



## WORK Services™

In addition to Working Time Solutions' powerful and flexible suite of software we also offer a complete range of associated services from working time consultancy through to full systems integration and bespoke development. WORK Services underwrite our commitment to excellence and the delivery of advanced solutions in the field of working time change.

### Why WORK Services?

WORK Services complement our products by offering client companies the benefit of our knowledge and experience in rostering, shift planning, annual hours and computer systems for planning and managing labour in the workplace. The range of services is complete and comprehensive.

We make available advanced software tools together with support for planning and implementation of working time change initiatives and high level expertise in technology solutions for workforce management. This means that the client can work in partnership with the supplier to achieve a tailored package of product and service to meet their specific business needs all from a single source.

#### Strategic software tools

- WORK Scheduling™
- WORK Management™
- WORK Contracts™

#### Services

- Consulting
- Information Technology

## Consulting

Organisations planning change in this sensitive and complex area of workplace management can rely on professional and informed guidance from Working Time Solutions. Our consulting services are proven in the field and highly valued by our customers in showing the way towards proof of concept and then to gaining acceptance and implementation of change.

- **Working Time Audit**

An initial review of the prevailing working time regime in your organisation and assessment of how that meets the underlying business needs.

- **Viability Assessment**

A professional study of your organisation or a specific area of activity leading to fully costed proposals and recommendations for a programme of Working Time Change.

- **Project Implementation and Management**

Following on from the Viability Assessment, detailed project planning, monitoring and management leads to a successful implementation of the recommendations with a careful eye on the achievement of management objectives.

- **Training and Education**

In order to succeed all of those involved in the project have to understand fully the new working time arrangements and their implications. This means that the message must be communicated clearly to Senior Management, Workforce and Supervision alike such that support for the project comes from a basis of understanding from day one.

- **Labour Planning and Forecasting**

Many organisations fail to plan their use of labour believing that real control of supply and demand issues is unattainable. Yet so often patterns of demand are clear and repetitive, and labour supply can, with innovation and imagination in scheduling, be matched highly accurately.

- **Working Time Risk Assessment**

An exercise to compare against Best Practice and investigate the compliance of your organisation with the current Working Time Regulations legislation and other EU Directives concerning labour markets and flexibility.

## Information Technology

Few major initiatives are achieved today without harnessing the power of IT - Working Time Change is no exception. Planning and scheduling tools facilitate the development of models and forecasts to accurately assess the need for labour and schedule its usage. Database management tools enable the everyday monitoring and administration of working time. Support services underwrites successful system implementation.

- **Project Management**

A comprehensive package of services designed to ensure that every aspect of your systems implementation is covered utilising the specific applications and technology skills and experience of staff from Working Time Solutions.

- **Systems Integration**

This service provides bespoke linkages and data transfer routines to related new and legacy systems, including time and attendance, access control, personnel and payroll systems.

- **Software Training**

Standard and tailored training courses to cover every aspect of usage of the WORK suite of products. Courses provide all essential information, 'how to' guidance, 'hands on' practice and examples from real life working time situations.

- **IT Consultancy**

Advisory support for all aspects of your software implementation and systems integration utilising WORK Scheduling™, WORK Management™, or WORK Contracts™.

- **Bespoke Development**

As a specialist provider of working time systems and software, with access to and experience of the very latest technologies, Working Time Solutions are able to provide a comprehensive and cost effective service for bespoke software applications or reporting requirements. Modern software development methodologies and low cost hardware now make the development and maintenance of such systems available and practical at a realistic cost.

- **Software Installation**

All multi-user, multi-site and complex network installations involve a pre-installation survey and installation by an experienced Working Time Solutions software engineer, to ensure the rapid and effective achievement of operational functionality.