



Synerion™  
**WORKFORCE MANAGEMENT (WFM) SOLUTIONS**



EMPOWER WFM ESSENTIALS

# GETTING THE FUNDAMENTALS RIGHT

More than ever, escalating costs, complex work practices, legislation and increasing competition are driving organizations to seek effective workforce management (WFM) solutions. With anywhere from 20-70% of operational costs going towards labour, ensuring that productivity is optimized and costs are controlled is a critical success factor.

Achieving the right balance between productivity, efficiency and service requires attendance monitoring, along with budget supervision, cost analysis and regulation compliance. Organizations with access to comprehensive workforce data are able to identify trends, budget implications, risks and other employee issues that may require intervention.

## WFM SOLUTIONS FOR IMPROVED PERFORMANCE

Effectively managing your workforce requires planning, scheduling, time capture, absence and leave management, as well as time and task evaluation, all managed against organizational goals and budget requirements. Synerion's WFM software solution not only supports these business processes, but also provides organizations with valuable data analysis through business intelligence with predefined Key Performance Indicators. This facilitates better planning, improved workforce utilization, increased productivity and greater regulatory compliance.

## SYNERION WORKFORCE MANAGEMENT (WFM)

The Synerion WFM Suite is a comprehensive workforce management solution. Reinforced by self-service (ESS/MSS) and business intelligence tools, it forms an all-inclusive solution that ensures a highly productive staff, while minimizing operational costs. From time and attendance, to business performance management, to recruitment, Synerion's WFM solutions provide your organization with fully integrated and modular platforms to optimize your most valuable resource: people.

## SYNERION TIMEKEEPER - TIME AND ATTENDANCE

Synerion's Time and Attendance system automates and tracks essential processes, such as work hours, overtime, tardiness and so on. It takes into account your organization's specific requirements, including collective agreements, employee pay rules, labour legislation and more. Synerion TimeKeeper provides a single unified view of your workforce, integrating and interfacing with most Payroll, HRIS and ERP systems. With Synerion TimeKeeper you benefit from:

- Cost savings through precise tracking of employee attendance to ensure accurate pay
- Support of employment agreements, including global pay, overtime, part-time positions, shifts, and split schedules, while ensuring regulatory compliance
- Reports and BI tools for efficient planning and comparisons of planned vs. actual
- Automated business processes for enhanced productivity and minimal errors

- Interface with a wide range of data collection systems such as attendance clocks, Internet reporting and access control systems.

## SYNERION ABSENCE MANAGEMENT

Synerion Absence Management is a powerful planning tool that provides managers with a complete picture of employee absences. It enables planning and managing employee absenteeism in a way that balances employee requests, in accordance with their eligibility for time-off with your organization's operational needs. Your benefits include:

- The ability to plan absences based on the organization's operational needs
- Minimal direct and indirect operational and financial damage caused by absences
- Protection of employees' rights and regulation compliance
- Effective communication between employees and supervisors regarding absence requests and their approval or rejection
- Alerts to prevent insufficient staff coverage due to planned absences.

## SYNERION TIME COSTING

Synerion Time Costing answers the critical question of "how much did the task, project or activity actually cost?" The system calculates and analyzes the amount of work hours spent on any specific task or project, to ensure that your company maintains its profitability objectives. It enables you to:

- Cost track in real-time tasks and projects at employee, department, and company levels
- Keep accurate records and bill based on actual hours spent on a task
- Compare planned vs. actual in accordance with Synerion's time and attendance and scheduling systems
- Stay within budget by tracking the amount of overtime, and take corrective action when needed
- Automatically export data to payroll.

## SYNERION SCHEDULING

Synerion Scheduling facilitates the planning, setup, monitoring and adjustment of multiple schedules to ensure adequate work coverage, meeting of staffing requirements, and prevention of over- or under-staffing. It allows for scheduling, taking into account the workload, difference between shifts, special events, labour laws, pay rules and more. With Synerion Scheduling you can:

- Identify gaps between the budget forecast and planned schedules before deviations occur, to allow for proactive corrective action
- Reduce labour costs by assigning employees to shifts based on system recommendations



- Pay employees for scheduled hours or compare to actual hours worked
- Reduce risks and prevent penalties through total compliance with labour laws, regulations and agreements, as well as an alert engine that warns of deviations from work hours, number of shifts, rest time between shifts, number of consecutive days worked, and so on.

