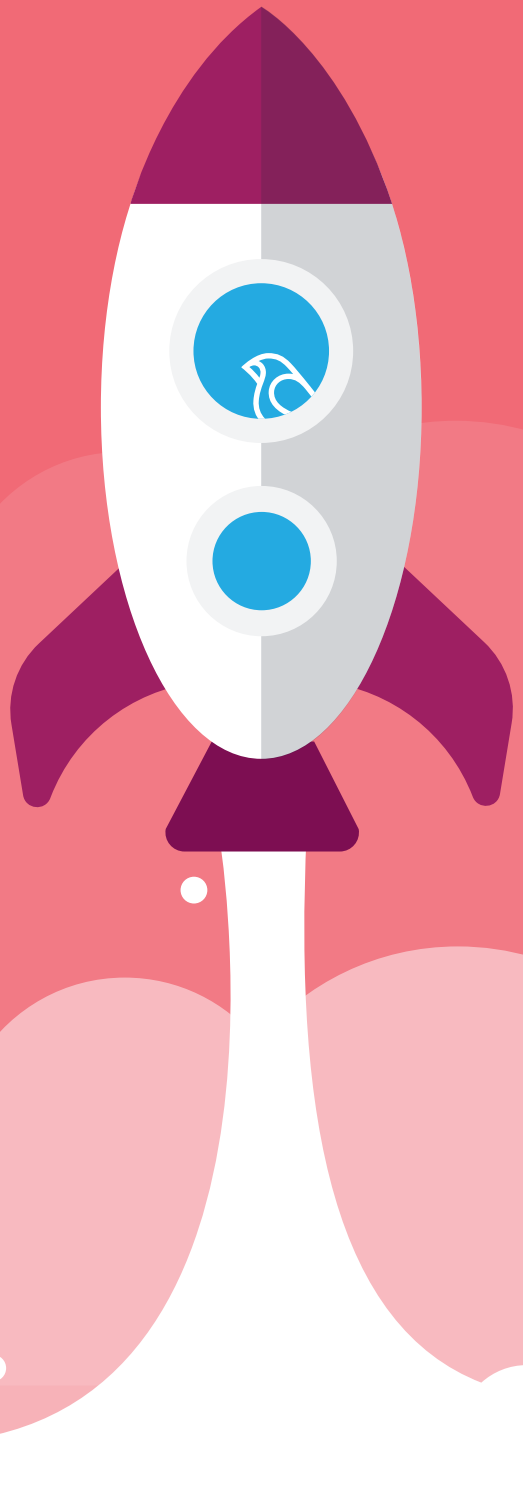
Your Guide to Choosing a Cost-Effective Workforce Management Solution



mitrefinch

1 ..... Introduction

2 ..... Section 1: Workforce Management Solutions

2 ..... What are Workforce Management Solutions?

5 ..... So, you're looking for a solution. Where do you start?

6 ..... Section 2: Workforce management

7 ..... Time and Attendance Systems

9 ..... Payroll software

11 ..... HR management

13 ..... Access Control solutions

14 ..... The benefits are clear

15 ..... Section 3: What Mitrefinch can do to help

15 ..... What we can do to help

16 ..... Why Mitrefinch?

17 ..... Get in touch

Workforce Management Solutions are technologies that are designed to help organisations to increase employee productivity and engagement.

