INFORM
WorkforcePlus

SUCCESSFUL WORKFORCE MANAGEMENT PLAYS BY NEW RULES.

Time for real optimization software in staff scheduling.

/ RULE 1

THE GOAL IS NOT A COMPROMISE.
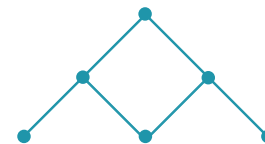## BUT THE ABSOLUTE OPTIMUM.

Real optimization software looks at the entire complexity of workforce management.

Coordinating personnel requirements with the availability of suitable employees is becoming an increasingly greater challenge. The number of influencing factors is growing continuously. At the same time, reaction times are getting shorter.

Managing this complexity requires more than just a visually appealing and convenient planning interface: a genuine schedule optimization that optimizes not only the planning process - but also harmonizes customers' and employees' satisfaction, planning stability for employers and employees as well as achieves economic goals in the best possible way.
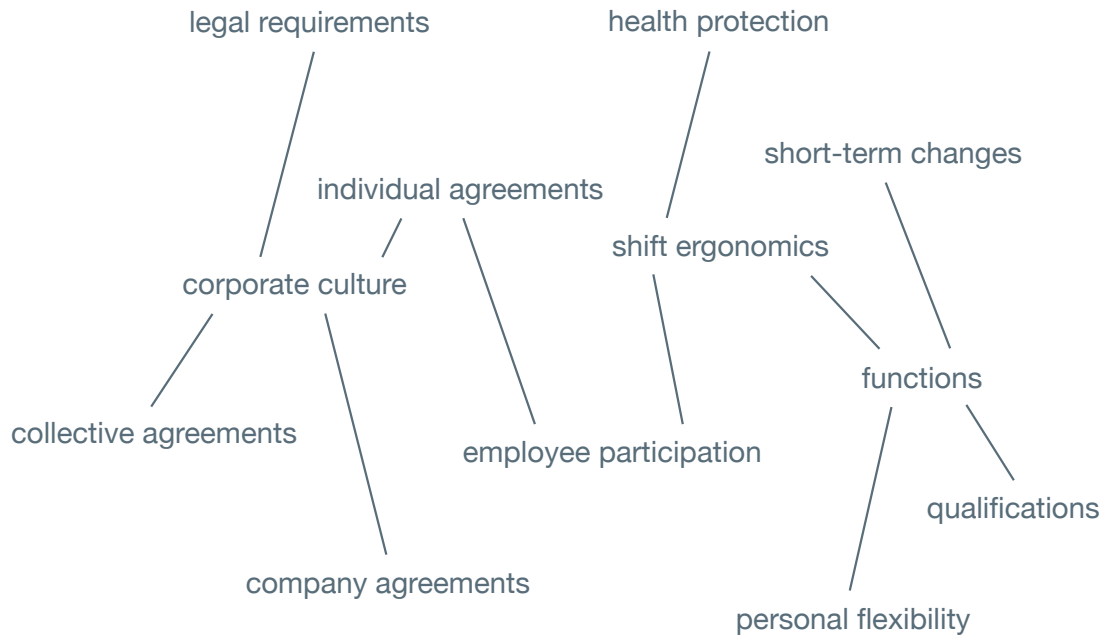
A real optimization necessitates the precise formulation of individual task requirements in the system. WorkforcePlus

uses the unique INFORM Deductive Intelligence (DI) Technology which allows a flexible description of individual parameters and target values - without the need for costly programming.

DI Technology

More and more factors -
less and less reaction time

legal requirements

health protection

short-term changes

individual agreements

shift ergonomics

corporate culture

functions

collective agreements

employee participation

qualifications

company agreements

personal flexibility

WorkforcePlus uses leading global optimization methods that consider all planning parameters simultaneously. They evaluate the entire solution space to quickly find the best solution.

/ RULE 2

WORKING TIME FLEXIBILITY IS NOT ONE-SIDED. BUT A WIN-WIN SITUATION FOR ALL SIDES.

