

## KEY BENEFITS

- “Anytime/anywhere” access to key decision-maker tools and information
- Streamlined employee request management
- Enhanced staff satisfaction through participation
- Scheduling-centric messaging and communication

## Engage your workforce: Give them the tools to participate

The provision of secure remote access to key self-service functionality offers your employees greater participation in the staffing and scheduling process. Giving them at the same time a stronger sense of empowerment and satisfaction — which has a significant, direct, and positive impact on efforts to retain employees from increasingly shrinking pools of highly skilled staff. This is precisely how the Kronos® Workforce ESP – Self Service™ solution can help you.

### Automated rules manage employee self service

Workforce ESP – Self Service applies essential scheduling rules at the critical point of employee self-service transactions during the process of submitting requests or plotting shifts, for example. Rules-based remote self service also can provide validation that overtime and double booking policies are not being violated during the self-scheduling process. What’s more, Workforce ESP – Self Service provides flexible options that enable your employees to play an active role in the staff-scheduling process. These features contribute directly to more effective recruitment and retention strategies.

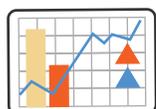
### Informed decision making: the manager’s portal

Workforce ESP – Self Service equips your managers with critical real-time data, alerts, and thresholds that allow them to keep tabs on staffing coverage, budgetary performance, and staff skill and licensure expirations. These capabilities streamline the process by which your managers are able to make quick, effective, and informed decisions that support your care delivery, compliance, and financial performance objectives.

The manager’s portal also provides instant, one-click access to a secure, fully audited, and remote employee-request facility. This enables supervisors to employ a fast and efficient process for managing employee requests, saving time and money. While supervisors enjoy an efficient and auditable process for managing employee requests, the Workforce ESP – Self Service system automatically date- and time-stamps staff members’ requests to work available shifts or to request time off — permitting managers to easily prioritize the approval-granting process.



Vacation and sick balances



Manager’s view



Skills and training profiles



On/off requests



Fully audited approvals



Employee availability and preferences

WORKFORCE ESP - SELF SERVICE

### Enhanced staff satisfaction through participation

With Workforce ESP – Self Service, employees gain real-time answers to the questions they ask every day. Questions like: “How many hours have I worked this week?” “How much vacation time do I have?” “What’s my schedule for next week?” Employees also can assist the scheduling process by entering their availability to work or specifying their requested time off. As your employees start using these features in their daily routine, your organization will begin to reap the full spectrum of self-service benefits — enabling you to realize an even more significant return on your Kronos for Healthcare investment.

Workforce ESP – Self Service includes the ability for an employee to submit schedule requests to her manager or unit for either an existing or future schedule. Through a fully audited process that includes approval by designated users, an employee can enter:

- Time-off requests
- Requests to swap shifts
- Requests to work open shifts

Incorporating these features into your scheduling process can help streamline and automate your request-management process — reducing potential request and approval errors that can lead to grievances. What’s more, employees can track the status of their own requests online, in real-time: no more phone calls to the manager or sticky notes requesting a status update.

### Scheduling-centric messaging and communication

Workforce ESP – Self Service provides a messaging system that streamlines employee-to-manager and employee-to-employee staffing and scheduling communications. By giving all users this messaging component, Workforce ESP – Self Service enables staff and supervisors to experience significantly greater flexibility in managing the scheduling process. Staff members, for example, can request shifts or specify their availability from anywhere at any time.

### KEY FEATURES

- Employee scheduling information at their fingertips
- Rules-based facility to support a self-scheduling methodology
- Fully-audited employee request management features
- Staffing coverage graphs and key actionable alerts (i.e. expiring credentials, employee requests and messages)

### Kronos for Healthcare

Kronos for Healthcare is a comprehensive offering of software and services designed to manage labour costs, increase productivity, and improve employee satisfaction while supporting quality patient care with a quality workforce. This comprehensive, integrated suite addresses the challenges of managing the workforce in healthcare with solutions for labour productivity, supplemental labour management, staff scheduling, absence management, time and attendance, and analytics. With extensive workforce management knowledge and industry expertise, the Kronos for Healthcare team delivers best practice labour management methodologies to complete the solution.



TIME & ATTENDANCE

SCHEDULING

ABSENCE MANAGEMENT

HIRING

LABOUR ANALYTICS

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More information about Kronos customer success stories may be found at <http://www.kronos.com/library-search.aspx>.