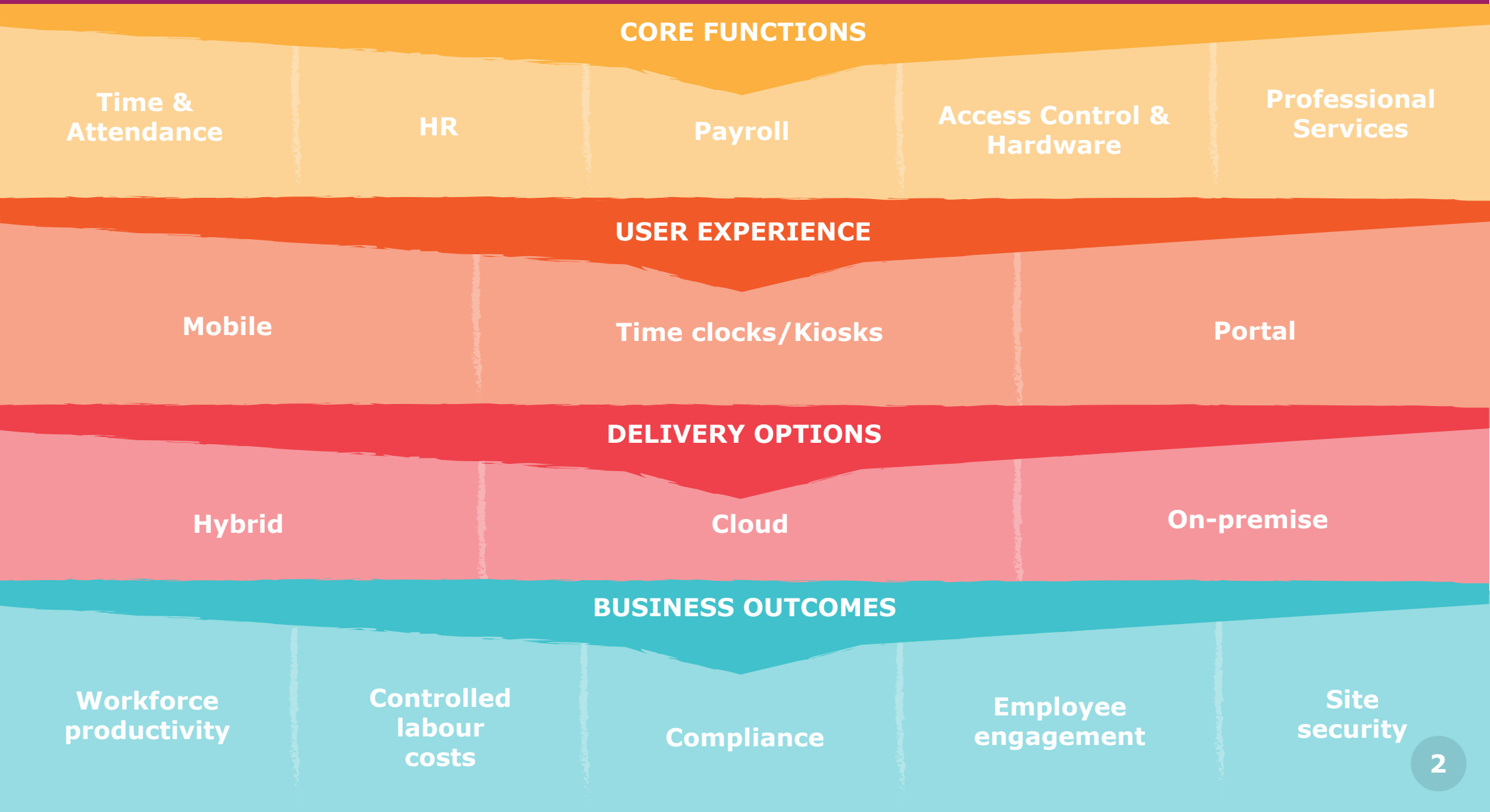
They can mean different things to different people, but in our view, integrated Time and Attendance, Payroll and HR, often coupled with Access Control systems, deliver the single most accurate view of your workforce.

With the right Workforce Management Solutions your organisation can:

- Shrink administration costs
- Reduce costly payroll errors
- Schedule strategically
- End employee time theft
- Allow users to forecast labour demands and develop workforce contingency plans
- Help administrators manage employee schedules

What are Workforce Management Solutions?

Workforce Management Solutions typically provide integrated Time and Attendance, Payroll, HR and Access Control to deliver the single most accurate view of your workforce.



According to the Gartner guide for Workforce Management Applications 2018[2], core functions of Workforce Management Solutions include:

Accurately measuring the working time and absences of workers, and making this information available to payroll and other HR systems

Assisting employers to be compliant with legislation and agreements pertaining to working time, pay and leave

Providing a means of creating efficient and fair work schedules and the provision of tools to track the productivity of workers

What are the benefits of a Workforce Management Solution?

