SCHEDULING SOLUTION CASE STUDY

THE SECRET TO REDUCING OVERTIME

HOW ONE CONTRACT SECURITY FIRM USED PERSONNEL SCHEDULING TO REDUCE OVERTIME BY 70%

In the security industry, there is one big, bad monster that can be unnecessarily costly for your company: overtime. Preventing overtime situations before they occur, and boosting overall efficiency in the process is the key to saving thousands. And fortunately, it’s easier than you might think.

Just ask Jayson Yao, Chief Financial Officer of 50 State Security. Yao headed up efforts that, over the course of a year, drastically reduced the company’s overtime by 70%.

The secret?

In addition to using TEAM Software’s integrated solutions, Yao and his team operationalized tasks and procedures by following a comprehensive guide created by Rick Killings, TEAM’s Support Department Manager. The guide detailed daily processes for dispatchers, schedulers, account managers and others that would help discover and mitigate overtime situations.

“Everyone knows in the guard industry that overtime is the number one profit-killer that you can control,” said Yao. “We wanted to control it, but we really did not have a procedure in place at that point, so I took this on as my pet project – to drive our overtime down.”

Yao got everyone involved from account managers to HR to upper management, and he also created an ongoing incentive program that involved small rewards and recognition for employees as quarterly goals were met and maintained. The incentives helped

SUMMARY:
Jayson Yao, CFO of 50 State Security, had a mission to decrease unplanned overtime across his organization in order to control costs and boost profits.

RESULT:
By implementing a combination of role-based best practices recommended by TEAM and maximizing WinTeam’s Personnel Scheduling tool, 50 State Security managed to reduce overtime by 70% in just one year.
TEAM Software goes that extra step. They actually give you procedures on how you can lower your overtime. I don’t see any other company doing that.

The number one benefit of using Personnel Scheduling,” said TEAM’s Support Manager Rick Killings, “is the ability to track employees and to discover and adjust for overtime during the course of a particular week. Catching the overtime before it happens is important.”

Managing overtime effectively can be complicated, but the Personnel Scheduling tools in WinTeam make it easy, Killings said. With a user-friendly interface and multiple ways to perform common tasks, manipulating the schedule down to the day is simple and efficient. In fact, when someone adds an individual to the schedule, the software checks for any job or post requirements, such as certifications or trainings, to verify that the right person is sent to the job.

Managing schedules effectively from the outset has other efficiency bonuses as well.

“In WinTeam, we do two things with schedules – create payroll and create invoices. So, if your schedules are managed effectively, your payroll and billing are already there. From an operations perspective, the proper management of the schedules ensures both billing and payroll figures are correct in one step,” Killings explained.

WinTeam’s Personnel Scheduling works using a master schedule – a template of how a typical week would look. Instead of recreating a new schedule every week, users can simply create a schedule from the master and make any adjustments from there.
“In WinTeam, you’re only making exceptions to the master schedule, instead of recreating the entire schedule,” added Killings. “You’re managing by exception.”

By scheduling in advance and looking at the entire week ahead, companies can easily spot overtime scenarios in advance and make changes to accommodate. “The system immediately updates you on the overtime status of an employee when you insert them into the schedule,” said Killings. “You get a real-time look at the overtime situation.”

In addition, companies can track the reasons any change was made to the schedule. The Scheduling Changes Report, for instance, will show which changes were made, why and by whom. If companies are experiencing an overtime issue, this report may help find the root of it. “The Scheduling Changes Report will point out any bottlenecks you have in your process and help you put the focus in the right place. Since it tracks why changes were made and who made them, you can find out where in the process the overtime is being caused,” Killings said.

Personnel Scheduling also has a feature called Post Watch, a screen that displays information from the schedules and TeamTime, TEAM Software’s time and attendance solution. Post Watch provides a live snapshot of every post scheduled for the day. Schedules are updated as employees clock in and out of posts; dispatchers can make manual changes as necessary, too. Post Watch will also send alerts if employees do not show up for a scheduled shift.

For companies without a dispatcher, the TeamTime vs. Scheduling hours report lists all TeamTime time information so someone can compare clock in/out information from TeamTime to the actual schedule and find exceptions quickly and reconcile any possible issues.

Killings also emphasized the importance of the Scheduling Activity Report, the mother of all Personnel Scheduling tools. “The Scheduling Activity report is truly where it’s at, it’s what’s happening – it’s everything. That report shows everything that you’ve done or has happened in the schedules. Anything you want to investigate or analyze scheduling-wise is there,” he said.

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“In my opinion, it’s one of the best reports we have in WinTeam.”