

SCHEDULESOFT NEWS

July 2009



ScheduleSoft is the leading provider of optimized workforce scheduling software for complex labor and production environments. Our systems are unique in their ability to allow for rules configuration through setting parameters rather than costly customization. We hope you find our monthly insights useful in your day-to-day operations management, and encourage you to forward to your colleagues.



ScheduleSoft News and Comment

ScheduleSoft Named SAP Software Solutions Partner

ScheduleSoft is pleased and excited to share the news about our status as an SAP Software Solutions Provider. Our newsletter readers are getting a preview of the press release that will shortly be distributed to a broad range of trade publications and professional journals.

Our developers are dedicated to providing the most complete, flexible and user friendly workforce scheduling software. In addition to SAP, ScheduleSoft solutions will interface with other ERP, time and attendance and HR systems.

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New Features

- Kiosk Shift/Post Ranking
- Day View Editor
- Automated Overtime Generation
- Enhanced Reports
- Post Processing
- Kiosk User Defined Field Constraints:

- Consecutive Days Worked
- Consecutive Week-ends worked
- Consecutive Shift-Post Limits
- Consecutive Break Hours

For more information, call 1.866.807.8090.



Technical News

The current version of our products as of this

ScheduleSoft 4.6 Workforce Scheduling Software Solution Certified as Powered by SAP NetWeaver®

Robust and flexible, ScheduleSoft delivers user configurable, demand-driven worker scheduling to customers through interoperability with SAP® solutions.

Madison, WI, June 1, 2009 – ScheduleSoft today announced its ScheduleSoft® 4.6 workforce scheduling software has achieved SAP certification as powered by the SAP NetWeaver technology platform. The solution has been proven to integrate with SAP® solutions, complementing enterprise supply chain and resource management systems by using prioritized production schedules as the demand driver to optimize work schedules in process manufacturing and continuous operations environments.

ScheduleSoft is transforming the way companies do business through user-configurable rules and scheduling methods, which balance production or resource demand with employee availability, qualifications, skills, and scheduling regulations, to optimize labor costs relative to hourly as well as day-to-day workload fluctuations.

The SAP Integration and Certification Center has certified that ScheduleSoft 4.6 properly integrates with the SAP NetWeaver Process Integration (SAP NetWeaver PI) Release 3.0 offering via an XI content package.

“We are delighted to announce this successful achievement, that ScheduleSoft 4.6 is now certified as powered by SAP NetWeaver,” said Gregory Flessas, president of ScheduleSoft. “The ability of ScheduleSoft 4.6 to extend and leverage the benefits of supply chain solutions provided by SAP allows our customers to gain new visibility into their largest controllable cost: Labor. By passing employee data through this certified interface and passing customer orders, production schedules and labor usage data between related systems, our customers can extend their visibility into how they are conforming to labor and cost standards as they fill their customer orders. Continuous operation environments, where employees cannot discretely enter data about every individual product

newsletter are listed below:

Client: 4.6.220
Server Tool: 4.6.036
Kiosk: 1.5.030
EIS: 1.18.012

If you have any questions about your current version (s), please contact Technical Support at 1.866.807.8090.

[Software Update](#)



Suggestions

How do you like the newsletter?

We'd love to hear from you by participating in the below survey. Your feedback can help shape the content for future newsletters.

Contact Us:

news@schedulesoft.com



on which they work have, until now, been unable to accurately track where labor dollars are deployed and to what products any extraordinary labor costs need to be attributed.”

For more than 13 years, the ScheduleSoft team has focused exclusively on developing a workforce scheduling system robust enough to meet the requirements of the most complex production environments, and flexible enough to change, as business grows, without the need for customized programming. ScheduleSoft provides a workforce scheduling system that compliments, fills a gap and adds value in worker scheduling for enterprise resource planning (ERP) systems.

