Workforce Management

The Central Control Element in Business
“We live in a time of complete resources and confused objectives.”

Albert Einstein

Workforce Management – The Central Control Element in Business
A Growing Demand for Flexibility in Businesses
Futurologists and trend researchers agree: A major challenge in our future world of work will be – beside demographic change – the profound paradigm shift in the way work is organized. In earlier times, most companies were hierarchically tiered and characterized by rigid departmentalized structures. The focus was on monitoring employee attendance times. Today, corporate culture includes flat hierarchies and flexible teams that approach projects in a self-responsible, results-oriented way.

Mobility and Flexibility in All Dimensions
Changes are also pending in the area of work time models. Permanent employment, still the most frequent form of employment contract today, will develop more and more in the direction of temporary employment. Flexible scheduling of personnel and work activities is increasingly being practiced in everyday business. According to current findings, introducing flexible working hours increases motivation and performance and reduces absenteeism and overtime. Flexible work time arrangements make a company more attractive on the labor market as qualified applicants place great emphasis on this when choosing an employer.

Workforce Management as a Modern, Target-Oriented Solution
Optimizing processes, increasing throughput and raising productivity – all of this belongs to the daily tasks carried out in organizations and businesses. The most successful approach here is to use existing human resources more effectively and thus improve a company’s performance in the long term. When implemented consistently, Workforce Management is the most important tool for reducing costs and improving employee as well as customer satisfaction.

Successful achievement of corporate goals always depends on the employees and the factor time.

Only Professionally Interconnected Workforce Management Solutions Lead to the Goal and Augment a Company’s Success

- Personnel requirements planning / forecasting
- Personnel scheduling
- Project time management
- Production data recording
- Import and export interfaces to all current ERP systems
- Forwarding of data to payroll systems
- Time recording on Interflex hardware, PCs or mobile devices
- Employee self-service with workflow functions
- Work time management: accounting of all flexible work time regulations
- Consulting and comprehensive service offering
Breaking Up Rigid Structures
Flexible work time has been the standard for a long time already in many companies. Economic success is increasingly dependent on the optimized use of negotiated normal working hours, i.e. the adaptation of working time to actual requirements. In addition, the attractiveness of companies in the labor market is strengthened through such individual work time arrangements, as these are often decisive for qualified employees when choosing an employer.

Time Management for Balanced Staffing
Due to the implementation of advanced work time models, the demands on businesses are becoming ever more complex and can only be handled by professional time management systems. With features such as specific workflow components, clear representation of planned work schedules, online evaluations, early warnings for exceeded limits as well as project time or external work recording, even the most complex arrangements and models can be managed. Time management today is expected to perform one fundamental task: Enhance productivity through intelligent personnel scheduling by striking an optimal balance between the interests of employees and those of the company.
Solutions for All Requirements, Company Sizes and Industries

- Geared up for all work time arrangements
  - The effort required in organizing new work time arrangements is considerably reduced.
  - Greater efficiency through increased employee motivation.
- Easy handling and trouble-free processing
  - Current time data is immediately available and thus facilitates personnel decisions.
  - The solutions serve as an interface for convenient data transfer from wage and salary programs.
- User-friendly, effective and reliable
  - Personnel absence times can easily be bridged.
  - Reduced personnel costs through reduced overtime and work time subject to surcharge.
- Comprehensive, up-to-date evaluation options
  - Time recording helps managers fulfill the legal requirements on working hours.
  - The persons responsible can flexibly respond to order fluctuations.
- Employee Self-Service
  - Time recording is perceived as fair by employees.
  - Employees always have access to current time data.

The solution can be used internationally, is integratable and expandable as well as cost-transparent. The optimized and automated processes save businesses administration costs.

37% of contractually agreed on working hours is still spent on unproductive activities.
Personnel Scheduling – Using the Work Time Factor More Efficiently
Employees and Time as the Most Important Competitive Factors
Companies continuously strive for more efficiency, productivity, throughput, growth, competitiveness and flexibility. The solution to this is achieved through professional human resource planning, adequate staffing, selection of appropriate work time models and demand-oriented personnel scheduling.

A Clearly Defined Goal
Employees with suitable qualifications should be deployed in the right quantity, at the right time and at the right place.

Personnel Scheduling – Now More Important than Ever
Customized modules and solutions for all industries and company sizes help implement suitable concepts. It is not just about traditional personnel scheduling and time management but also strategic consulting on work time management and forward-looking solutions for time and attendance recording.

