

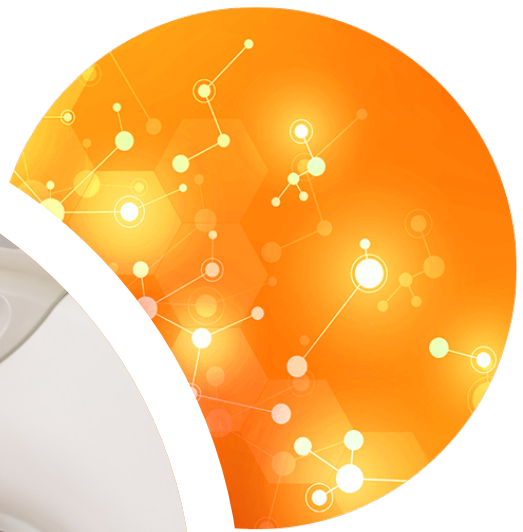


Totalmobile

CASE STUDY

Siemens Healthineers

Shift planning, rostering and workforce management software opens up 7-day working window



Our shift planning, rostering and workforce management software (including the myTIME self-service app) helped this medical technology specialist transition their Service Operations Organisation to a 7-day operating window.

The business used our shift work software to configure and implement an interactive shift work management system which supported efficient new patterns and practices.



Overview

- Siemens Healthineers is a global medical technology company providing a range of laboratory diagnostics, imaging technologies and IT solutions to the healthcare industry.
- With its UK headquarters based in Surrey, the company has over 270 field and home based Customer Service employees operating across the UK.
- The business wanted to open up a new 7-day working window and required enhanced visibility and tracking of all worked and un-worked hours.
- Control, operability, efficiency and integration with existing systems was key to success.



Our Role

- The configuration and installation of all WORKSuite software modules (shift design, roster management and self-service).
- Tailored user training to ensure the business could extract maximum value from the new system.
- Providing an audit capability and Working Time 'intelligence' using archived data.
- Integration of data from WORKSuite into incumbent Siemens systems to minimise double-keyed data and potential data errors.
- Ensuring the process of managing Working Time will remain transparent and fair for employees.
- Bespoke development to interface WORKSuite modules with mobile units and the business' intranet.

Outcomes

- Opening up a 7-day working window has increased productivity and further enhanced customer service levels.
- Adherence to efficient new patterns and practices is increasing productivity and efficiency whilst supporting employee work-life balance.
- Fairness, transparency and accuracy has been enhanced through automatic management of employee accounts (e.g. holidays and reserve hours).
- Automation has reduced administration, duplication and streamlined the holiday request process.
- myTime self-service module enables Siemens Healthineers' Customer Care Team to manage engineers' holidays, absences and TOIL requests through a highly accessible web-based interface.



Our Customer

Siemens Healthineers is a specialist medical technology business providing a range of laboratory diagnostics, imaging technologies and IT solutions to the healthcare industry. It has over 270 field and home-based Customer Service employees who install, service and maintain medical diagnostic and imaging equipment at facilities across the UK.

The Situation

Siemens Healthineers wanted to explore new solutions to facilitate their expansion to a 7-day operating window to further enhance their Customer Service value proposition.

This change needed to be delivered alongside accurate allocation and management of its personnel, increased administrative efficiencies and supporting more flexibility within its workforce.

“Healthcare is increasingly becoming a 7-day operating environment, so it was essential that the business could provide a high level of service right through the week. To achieve this, we needed to invest in a powerful workforce management software solution that would bring benefits for customers, the business and employees alike. In WORKSuite we identified a specialist system that was designed from the ground up to support an optimised approach to managing Working Time.”

Andy Barnett, Head of Customer Service Operations at Siemens Healthineers

Our Role

We were engaged to deploy our innovative software products and configure them to match the precise requirements of Siemens Healthineers.

We have a wealth of experience supporting organisations with large mobile workforces to design, implement and manage new systems that drive efficiencies and support employee wellbeing.

The software implementation process was completely transparent, so all stakeholders could see what was developed, why and how. This reinforced trust between the managers and the workforce, which in turn supported adoption.

The Management module in WORKSuite was configured so that field engineers can request holidays, shift swaps, overtime and time off in lieu (TOIL).

Staff can also flag days when they are available for additional work (at least 12 times per year), and register 'protected' days off (e.g. certain weekends when they are not available for additional hours and won't be rostered to work).

The myTIME self-service module was configured so that Siemens Healthineers' Customer Care Centre can use a web-based browser to securely manage the engineers' holidays, overtime and TOIL requests as well as apply variances such as absences.

“We knew that if we wanted to maximise the benefits of new patterns and practices management and employees needed complete visibility and control of all worked and un-worked hours.”

“Working Time Solutions ensured that we were able to integrate Working Time data from WORKSuite into incumbent systems, whilst improving access and control and significantly reducing the administrative burden associated with managing the workforce.”

Nigel Boyer, IT & Process Improvement Manager at Siemens Healthineers

Outcomes

By implementing all of WORKSuite software modules, Siemens Healthineers was able to successfully move to a 7-day operating window. The software now provides a single system for managing multiple shift patterns across 7 days and provides real-time visibility across the business' mobile workforce.

The software has been successfully integrated with existing back-end infrastructure to ensure accurate Working Time information drives other key areas of resource planning and business intelligence.

The myTIME self-service modules provide accessibility and an intuitive interface so all employees can easily advise their availability for additional hours and log or record exceptions. For employees, better visibility over when they will be working, may be working, or definitely won't be working helps support work-life balance and engenders increased business understanding and trust.

“Accurate planning, management and reporting of Working Time is essential in a complex business environment such as ours. The system is now embedded in our operations and delivering significant gains in terms of productivity and customer service. We're committed to continuous improvement in this area and look forward to harnessing the growing power of WORKSuite as it evolves over the coming years.”

Andy Barnett, Head of Customer Service Operations at Siemens Healthineers



What's Next?

To learn more about our products & solutions , visit

<https://www.totalmobile.co.uk>

or contact us via the details on the back of this document.



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Totalmobile is market leader in field service and mobile workforce management technology, helping organisations deliver more service, of the highest quality and at reduced cost.

Our SaaS based software provides a range of innovative products that deliver a step change in field service performance, mobile worker empowerment and management control.

This unlocks transformative cost savings, capacity gains, productivity improvements and empowers allows mobile workers to focus on consistently delivering the best service.