Real optimization software reconciles cost efficiency, employee needs and service quality.

Anyone who views working time flexibility purely in terms of cost considerations misses its true potential. A one-sided focus on savings quickly leads to problems with service quality and employee strain.

Workforce management has the potential for all sides to benefit from flexible working hours. Companies can optimally adjust personnel deployment to match demand and short-term fluctuations. In return, individual employee wishes can be taken into account in the scheduling. This balance in flexibility improves employee motivation, sick leave rates and employee retention.

Employee participation and flexible working time models can be the key to making shift work more attractive.

WorkforcePlus is geared to high complexity and takes individual preferences into account in the automated planning process.

/ RULE 3

GOOD PLANNING IS ONLY AS GOOD AS THE COMMUNICATION WITH THE EMPLOYEES.

Real optimization software views the planning process as an interaction.

Successful digitalization requires communication that works in all directions, independent of time and space. WorkforcePlus enables the collaborative integration of employees into the shift scheduling. Without delay. Without confusion. Personally and directly, so as to satisfy emotional concerns.
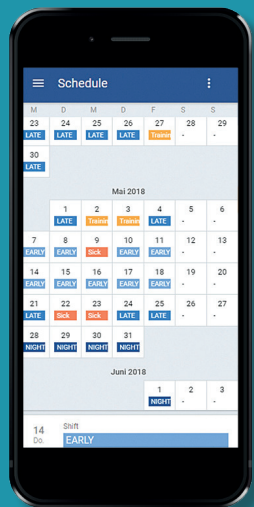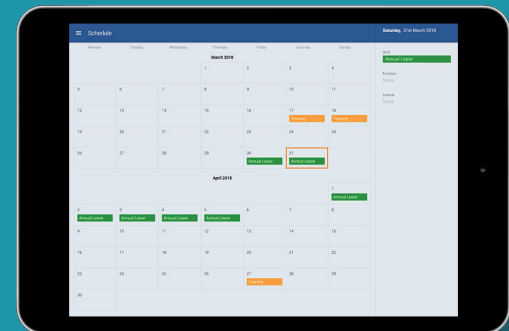

Mobile employee portal

Smooth and efficient interaction between planner and employee. Independent of time, space and display size.

Employee preferences

Individual wishes, e.g. days off or preferred time slots, shifts and days, are automatically taken into account in the optimization.

Vacation planning

Sufficient coverage of staff demand is reconciled with vacation entitlements and a fair distribution of vacation times.

RULE 4

HIGH-QUALITY SOFTWARE IS MORE AFFORDABLE THAN MISTAKES IN TIME MANAGEMENT.

Real optimization software provides economic and legal security.

Every employee should receive the correct remuneration for his or her working hours in accordance with the legal, collective and company agreements. In the light of variable working times with different premiums and allowances, as well as unavoidable deviations between planned and actual working hours, this is a challenging task.

Unnoticed systematic errors in the working time evaluation can lead to high additional costs. On the other hand, transparent and reliable accounting improves employee confidence.

Errors can only be reliably avoided with powerful software. WorkforcePlus can represent time management rules individually. The correct aggregation and classification of working times create a reliable basis for planning, payroll and controlling. Errors in manual data entry and processing are consistently avoided from the start. This means that the investment will often pay off in a very short time.
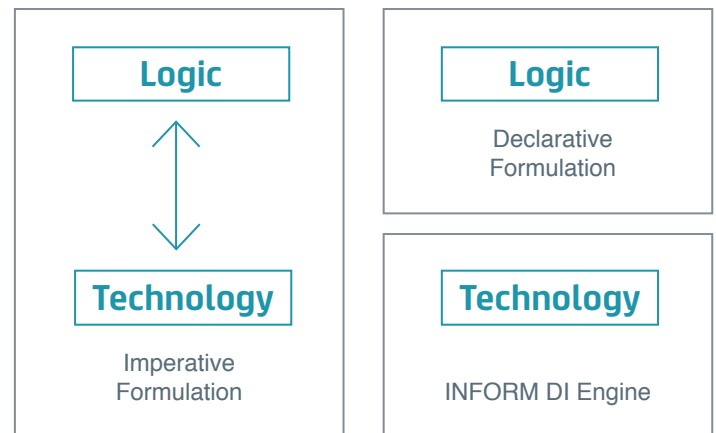
/ RULE 5

ONLY THOSE WHO ARE MORE FLEXIBLE THAN CHANGE WILL HAVE A FUTURE.