In addition, ScheduleSoft has joined the SAP PartnerEdge™ program as an SAP software solution partner. Through the program, partners work closely with SAP to develop and certify the technical integration of their solutions with SAP software. Integrated partner applications extend, complement and add value to SAP solutions, thereby helping mutual customers more successfully meet business needs and drive strong results.

About ScheduleSoft

For more than 13 years ScheduleSoft, with headquarters in Madison, WI, has been exclusively committed to developing demand-driven, automated workforce scheduling systems for complex labor environments. ScheduleSoft 4.6 features a unique three-layer model for schedule optimization based on the characteristics of workers, business & union scheduling rules & constraints and business demand. ScheduleSoft’s architecture allows users to define and modify scheduling processes through system configurations rather than costly custom programming.

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All other product and service names mentioned herein are the trademarks of their respective owners.



Feature Highlight

Implementation Process

Our last newsletter discussed our participation in benchmarking a customer’s existing workforce scheduling system and setting Key Results Areas to support ROI projections for a workforce automation project. This month we would like to offer insight into a typical ScheduleSoft installation timeline. Often a previous bad experience with an IT project’s length, scope creep and software complexity keep businesses and organizations from pursuing any new software, including that which has proven to save money and meet all installation timing projections.

Based on our Implementation experience, ScheduleSoft uses a project timelines based on the number of employees to be included in the system’s scheduling process, the complexity and the ScheduleSoft service level requested (Bronze, Silver or Gold).

ScheduleSoft Professional Services & Project Timeline Estimator

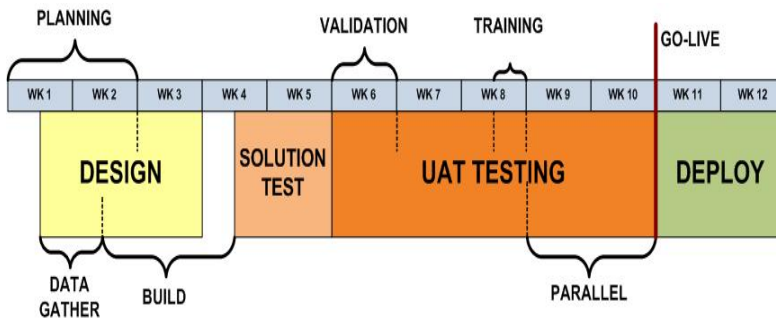
		Small		Medium		Large		
		up to 100 EEs		101 to 500 EEs		501 to 1000 EEs		
		FTE	Weeks	FTE	Weeks	FTE	Weeks	
Service Level & Complexity	Bronze	Little	0.6	4	0.6	8	0.6	12
		Some						
		Much						
	Silver	Little	1.0	6	1.0	12	1.0	16
		Some*	1.2	6	1.2	12	1.2	16
		Much	1.6	8	1.6	16	1.6	20
	Gold	Little						
		Some	1.6	6	1.6	12	1.6	16
		Much	2.0	8	2.0	16	2.0	20

Service Level: The percentage of work in standard plan done by ScheduleSoft & Customer resources
 Complexity: The balance of off-the-shelf functionality & customer's automation expectations (requires needs analysis)
 * 90% of our customer sites fall into the Medium Size - Silver/Some Complexity Service Level

The chart above shows the installation timeline may vary from four weeks, for projects of less than 100 employees, low complexity and service level, to 20 weeks for those projects of up to 1000 employees with high complexity and service level.

Regardless of the length, every project timeline includes the same steps, as exhibited in the 12-Week Project

Timeline appearing below. A twelve week implementation timeline is average for a medium size company, using of ScheduleSoft resources and some complexity. Most of our clients fall in this category.