Advantages and Benefits
- High-quality planning of personnel and time resources
- Increased productivity and employee motivation
- Fast response to demand fluctuations due to interactive control options
- Increased efficiency through demand-actuated and qualification-oriented personnel deployment
- Avoidance of unproductive work time
- Consistent use of all work time models
- Substantial reduction in personnel costs
- Greater transparency and more information on in-house processes available in real-time
- User-friendly forecasting function with online control in real-time
- User-configurable software interface
Workflow functions ensure smooth processes, minimize repetitive tasks and paperwork and reduce administrative costs – whether in the office, home office or on the road.

**Long Workflow – Short Process**
By using workflow functions in a company’s organization, the web-based employee self-service solution provides for smooth processes, minimized routine tasks, reduced paperwork and considerably less administrative work. Vacation requests, vacation planning, corrections, absences, time sheets and the like can be handled with little effort in a process-oriented fashion. Certain time management tasks are decentralized and performed by time administrators, supervisors and even the employees themselves. In this way, all of the data can be easily and quickly entered into the system. Person-related data, such as addresses or phone numbers, can be entered and updated by the employees themselves.

**Advantages and Benefits**
- Cost savings in administrative processes
- Greater employee satisfaction and motivation through increased personal responsibility and independence
- Shorter and faster request processing
- Always up-to-date, accurate data
- Innovative personnel management through manager self-service
- Time and location-independent access to the system – whether from the terminal, workplace or home office
- Paper time sheets no longer have to be distributed
- No more photocopying and filing work required
- Rules for using up vacation are monitored by the system
- Valuable tool for lightening the scheduler’s workload when fine-tuning schedules
- All information is available to department heads online
- Reduces the routine tasks of HR departments
- Transparency for all employees – e.g. works councils also have full access to the data

Employee Self-Service (ESS): Saves Time and Money

Standardized, transparent and streamlined HR processes for the entire company and all employees.
Making Projects More Transparent with Project Time Management

Keeping the Personnel Data of Projects in View at All Times
The project time management software solution provides a practical way to plan, administer and evaluate projects. Responsible persons receive up-to-date and transparent personnel information as well as an overview of projects, activities and costs. The value chain in the company can thus be optimized by minimizing weak points in the staff constellation and increasing productive periods. This solution also provides an improved basis for decision making by project managers, controllers as well as upper management. The archiving function guarantees long-term traceability. Standard interfaces to SAP-ERP as well as payroll and controlling systems are integrated for simple data exchange. The software can be deployed as a supplement to production data recording. It can also function as an independent production data recording system.

Advantages and Benefits
- Reliable calculation
- Accurate analyses
- Transparent cost management
- Profitability
- Planning security
- Optimal capacity utilization
- Professional quality control

Up-to-date and transparent personnel information as well as an overview of projects, activities, and costs
Reports – The Basis for Sound Decisions

Only professional reports with real target values allow meaningful controls and analyses.

Up-to-Date Presentation of Resources
As an important channel for internal and external communication of goals and responsibilities, professional reporting makes a significant contribution to a productive business strategy. It is one of the key success factors for sustainable business management. When decision-relevant information is made available for the reports, the quality of business decisions is significantly improved.

Advantages and Benefits
- Up-to-date statistics on planning and capacity utilization
- Graphic illustration of forecasted staffing requirements with already planned and requested time periods
- Graphical comparison of the various planning stages
- Current overview of business performance
- Quick overview of shortened hours of individual employee groups or whole areas
- Report and overview of current vacation balances
- Display of machine assignments
- Absence overviews in comparison with productive hours
The Interface to SAP Circulates Data

**Functioning Data Cycle**
Interflex systems can be quickly, easily and inexpensively linked to any SAP installation. With the HR-PDC interface, a completely closed circulation of all time data is guaranteed. Personnel information from the SAP system is permanently available in the Interflex solution and, if required, can be retrieved and verified at any time. Thus, when employees perform bookings at an Interflex terminal, synchronous data access to the personnel time management features in SAP is not required. All employees know immediately if their bookings are successful. The Interflex system transfers all bookings, personnel time events and employee expenditures directly to the SAP system for immediate evaluation and processing.

After that, the updated balances and accounts of all employees are available for the next download to the Interflex system.

**Benefit from the expertise gained through our successful 17-year partnership with SAP.**

[SAP Certified Integration with SAP Applications]
Few are able to offer what is really needed: A holistic solution.