Real optimization software is even prepared for future changes that no one is aware of today.

The greatest risk to the performance of workforce management software is in the future. Even if the current company requirements can be mapped, they change over time - the world is becoming increasingly more agile.

For software, future-proof means that it is already prepared for the uncertainties of tomorrow. When selecting software, a decisive factor should, therefore, be how extensively and quickly it can be tailored to new requirements - without endangering stability and maintainability.

WorkforcePlus uses the completely new INFORM Deductive Intelligence (DI) Technology, which is superior to conventional software architectures. It enables flexible adaptation of logic and data structures. New requirements can be formulated according to rules, without touching the technical level and, therefore, endangering system stability.

Logic

Imperative Formulation label applies via:

Technology

Imperative
Formulation

Logic

Declarative
Formulation

Technology

INFORM DI Engine

In conventional programming, logic and technology are firmly coupled. Logic level changes require programming.

WorkforcePlus decouples these levels, making changes in the logic easy to implement.

/ RULE 6

IF YOU ARE LOOKING FOR INDUSTRY SOLUTIONS, YOU WILL FIND NOTHING BETTER.

Real optimization software uses best practices from all industries.

When selecting workforce management software, it initially seems sensible to concentrate on solutions that have been specially developed for your own industry. A closer look reveals that industry-specific standard solutions have their own limitations.

Many requirements apply across industry boundaries. On the other hand, companies within the same industry are so different that they can hardly be compared. Workforce management is primarily shaped by the task requirements and organizational conditions.

This is why it makes sense to apply best practices from all industries - and to think beyond industry solutions. Because the real solution space is larger than any industry.

Thanks to INFORM's DI Technology, WorkforcePlus is designed to individually map the tasks of any company and thereby benefit from tried and tested standards.

INFORM has extensive consulting know-how from solutions for a wide range of industries. WorkforcePlus customers benefit from individual solutions, without bearing the risks and costs of developing tailor-made software.

/ **RULE 7**

USABILITY CAN BE RECOGNIZED BY THE FACT THAT EVERY USER RECOGNIZES IT.

**Real optimization software can be used centrally and locally.**

When selecting software, the graphical interface leaves the most tangible impression. But the true usability is under the surface.

True usability means more than an attractive and consistent design. It can be seen in the fact that the users work intuitively with the system after only the shortest training. This makes the use of the software economically interesting, for small and decentralized organizational units, too.