### SYNERION RECRUITMENT

Synerion's employee recruitment system captures resumes, creates a pool of matches between applicants and job requirements, and flags the best candidates to meet your organizational needs. It allows for continuous improvement of the recruitment management processes by embedding workflow per job requirements, as well as by identifying deviations from timetables and bottlenecks, to help you cut costs, shorten time to hire, and reduce employee turnover. Your benefits include:

- Shorter time to hire by automatically capturing and sorting resumes for quick identification of suitable applicants
- Reduction in costs per hire by tracking, managing and evaluating the different recruitment sources
- Ability to create a qualitative, reliable pool of applicants with smart filtering mechanisms and retrieval capabilities
- Improved quality of hiring by using bi-directional matching between job requirements and candidate skills
- Efficient management and monitoring of recruitment processes
- Streamlined communication among the various functions involved.

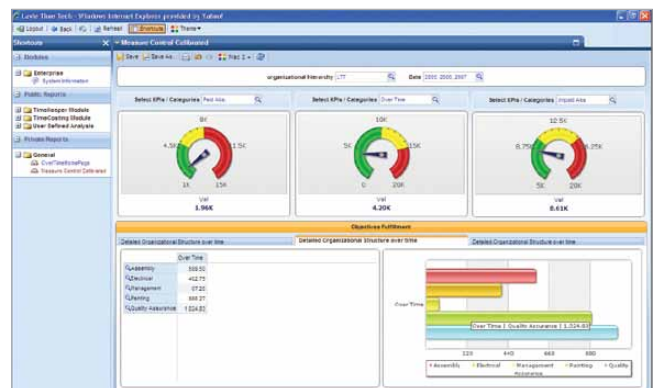
### COMPLEMENTARY SOLUTIONS

- Data Collection
- Synerion iBrowse - Self-service
- Synerion Analytics - Business Intelligence

#### Data Collection

Our data collection covers a wide range of choice solutions to meet your specific needs: from web-entry to an advanced biometric time clock, access control systems and landline or mobile phones. All data collection options are completely integrated with Synerion TimeKeeper and provide:

- Automatic recording of comings and goings of employees for increased control
- Assurance of accurate and reliable data for a person's identification and verification
- Real time monitoring and reports from multiple locations, with predefined rules to increase security and prevent unauthorized access.



Synerion Analytics - Business Intelligence System

### Synerion iBrowse - Self-Service

Our Web interface system provides employees and managers with a self-service tool that allows for the updating and viewing of attendance, absence and time costing data based on an authorization level mechanism. Synerion iBrowse simplifies tasks, such as report distribution to employees, employee data updates, supervisor approvals and more. Thus, managerial intervention is reduced drastically to save time and costs and improve productivity.

With Synerion iBrowse you have:

- Readily accessible data for direct and timely communication between employees and managers
- An authorization mechanism for securely viewing and updating data independently
- Improved service to employees through transparency of personal data and savings in reporting time
- The ability to submit, track, and approve absence requests, as well as attach and save relevant documents, such as medical certificates.

### Synerion Analytics - Business Intelligence

Our business intelligence system for managers analyzes data accumulated in the Synerion systems according to Key Performance Indicators (KPIs). Advanced analysis capabilities, reports and graphic displays of integrated data are available to support your managers in making decisions that affect the cost, productivity, and management of your organization's human resources. With the availability of both historical and current information, organizations can determine what works best, identify gaps, view trends, compare productivity levels and more. With Synerion Analytics you benefit from:

- In-depth information across all Synerion systems to support decision making
- Increased transparency through multi-dimensional graphic displays with drill down capabilities
- Ability to track and monitor changes and trends that affect organizational performance
- Immediate response and instant corrective action by managers to issues identified as problematic
- Using public folders to implement a single version of the truth within the organization.

**The Synerion WFM Suite provides your organization with lasting value to meet your short and long term needs.**

### ABOUT SYNERION

Synerion, formerly TimeTECH, is a company specializing in delivering workforce management (WFM) software solutions and services. Synerion provides organizations with comprehensive solutions to effectively plan and manage employee performance and optimize business processes. With over 25 years of workforce management experience, Synerion has more than 5,500 installations worldwide, tracking over 4,000,000 employees in a wide range of industries. Synerion has developed a fully integrated customizable WFM offering that supports organizations' unique requirements and maximizes business performance. From time and attendance, to forecasting and planning, task evaluation and recruitment, Synerion's advanced modular WFM solutions grow with your organization to provide lasting value for the short and the long term.



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