



Workforce Optimization



How flexible is your workforce planning?



MONICA JUSTICE,
VICE PRESIDENT OF MEDIA
LOGISTICS AND
PRODUCTION QVC:

"Our broadcast operations demand flexibility in scheduling to accommodate last minute and short-term changes. Quintiq's MRS solution offers an abundance of management information, deployment analyses, and availability and planning trends, which results in greater control and efficiency."

OPTIMAL, CUSTOMER-ORIENTED WORKFORCE PLANNING

Legislation relating to working hours, personal wishes of employees, competences and performance agreements. These are all elements that impact your workforce planning and, consequently, your return on investment and efficiency. But how can you bring these and many other variables into play when creating a daily, weekly or monthly schedule?

COMPLEX

Workforce planning is becoming increasingly complex. After all, you have to deal with legislation and regulatory issues, a wide variety of employee expertise and skills, agreements laid down in labour contracts and various other aspects that are not making effective planning any easier. Moreover, you are increasingly dependent on accurate management information if you are to operate in a proactive and flexible way.

Often, organizations resort to emergency measures during planning. They recruit or appoint extra workforce in order to exclude risks, or are continually busy implementing minor short-term modifications in order to remedy bottlenecks as best they can. Naturally, this has a negative impact on the effectiveness of the workforce as well as the efficiency of the organization. This is why Quintiq has developed a new, advanced and intelligent solution for effective workforce planning. Not only does this next-generation planning solution offer more effectiveness and efficiency, it also improves morale and ensures the optimal use of human and material assets.

FLEXIBILITY

Many planning software packages are based on static data and therefore only offer static schedules. Quintiq's next-generation software, on the other hand, was developed to include the flexibility that is required when drawing up and continually modifying service and work schedules. Quintiq's view is that although many common aspects are involved in Workforce planning, every organization has its own planning wishes and requirements. This is why Quintiq's solution can be fully customized to your business model and company logic. Collective labour agreement rules, legislation relating to working hours, agreed contract hours and the individual preferences of employees: all of these can be entered into the system. On the basis of advanced algorithms and built-in intelligence, the software is able to create an optimal schedule or support planners in the creation of a schedule. In addition, the software offers a veritable treasure chest of management information and analyses of deployment, availability and planning trends. These form an optimal basis for better control of activities and greater efficiency during these activities. Moreover, as a result of its built-in intelligence, Quintiq's software effortlessly handles multi-resource planning; you will be planning people and resources with the help of a single integrated system.

POWERFUL TOOL

Quintiq's workforce planner is a powerful tool for your planning department: the system can display all planning information in both numeric and graphical formats. As a result of the software's visualization features, the planning department will always have a good overview of the latest state of affairs, bottlenecks, and undesired under hours and overtime. Ease of



JACQUES BLAAUW,
MANAGING DIRECTOR
KLM CATERING SERVICES:

"This is one of the few IT projects, which is implemented on time, within budget and has exceeded expectations concerning the functional requirements. The punctuality of the distribution of the catering products to the aircraft has increased from 98% to 99.5%, which is an important improvement for us."

use is guaranteed by the recognizable Windows interface and the possibility of defining various screens on the basis of the specific function of individual users.

INTERACTION

The planning department will be able to immediately implement any modification and handle any disruption. The system will immediately respond with an overview of the bottlenecks that the new situation will create. If so desired, the system will generate a new, optimized schedule or calculate the consequences of the planner's manual modifications. In all cases, it will be the planner who eventually decides what happens. This means that the planning department is always in full control and that its planners are capable of making better decisions based on real-time information.

RESULTS

Quintiq's solution ensures optimal flexibility in workforce planning. This offers businesses and organizations various advantages:

- **Optimal use of people, resources and materials**

Since Quintiq's workforce planner is able to take into account every possible variable, your organization will be able to substantially optimize the deployment of its workforce and resources. To this end, Quintiq's solution offers a single integrated system enabling full multi-resource planning.

- **Reduced personnel costs.**

The software's visualization features provide planners with a full overview of how well resources are utilized (overtime or under hour performance). In this way, unnecessary and often expensive overtime can be avoided. Companies can also reduce the recruitment costs for an external workforce.

- **Increased customer satisfaction.**

With the help of the Quintiq system, you can take agreements with customers into account in a flexible way when drawing up service schedules. This may involve the deployment of personnel with specific knowledge or skills, or customer preferences for particular operatives. In this way, Quintiq's solution will allow you to optimally cater for the wishes of your customers.

- **Reliable and usable management information.**

The Quintiq planner offers various reporting features with analyses of, among others, available workforce, competences, deployment and occupancy rate. This will form the basis for an effective workforce policy.

COMPLEX PLANNING ISSUES

Quintiq's planning solution is eminently suitable for organizations confronted with complex planning issues, such as 24-hour companies and organizations where various competences play a central role. The workforce planning solution is in use within a wide variety of organizations, such as public transport companies GVB in Amsterdam and FirstGroup in the United Kingdom, security companies Group 4 Securicor and Brinks, VRT (Flemish Radio and Television), ZDF (German Radio and Television), damage repair company CARE, ANWB Road Patrol, inspection services company RTD, home care organizations Vivent, Omring and Rivas, German air traffic control DFS, NAV CANADA, audiovisual service providers Technicolor and DutchView and port terminal operating company PSA HNN.



ARNAUD FEIST
CFO AND DIRECTOR ICT
BRUSSELS AIRPORT:

"The passenger airline industry is a dynamic and competitive environment where customers and cost count. "The Quintiq software will help us address these challenges and enable us to provide the airlines with best in class service and support at customer checkin and arrivals."

LEO GOODWIN,
COMMERCIAL DIRECTOR
FIRST TRANSPENNINE EXPRESS:

"First searched long and hard for a single advanced planning and scheduling solution that best enables each train operating company to become more efficient. We were very impressed with Quintiq's professionalism, delivery and ability to adapt to the specific needs of each of our train operating companies. Quintiq's solutions will help each company deliver improved reliability."

INDUSTRY-SPECIFIC SOLUTIONS

Quintiq develops industry-specific solutions for various markets on the basis of its workforce planner. Sectors include hospital care, home care, security, broadcasting, aviation and air traffic control and public transport. These solutions can be quickly deployed by companies operating in these sectors, since industry-specific data such as collective labour agreement rules and legislation relating to working hours has already been incorporated into the software.

IMPLEMENTATION

Fast implementation is one of the outstanding features that sets Quintiq's planner apart from its competition. A fully serviceable solution can be delivered in a relatively short time. This is why many customers experience a payback time of six to eighteen months. Businesses interested in finding out how Quintiq's solution can contribute to improving their own efficiency and effectiveness can request a Quick Scan. In collaboration with you, Quintiq will investigate the possibilities, the project scope and the possible returns. In this way, a Quick Scan offers a quick insight into the actual benefits Quintiq's solution has to offer your organization. If you wish to request a QuickScan, please send an e-mail to info@quintiq.com.