



## NSW Police Signs \$1M Deal with Kronos for Labour Management Solution

NSW Police has signed a million dollar contract with Kronos Australia Pty Ltd to implement the Workforce Central labour management solution to streamline its complex rostering requirements, optimise staffing levels and help improve operational agility.

With over 14,000 sworn police officers employed across 460 operational police stations as well as specialist units like the Forensic Services Group and crime agencies, NSW Police is one of the largest police forces in the English-speaking world.

The delivery of effective, appropriate quality policing to reduce crime and violence while maximising the community's sense of safety and security is a 24-hour concern. The challenge of providing the right number of police with the right skills in the right place at the right time involves an intricate rostering process.

In June 2003, NSW Police commissioned the search for a new labour management solution to replace its existing aging Rostering System and conducted a global search before finally deciding on Kronos' Workforce Central.

Kronos Australia's Managing Director, Peter Harte, said Kronos beat considerable competition to win the contract after an extensive evaluation procedure.

'Workforce Central offered NSW Police the closest match for its highly detailed requirements, providing a browser-based enterprise solution capable of handling the complex rules and awards associated with Australia's largest police force,' he said.

'Workforce Central will integrate closely with NSW Police's SAP HR/payroll system to automate and streamline a wide range of processes as well as delivering significantly enhanced analysis and reporting capabilities to help improve management.'

After an extensive requirements gathering process, work has just begun on the implementation stage of the project, with initial pilots to be conducted from September 2004 through to January 2005. These will be held in both metropolitan and regional stations to enable all aspects of the system and its configuration to be tested before the final solution goes live right across the state early in 2005.

The Kronos project will focus heavily on business process re-engineering to enable NSW Police to incorporate 'best practice' into its core processes. 'Kronos Workforce Central will take the hard work out of police rostering, automatically incorporating cyclic shift patterns, demand forecasts, rules validations and skills matching to optimise labour management within NSW Police,' said Mr Harte.

NSW Police is divided into five geographical regions, which break down into 80 Local Area Commands and various other specialist units. Rostering occurs at this level on stand-alone PCs. With Workforce Central, the solution will be fully available via the corporate intranet, enabling staff to access or amend the daily roster in real time from any PC.

This enterprise capability will enable NSW Police to operate with greater flexibility and responsiveness while ensuring optimal use of its staffing resources - both sworn officers and skilled civilians.

The service is also partnering with the CSIRO in the research and development of an additional module which will use data from other police systems, like COPS and the CIDS radio call-out system, to enable intelligence-driven, demand-based rostering of future staffing requirements.

By enhancing its predictive capability, NSW Police will be better able to deliver on its goal of always having the right number of police with the right skills in the right place at the right time.

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About Kronos

Kronos Australia is the most trusted name in workforce management. Kronos helps organisations to staff, develop, deploy, track, and reward their workforce, resulting in reduced costs, increased productivity, better decision-making, improved employee satisfaction, and alignment with organisational objectives. More than 20 million people use a Kronos solution every day.

Kronos customers in Australia include TNT, PMP, Coles Myer Limited, Franklins, Simplot Australia, Heinz, ION Ltd, Caterpillar, United Goninan, Coca-Cola Amatil, George Weston Foods, Nestle, Arnott's, Woolworth's, Visy and Toll Logistics.

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