The WorkforcePlus user interface is clear and easy to understand. The starting point for its development was a comprehensive analysis of the tasks and their environment. The modular structure also allows a flexible adaptation to suit individual customer requirements.
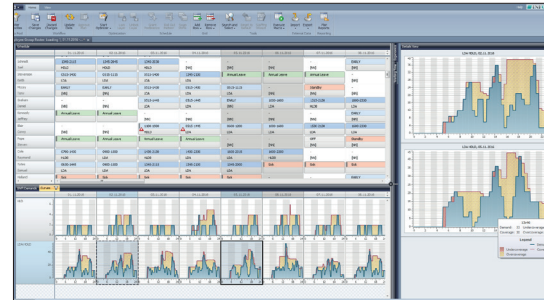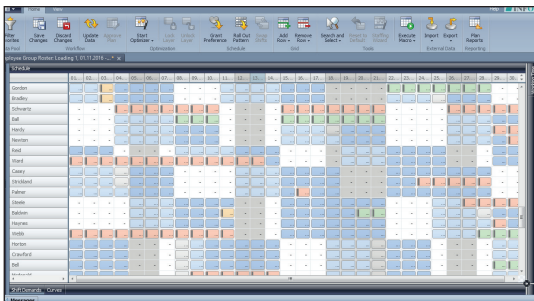
OPTIMAL PLANNING IS WORTH LOOKING AT.
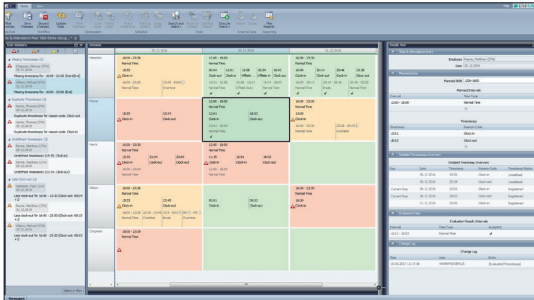
Integrated time management

Accurate evaluation of absences, overtime and premiums - e.g. by target/actual comparison of planned and recorded times.
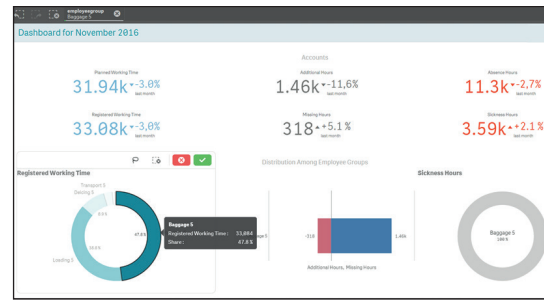
Short-term adjustments

Simple and quick adjustment of the schedule, e.g. due to requirement changes or staff shortages.

Macro views

Visual data aggregation provides an overview at any time, e.g. of shift ergonomics and absences.

Reporting / Dashboards

Clearly structured and meaningful indicators give early warnings and improve the quality of the planning.
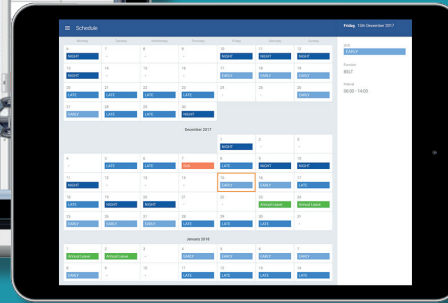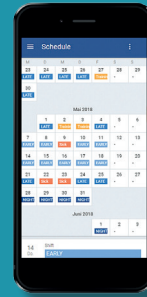
Flexible planning views

Specially tailored and flexibly adaptable views for the various planning tasks.

Shift pattern planning

Intuitive creation and maintenance of shift patterns for employees, teams and schedule groups.

WORKFORCEPLUS SHOULD BE ON YOUR LIST. POINT BY POINT.

TECHNOLOGY

Platform

- Future-proof system architecture based on Deductive Intelligence (DI) Technology
- Reactive, asynchronous architecture
- Multi-core support
- Support for commercial and non-commercial database management systems