By using Workforce Management Solutions, organisations are easily able to[2]:

Improve employee experience by using a set of features designed to deliver a better experience for the workforce, including scheduling flexibility, monitoring rewards and recognition, and communicating easily with managers

Introduce flexible working, supporting both employees and managers to offer flexible working (67% of employees wish they were offered flexible working[4])

Automate manager communication by offering an employee self-service centre for employees to submit leave requests and track allowances

"Mitrefinch has simplified our working practices and considerably reduced duplication of information. It has definitively saved us money in terms of the cost of maintenance time and improved efficiency."

Valassis

Many organisations have yet to make the most of effective Workforce Management Solutions.

In the contact centre space, for instance, almost 60% of businesses still rely on spreadsheets and nearly one in 10 firms use pen and paper or whiteboards as their primary means of scheduling shifts[1].

By 2020, 30% of global midmarket and large enterprises will have invested in a cloud-deployed human capital management (HCM) suite for administrative HR, but will still need to source **20%** to **30%** of their HCM requirements, such as Workforce Management[2].

So, you're looking for a solution. Where do you start?

There are many important things to consider when choosing a Workforce Management Solution.

Make sure to check:

- If the software can integrate with existing payroll or HR management systems
- If employees and managers can access it remotely through mobile devices
- If it's hosted in a secure cloud location, on a server or on-premise
- Any additional security measures such as regular backups and real-time recovery options

Before you start the search for a Workforce Management Solution that suits you, make sure you know exactly what your organisation needs.

When looking at a workforce management provider ask if their solutions can be adjusted to meet your needs.

Can they offer the flexibility and integration required?

It's important to ensure you're dealing with a provider who can give you a solution that will suit your specific business requirements

Time and Attendance

One of the most popular products in Workforce Management is time and attendance tracking software.

Mitrefinch Time and Attendance Systems allow you to:

- **Monitor workforce movements** and anomalies with established work rules and patterns
- **Manage operational costs**, with labour costing tools that allow you to plan daily and weekly tasks across multiple cost centres, compare planned tasks and budgets, and track projects by hours, quality or cost
- **Roster and manage** the contracted hours of staff to fixed and flexible shifts, according to predefined budgets and necessary skill matches for shift cover
- **Manage employee details**, absence profiling and entitlement accruals

- **Allow employees to work flexibly**, control access and accurately record clocking in and out with fobs, swipe cards or biometric entry points

- **Mobilise your workforce** with remote clocking and responsive system layouts for phones and tablets

- **Integrate** workforce time and attendance with HR and payroll systems for the single most accurate view of your workforce

From an employee perspective, deploying a time and attendance solution can have multiple benefits.

Having greater clarity over when and where they are expected to work means employees can plan their diaries accordingly.

They can identify early on where there are gaps in schedules, and can accept overtime shifts without having to rearrange their personal lives.

"As a consequence of fully implementing Mitrefinch Time & Attendance, we have realised in excess of £40,000 of annual recurring cost savings."

Penny and Giles

Payroll

A great Workforce Management Solution brings with it huge benefits for payroll teams.

Mitrefinch Flexipay Payroll Software helps businesses to:

- **Reduce payroll costs** by automating processes
- **Replace paper processes** with systems to automate calculations and payments
- **Manage benefits and rewards** to keep your employees happy
- Add new **payments and deductions** easily
- **Deliver real-time payroll processing** and increase scalability with limitless payroll data capture

- **Extract the reports you need with ease** containing just the important information you need
- **Offer self-service for your employees**, with direct access to payslips and more
- Import **timesheet** information
- **Personalise your payslips** with logos and images to keep in line with your company branding
- **Include payrolling benefits in kind**, or alternatively P11Ds can be produced
- **Manage dispensation** on mileage allowance on company cars, keeping your employees happy
- Keep compliant with **GDPR auto processing**

"Flexipay Payroll is without doubt an outstanding payroll package and is really user-friendly. You won't believe it until you have used it!"

Stewart Waddell, Dataplan Payroll Ltd

HR Management

Managing HR activity can be difficult and time-consuming.