Project Kick-off - The project's Key Results Areas are finalized and discussed to assure all team members (client & vendor) are contributing with the same goals in mind. The ScheduleSoft team is on-site to finalize the client's project teams, establish the administrative functions of the project, review forms and reporting, and set times for weekly project team meetings. We begin to collect broad data about the company's facilities, department policies and workforce, which leads to the overall project plan. Project Team Leaders facilitate a Process Workshop focused on

- Establishing expectations for the ScheduleSoft and Client teams
- Identifying who, within the client's organization, will have the scheduling role and define responsibilities for that role
- Define and document the existing scheduling processes by department
- Establish the project scope through a Process/Responsibility Matrix

By the end of the **First Week** we are gathering detailed information about the organization's employees, their training and skills and the work rules that govern job posting, leave time, overtime, etc. During Data Gathering and Design, the ScheduleSoft team is accumulating an understanding the organization's business demand, workflow and overall operations, resulting in documentation of the relevant scheduling processes.

By **Week Two** the system developers are already reviewing what has been learned in the on-site interviews to determine how best to design the system within the ScheduleSoft configuration model. Gaps are identified for discussion and resolution, with the client's project team, before the solution is completed.

At **Week Four** we have completed the data gathering, constructed the business data base and begun to test various scheduling scenarios included in the proposed solution.

Solution Testing is considered complete with a presentation to and sign off by the client. With a 12-Week Timeline, this is completed by the end of **Week Five**. At this time the Development Environment is created and the pre-configured database is imported for User Acceptance Testing.

User Acceptance Testing (UAT) in **Weeks Six through Eight** is the most critical period in the development and installation process. During User Acceptance Testing, the members of the client's project team have the opportunity to access the Development Environment, to test the configuration and become familiar with the software. The users are encouraged to generate schedules for a variety of scenarios in a variety of departments. During this period there is ongoing "data scrubbing" to validate what has been entered and identify any missing or incorrect data. By the end of week 8 we have trained all users.

Weeks Nine and Ten are devoted to parallel testing. Worker schedules are developed using the traditional method and compared to those prepared using the ScheduleSoft Solution. The schedules are compared, differences reconciled. By this point changes to the system revolve more around the input of employee data than the software configuration. The project documentation is finalized and delivered to the customer's implementation team.

Week Eleven begins "go-live" implementation. The ScheduleSoft team is on-site. Their role is to stand back and allow the users to manage the software and develop the schedules. At this point we are a resource to offer support and answer user questions. By the end of **Week Twelve** solution deployment is complete and the users

have mastered the use of the system.

Going forward, one member from the ScheduleSoft implementation team is assigned as the Account Representative to the client. In that role, the ScheduleSoft staff member maintains proactive contact to address user issues as they arise and assure the system is used to its full potential, continuing to contribute to the cost savings identified at the start of the project.

This 12 Week Timeline is expanded to accommodate more employees and a more complex situation or compressed to fit the needs of a smaller, less complicated scheduling operation. Regardless of size or complexity the timeline steps are the same. Living within the project timeline is dependent on

- a clearly defined project scope
- a dedicated client resources team
- complete and accurate employee data
- completion of solution requirements tasks in a timely manner
- speedy resolution of design conflicts and system gaps
- a commitment from management and users to the system, the project benchmarks and key results areas and ROI established at the start of the project

The investment made by the client's project team throughout the project will deliver a successful solution configuration and a timely implementation.

For more information about ScheduleSoft call 800.416.9006 or email us at marketing@schedulesoft.com.



New Client Welcome

The ScheduleSoft team is pleased to once again work with Welch's, Lawton, Michigan to update and reconfigure their existing ScheduleSoft system in support of lean manufacturing initiatives.

Welch's has been in the business of grapes since 1869. The

company is the world's leading marketer of Concord and Niagara-based grape products. Welch's produces over 400 items, ranging from refrigerated juices and sparkling juice cocktails to jams, jellies and a variety of single-serve products. With headquarters in Concord, MA, the company's products are sold throughout the U.S. and in more than 35 other countries and territories around the world.

ScheduleSoft, the leading provider in demand-driven scheduling products, business solutions, and services.

Gregory Flessas



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