

ROSTER2PAY

Bringing leading applications with a best practice approach to managing your workforce



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MODERN Workforce

The modern workforce is more complex than ever before. Businesses are increasingly agile, highly connected and more likely to be dispersed across multiple locations. As customer behaviours shift and digital disruptors loom large, the concept of digital transformation has become central to progress. But while websites are being revamped and the customer journey refined, internal transformation is often an afterthought, with employees left to deal with legacy systems, siloed business functions and a lack of visibility.

Yet making over your internal processes is just as essential as transforming customer-facing ones. In recent years there's been a significant shift away from full-time work and a trend towards remote or mobile employment – with hours becoming more flexible and employees demanding to work on their own terms. Modern business tools will help put you on the front foot instead of struggling to keep up with change.

Research from Deloitte also shows that the workforce has become both younger and older. Millennials make up half of the workforce, but the older generation is now working well into their 70s and 80s. This means that a single organisation has to manage a huge range of employee expectations, habits and skillsets. Millennial workers are accustomed to having information at their fingertips, and they're looking for intuitive digital

tools. Older workers are adapting to new roles to continue their career progression, which requires training in different skills.

To effectively manage this ever-changing environment, core business functions like operations, HR, IT and finance need to work together to develop a clear picture of the workforce. But a reliance on paper-based processes or a single system like payroll leaves many executives in the dark. While your staff are now hyper connected, with 24/7 access to information, Deloitte research shows that nearly three-quarters of employees still can't find the information they need within their own company systems.

Organisations across all sectors are focused on using data to make more informed business decisions, so it's essential that workforce data is also made accessible. Internal collaboration and integration are the keys to managing labour costs, employee scheduling and compliance more effectively. To become a truly modern business, you need to start with your own business processes and systems. How can you take the first step towards internal digital transformation?

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CHANGING Nature of Work

The workforce is changing – people work irregular hours and are looking for employment on their own terms.



69% of workers are now employed full-time, the lowest percentage on record.



61% report working in locations outside the office at least part of the time.



Millennials rank flexibility, including flexible hours and remote work, as one of the top five reasons for choosing an employer.

Yet many businesses haven't implemented modern technology to better manage their workforce and streamline internal processes.



61% of Gen Y workers believe the technology they use in their personal life is more efficient than the systems they use at work.

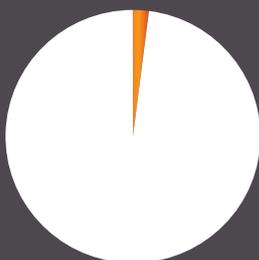


Only 25% of senior executives believe their business is effective at sharing information across functions.

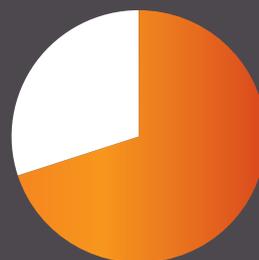


Less than 50% of organisations are using workforce data to predict business performance.

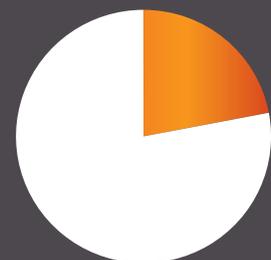
Managing your workforce more effectively has serious cost benefits beyond operational efficiency.



An organization with 5,000 employees could save \$6 million per year by reducing labour costs by just 2% through better workforce management.



70% of employees admit to punching in and out earlier or later than scheduled



And 22% filled out their timesheets with additional time, contributing to serious business costs over time.

WORKFORCE Challenges

Digital technology has contributed to sweeping shifts across the workforce, transforming your employees' approach to work and reallocating priorities for your senior management. It's harder than ever to gain – or retain – a competitive advantage when faced with constant digital disruption. To focus on strategic goals and innovation, your business needs to run as smoothly as possible.

So what are the biggest hurdles standing in your way?