Mitrefinch HR Manager Software allows you to:

- **Attach files** to keep track of all staff records and communications
- **Greatly reduce time spent** on data input, your employees can directly view their annual leave entitlements and requests for leave can be approved or queried automatically
- **Achieve one single point of data entry** for all employee information
- **Track and action** disciplinary and grievance procedures
- **Easily manage holidays** and other kinds of absence
- **Apply mass updates** on all employee data without large amounts of data keying and manual intervention

- **Empower employees** with employee self-service, allowing them to keep their records up to date
- **Gain insight and generate reports** on key areas of the business (including Bradford Factor and equal pay)
- **Manage communications** from within the system
- **Record training and qualifications** to help you plan for futuretraining requirements
- **Integrate** with other workforce management systems

HR software isn't just about improving efficiency, it can help identify potential issues too. Using data from Mitrefinch Time and Attendance Systems, Mitrefinch HR Manager Software can help you identify issues such as employees who regularly take more time off than would be expected.

Using solutions like these can help to both reduce the cost of absence and increase productivity, contributing directly to the bottom line of the business.

"The reporting function allows us to monitor anomalies, absences and sickness, and the ability to email these reports is extremely useful."

The Wrigley Company

Access Control

Keeping workplaces secure is a priority for any company.

Mitrefinch Access Control solutions offer a powerful combination of software and hardware to help monitor and manage the movement of people.

- **Protect your people and your premises** by setting rules against employees and allowing access only at defined times
- **Utilise** clocks, turnstiles, biometric and chip reader technology for access via card, fob or fingerprint
- **Track real-time movements** of your workforce and report against activities
- **Integrate** with other Workforce Management Solutions to ensure full workforce visibility

With the ability to generate reports, businesses can see who has accessed which areas, or who was on the premises at a certain point in time. This could prove invaluable if there are ever any concerns around security, fraud or other incidents.

The benefits are clear

Workforce Management Solutions benefit employees, the employer, and the business as a whole.

From scheduling which staff are required to work and when, to matching up hours worked with pay, businesses stand to make significant gains from implementing a Workforce Management Solution.

What we can do to help

Mitrefinch Workforce Management Solutions provide a cost-effective and time-saving route to better business efficiency, reducing costs, increasing productivity and gaining greater operational control.

Over 7,500 organisations worldwide use our solutions to drive efficiencies, cost-savings and productivity in their organisation.

Time and Attendance Systems

Payroll Software

HR Management Software

Access Control and Hardware

Professional Services

Why Mitrefinch?

We are solutions-focused

Our solutions offer a cost-effective route to bigger profits through better business efficiency. Every solution that we develop is designed to help our customers manage time, efficiency, productivity and costs. Our customers are results-driven, and we are too.

We have safe, experienced hands

As the pioneers of computerised clocking in systems during the 1980s, we have been designing and developing intelligent workforce management solutions for over 30 years.

We are flexible

Mitrefinch solutions are fully customisable to accommodate the working patterns and work rules of your business, supporting flexitime and shift work across multiple sites and pay centres.

We mobilise workforces

More workers than ever are working from home, at various sites during the day, or even working while travelling from location to location. Our solutions are fully mobile, making life easier for supervisors and employees to complete a wide range of work-related and administrative tasks from any location, at any time.

We support cloud or on-premise solutions

All organisations have different requirements when it comes to technology deployment. We can support you in deployment of Mitrefinch solutions in a way that suits your business.

We use our own solutions

We use our solutions to support a flexible, high-performing culture within Mitrefinch. We enjoy great employee visibility, automated schedule generation, TAS (job recording), flexitime, and the Mitrefinch mobile app.

Get in touch mitrefinch

0330 726 0066

sales@mitrefinch.co.uk

mitrefinch.co.uk

[1]https://www.callcentrehelper.com/beginners-guide-to-work-force-management-57124.htm

[2] Garter guide – Market Guide for Workforce Management Applications 2018

[3] https://wealth.barclays.com/global-stock-and-rewards/en_gb/home/research-centre/financial-wellbeing.html

[4] https://www.powwownow.co.uk/smarter-working/flexible-working-statistics-2017