create fair and equitable schedules that balance the needs of employees and the business. Meanwhile, employees gain satisfaction from having an influence over their schedules.

**Improved employee and manager productivity:** Through self-service functionality, scheduling automation allows employees online access to their information, giving them responsibility for updating preferences, availability, and contact information, while eliminating a time-consuming administrative burden on their managers. Employees can request leave, swap shifts, and sign up for last-minute scheduling openings.

**Better bottom-line results:** Automated scheduling positions the organization to optimize work schedules, placing the best-fit employees in the right place, at the right time, and at the lowest possible cost. As a result, managers spend less time on administrative tasks, and more time improving customer service and company performance.