MANUAL PROCESSES

While digital technology has become par for the course in our everyday lives, many businesses are still stuck using paper-based processes internally. These kinds of manual tasks can slow down day-to-day operations and hinder collaboration. For example, a paper-based timesheet system requires employees to sign-off their hours before an administrator collects and compiles them in a spreadsheet. This takes up a substantial amount of time, especially when you factor in manager approvals, any back-and-forth to make changes and someone manually calculating leave allowance or benefits. It also leaves you open to human error that can ultimately impact your bottom line.



COMPLIANCE RISKS

If your business data is spread out across different systems, with little visibility across the board, you're leaving your business open to compliance risks. For example, if employee qualification details live in your HR system, but aren't visible to the person responsible for staff rosters, you may find an employee is placed in a role without the correct skills and certifications, like working on a forklift or heavy vehicle. This not only puts workers in danger, but also puts your business at risk of legal action or financial penalties.



CHALLENGING INTEGRATION

A fully integrated Roster2Pay solution will provide organisations with detailed operational visibility empowering proactive decision making and the genuine opportunity to directly influence the bottom line. The solution will scale and grow with your business and be implemented for the efficient capture and payment of worked times across your workforce, incorporating scheduling capability, data capture and interpretation, mobility options and employee and manager self-service.



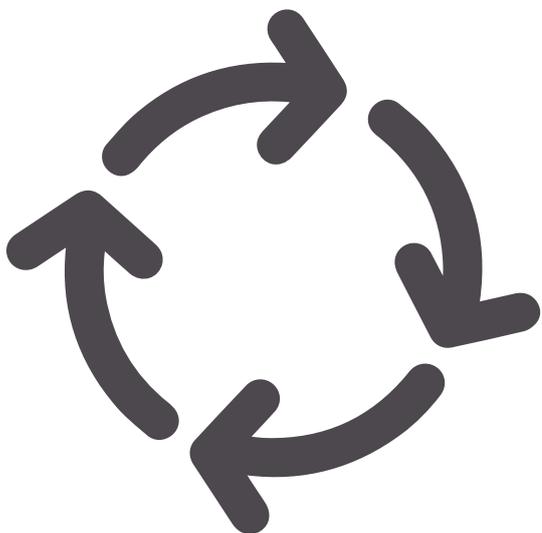
LACK OF VISIBILITY

Many organisations suffer from a lack of visibility due to unnecessarily laborious reporting and data analysis processes. It can be hugely time-consuming to manually compile reports from different systems, or to chase different departments to provide information. For example, pulling a report on staff performance may require a combination of data from HR and finance, while a lack of data analysis skills means IT is required for support. This can deter your staff from making use of data to gather any real insights, relying instead on a single system like payroll that offers limited information.

HOW to Streamline Your Workforce

Letting go of legacy systems is the first step towards total workforce management. Collaboration across your whole organisation will help you to keep up with the fluctuating workforce, while greater visibility and real-time data will help you to make more informed business decisions. Having a single system that integrates all your core business functions and automates simple tasks will free up your staff to focus on activities that deliver business value, while contributing to greater productivity across the whole organisation.

Here are six benefits of a Roster2Pay solution:



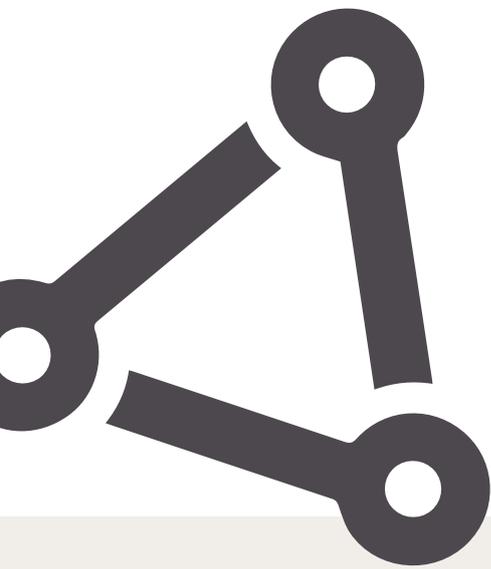
TASK AUTOMATION

If your business is reliant on paper-based systems, it's time to move to an automated system. Tasks like payroll and collating timesheets can easily be automated. This reduces the back-and-forth to approve or fix errors and reduces the number of staff needed to manage simple tasks. Automation will also reduce the time spent on unnecessary paperwork, making it easy to pull reports rather than digging through spreadsheets for insights to contribute to management discussions or report back to your CEO.

COMPLIANCE MANAGEMENT

Manage compliance more effectively by allowing employees from different teams to see what regulations need to be followed. An integrated workforce management solution will offer visibility into all the qualifications needed to roster people onto certain tasks or roles, preventing you from scheduling an employee unless they're listed as having the correct certification or license. You can also better monitor compliance with your own business-specific rules, such as overtime policies.





BUSINESS INTEGRATION

Roster2Pay integrates areas of the business that have traditionally been done manually via costly integrations. Collaboration between related teams like finance, HR, operations and IT can help to improve productivity business-wide. For example, if your finance team is looking for information from HR about salaries, or your HR department needs productivity insights from the operations team, they can easily generate data with modern tools instead of chasing colleagues for reports.

LEAVE MANAGEMENT

All businesses need to manage leave, whether it's unexpected days off or scheduled holiday time. Roster2Pay tools help line managers by providing direct visibility into who is on leave and when, so you can plan more effectively and schedule individual work against a leave roster. This also helps you to understand your contingent labour and backfilling requirements. With an easily accessible roster you can see if a number of people from the same team are all away at once and fill their shifts as needed.



CONTROL COSTS

Automating time management and staff attendance can help you to control labour costs by minimising payroll errors. With greater visibility into the exact hours your staff were onsite, you can reduce accidental overpayments, incorrect timesheets or 'buddy punching', where staff will cover up for another's absence. Decreasing the time spent on manual processes and dealing with scheduling conflicts or errors will also help you to better manage labour costs.

SOPHISTICATED REPORTING

Historically, human resource reporting has been conducted through payroll tools, but these offer little flexibility or visibility across other core business functions such as finance or operations. With a complete Roster2Pay tool, everyone in your business will have access to the data they need and can perform easy analysis. Real-time insights allow you to quickly identify areas in your business that are either causing bottlenecks or creating opportunities for growth and improved productivity.



ROSTER2PAY IN ACTION:

Hospitality Case Study

A global luxury retailer transformed its internal processes to optimise scheduling and improve customer service. Using an integrated workforce management tool and analytics gleaned from point of sale machines, the company was able to calculate how quickly each staff member worked. They then rostered employees onto particular shifts at different stores, based on this data.

For example, faster workers were scheduled at outlet stores which had high customer churn rates throughout opening hours. More methodical or detail-oriented employees were rostered at high-end stores where the focus was on thorough customer service rather than speed. With real-time insights into their workforce productivity, the organisation was able to improve efficiency and reach specific store goals by optimising their rostering system electronically.



ABOUT Presence of IT

Presence of IT is Australia's leading consultancy in HR, payroll and workforce management solutions. We provide thought leadership, process improvement, software implementation and support services to some of the largest organisations in both the private and public sector.

Our strength is the excellence of our people and our customer-first approach. Our team of experts are responsive, helpful and solutions-focused. We take the time to understand your business and solve your challenges with market leading solutions. Presence of IT will help you transform your business operations and workforce management processes by giving you the tools you need to control labour costs, minimise compliance risk and improve productivity.

“The biggest priorities for any organisation are paying staff correctly and on time”

GET IN TOUCH

Contact us today for a total workforce management maturity assessment with an expert consultant, to gain an understanding of your maturity levels in comparison with others in your industry and learn how to streamline your own workforce.

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