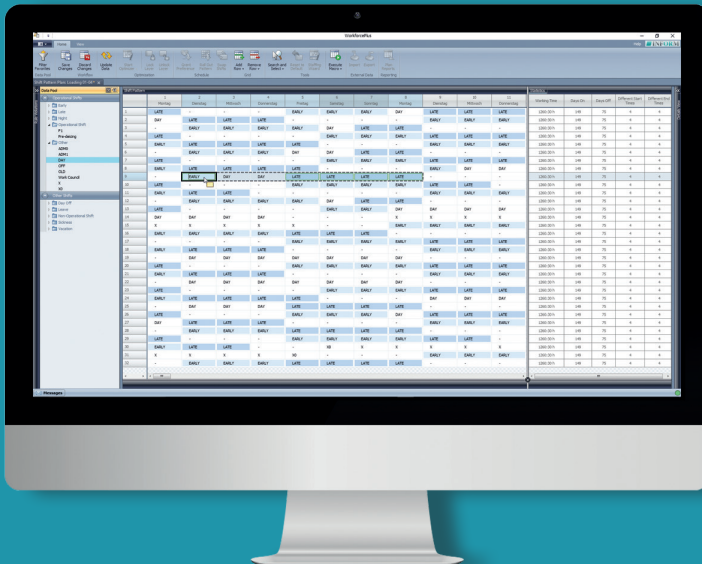### Standards

- Security concept
- User and role concept
- Encrypted communication (SSL/https)
- Audit trail
- Cloud-enabled
- Easy deployment
- Problem-free maintainability
- Full integration of all planning processes on a single platform

Integration

- Open data infrastructure
- Online and offline integration with other systems (e.g. human resource systems such as SAP HCM) - via database, text or web service formats
- Microsoft Excel integration

Scaling and performance

- Vertical and horizontal scaling, load balancing
- In-memory technology

Parameterization and configurability

- Extensive parameterization of system behavior
- Assembly of parameter sets, e.g. country-specific rules or optimizer behavior
- Individual expandability of master data records, e.g. individual employee fields

FUNCTIONALITY

Demand planning

- Working time demand planning based on business drivers, daily or accurate to the minute
- Calculation and editing of target staffing (quantitative/qualitative)
- Continuous updating of demand

Vacation planning

- Capture and verification of vacation requests
- Manual and automatic approval, taking into account the required minimum staffing (quantitative/qualitative) and entitlements for vacation, special leave, compensation days, days in lieu etc.

Automatic schedule creation and publication

- Support for all established planning strategies: fixed shift patterns, free rosters (e.g. monthly), working time flexibilization, employee participation, use of external service providers, combined and multi-stage procedures
- Precise mapping of individual working time rules from company agreements, legal agreements and working time laws
- Collection of all planning-relevant employee data with regard to qualifications, functions, employment contracts, availabilities, preferences, restrictions etc.
- Individual parameterization of the target criteria, especially with regard to productivity, service level and employee needs
- Automatic checking, display and system-supported resolution of rule violations, capacity problems (quantitative and qualitative shortfalls and surpluses) as well as target/planned/actual deviations
- Schedule publication

Absence management

- Acquisition and categorization of absences (all day/part of the day)
- Automatic check of the effects on the service level

Courses of action

- Informing employees about schedule changes
- Quality assurance following schedule publication
- Continuous monitoring of planned/actual deviations
- Timely countermeasures in the event of unplanned developments, especially personnel bottlenecks, rule violations etc.

Employee communication

- Flexible communication on all aspects of employee deployment via a mobile employee portal
- Modeling and automation of individual business processes (in particular with regard to vacation, schedule adjustment, employee preferences, shift swaps etc.)

Access control and time recording

- Use of various technologies such as RFID, biometrics etc.
- Recording and classification of payroll relevant working time

Time management

- Classification and aggregation of working time for the purposes of planning, payroll and controlling, e.g. accounting, processing and correction of timesheet data, working time evaluation, evaluation of planned, target and actual data

Reporting

- Analysis and evaluation with meaningful reporting/dashboards

WORKFORCEPLUS

INFORM. Nothing but the optimum.

Finding the best possible solution - this is what has driven INFORM since 1969. We are not satisfied until we can offer our customers the optimal software for their business. Even if we have to completely rethink supposedly unchanging principles.

WorkforcePlus is a software for workforce management which is based on Deductive Intelligence (DI) Technology. This completely new technology allows customization without the costs and risks of customized software.

To make planning as flexible and efficient as possible. To fully master the complexity of the task. To reconcile the interests of employees, companies and customers. To achieve more than just a schedule that works: the optimum.

Find out more about the potential WorkforcePlus offers you.
Our experts look forward to getting to know you and your company.

For further information about the technology and explanatory videos, please visit www.workforceplus.info

INFORM

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