Improve Organisational Efficiency with Workforce Management Solutions

With the shift of Western economies to service-driven sectors, efficient workforce management is essential to maximising revenue and creating favourable profit margins.

Whether your enterprise is in local government, the utilities sector (gas, water, electricity) and manufacturing sectors, or technology sector, you need to have your employees with the right skill sets in the right place at the right time to make sure they use the assets to full capacity when delivering products or services. Workforce management solutions give administration, supervisors, and management the data they need for planning to allocate their labour force in a way that increases productivity, enhances asset management, and reduces payroll expenditures.How Workforce Management Solutions Optimises EfficiencyWorkforce management solutions improve human resource allocation by providing real-time data about who is working on what task, the time the employee has spent on the task, and when they will be available for the next task. Mobile workforce management decreases the amount of downtime offsite employees have, which increases their productivity as well as the overall revenue of the operation. Additionally, the real-time data decreases the amount of time dispatch has to take finding the right employee to respond to a pending service call or task.Workforce management solutions improve resource balancing by making sure staff members have enough work in their queue to keep them busy, while at the same time making sure the staff member assigned to a task has the correct skill set and tools to complete the assignment in a timely manner.Workforce automation allows schedulers and dispatchers to cut travel times between assignments by providing them the data needed to select and route staff based on current location or from where they start the next day. In addition to maximising productivity, location-based dispatching reduces petrol costs and the maintenance costs of vehicles.Mobile workforce management allows for collection of real-time asset data in the field. With workforce automation, supervisors and management have a greater amount of more accurate data on which they can make and implement decisions about how they allocate resources toincrease their revenue stream while decreasing overhead.Workforce management solutions allow office-based staff to communicate information to employees who are working in the field quickly and efficiently. This collaborative effort expedites the completion of jobs in the field since offsite workers have access to the resources and data in the home office.Mobile workforce management improves customer service, since real-time job information is available to the call centre staff so they can give accurate and timely information to customers about the status of their service call based on what is happening in the field.The functions and features of workforce management solutions liberate senior supervisors and management staff from the office so they can go to job sites to provide supervision and guidance to their employees. Onsite supervision and guidance serves to allow supervisors the ability to efficiently trouble shoot any issues which might arise, as well as prevent any problems before they escalate.When a business enterprise needs to improve their revenues and profit margins, workforce management solutions provide a significant return on investment by decreasing payroll by 3 per cent, decreasing absenteeism by 25 per cent, and increasing revenue by 2 per cent.More information: www.fieldtec.comVia: WhaTech

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