**Standards That Will Win You Over**
- Freely configurable software user interface creates space for an optimal scheduling overview
- Simple implementation of the software solution
- Intuitive control options reduce time required to respond to changes and increase productivity
- New module with dynamic reporting evaluates planning data, calculates key figures and thus increases the quality of planning
- Suitable industry-specific modules for vertical markets, such as call centers, aviation, manufacturing, health care, services, public services and commerce
- Flexible team building options via multi-group and user-defined sorting parameters
- Time management perfectly adapted to scheduling requirements

Customized Solutions for All Industries and Company Sizes

- Health Care
- Public Services
- Manufacturing
- Call Centers
- Services
- Commerce
- Aviation
Professional Service for Our Customers

Consulting
We provide competent, goal-oriented consulting services in the core business fields of security, work time and personnel scheduling.

System Consulting
Professional system introduction:
Approximately 160 employees are specialized in installing, configuring and commissioning Interflex systems.

Project Management
Highly qualified and certified project managers get projects done on time.

Hardware Installation
The hardware is installed on site by our own qualified technical personnel.

Training Courses for Users
Interflex offers both standard and customized introductory training courses for users in small, dedicated groups.

Maintenance
Interflex offers a wide array of service packages for software and hardware allowing great flexibility for individual needs.

Hotline/Support
Software specialists with a wide spectrum of knowledge stand ready at our central User Help Desk to provide support and answer questions.
What Our Customers Say: Success Stories from the Field

✓ “Use of the Workforce Management solution allows us to perform a logistical feat each and every day. Vacation, requested workdays, blocked days or illness are taken into account in personnel scheduling as well as staff requirements derived from tour planning. In addition, the qualifications of the employees in the system are stored transparently so that the teams can maintain the required number of people with the right skills at all times, even when there are requests to swap working hours,” reports Adrian Röthlisberger of the Blood Donation Center, Zurich SRK.

✓ “With the Workforce Management solution from Interflex, we save in total around 95% of the costs that used to be involved with the scheduling process. And add to that an approximate 180 hours per month saved through the automatic detection of deviations from the shift schedule,” reports Michael Marmotti of maincom telemarketing services GmbH.

✓ “Our human resources staff has to administer employees across 35 booking sites at 25 locations – and the tendency is upward. Against this background, a smoothly operating time management system is extremely important in order to ensure employee satisfaction as well as efficient business operations,” emphasizes Stefan Büttgen, Head of Strategic IT at Wirtschaftsbetrieben in Duisburg.

✓ “Costly manual operations are no longer required and reports can be created much faster now. Moreover, the forecasts are very accurate with the result that the actual data always deviates only slightly from the forecasted call volume. In short, our personnel scheduling rests on a very solid foundation,” says Angela Obergruber-Steinecker of LINZ AG.

✓ “The automatic overview of sick and vacation days as well as time bonuses brings a saving of approximately 35 hours per month. This amounts to some 1,000 euros per month and 12,000 euros a year,” calculates Cornelia Stephan, Assistant Personnel Manager, Hotel Estrel Berlin.

✓ “Use of the Workforce Management solution from Interflex ensures shift scheduling that conforms to legal requirements, saves costs and allows an increasingly accurate and applicable budget forecast. The interdepartmental deployment of personnel reduced the cost of temporary staff by around 50,000 euros in the first year. The solution delivers the information that is important to us at the press of a button and the continuous adaptation of the system to our requirements brings increasingly long-term cost reductions,” reports Annette Bramkamp, Personnel Manager of Estrel Berlin.

✓ “The Workforce Management solution from Interflex is our most important personnel management tool. To ensure our service quality, we have to continually determine how many employees with which qualifications are needed at which time. Through the strong involvement of employees in the planning process, we achieve a very high level of employee satisfaction and reach our planning targets, too,” says Marian Jank, CEO of Deutsche Bank Credit Service GmbH.
Due to the increasing complexity of business, corporate success is hardly possible without professional workforce management.
Interflex Datensysteme GmbH & Co. KG offers comprehensive solutions for workforce management, including time management and personnel scheduling, as well as customized and innovative security solutions containing access control, video surveillance, security control centers, and visitor management.

With several thousand system installations managing more than 4.5 million users, Interflex is one of the international market leaders. Interflex was founded in 1976 and has been part of the Allegion Group since 2013.

Further information is available at [www.interflex.de](http://www.interflex.de).

**About Allegion**

Allegion (NYSE_ALLE) creates peace of mind by pioneering safety and security. As a $2 billion provider of security solutions for homes and businesses, Allegion employs more than 8,000 people and sells products in more than 120 countries across the world. Allegion comprises more than 25 brands, included strategic brand CISA®, Interflex®, LCN®, Schlage® and Von Duprin®.

For more, visit [www.allegion.com](http://www.allegion.com).