

Helping maintain a sustainable, highly productive organization through schedule automation.

Case Study

OVERVIEW & CHALLENGE

Bimbo Edmonton, a part of Canada's largest and oldest bakery, with 260 employees didn't have a dedicated scheduler. This caused Bimbo Supervisors to perform scheduling tasks, which lead to lack visibility for employees into schedules and schedule changes. Additionally, they needed help solving issues related to backfilling roles and scheduling grievances (Union Facility).

HOW INDEAVOR HELPED

Data & Transparency

With Indeavor, all systems are centralized providing full transparency and reporting data on all 260 employees.

Visibility

Now, sharing labor across departments is easily visible to everyone - not just schedulers and supervisors.

Time and Money Saved

Elimination of archaic paper processes saving the company both time and money, with 50+ hours saved weekly on scheduling tasks.

Compliance

Overtime and Union rules are automatically followed, ensuring schedules are always compliant, helping avoid fines.



260



Canada



Food Manufacturing

RESULTS

50+

Hours saved weekly
scheduling tasks



Bimbo Edmonton & Indeavor Team

Transparency and Visibility for Compliance in Food and Beverage Manufacturing

Case Study

OVERVIEW

One of the largest food and beverage manufacturers in the world with over XX,XXX employees, and XX locations.

THE CHALLENGE

One of the largest food and beverage manufacturers in the world sought a centralized system for scheduling their shift-based employees. They needed transparency and visibility into actual time worked and automated reports to meet compliance requirements.

Before Indeavor, this company's system of record required a heavy amount of manual labor and cross departmental engagement. Schedulers had to meet on a weekly basis to share labor across departments. Without access to easy reporting or skills tracking, schedulers spent long hours researching and manually pulling the correct data to engage the right employees. The process to schedule employees relied heavily on interaction with supervisors to define which jobs and locations employees could work.

HOW INDEAVOR HELPED

Transparency

With Indeavor, this leading food and manufacturer now has full transparency into schedules and data audibility. Additionally, there is now full transparency into the scheduling decision-making process, thus increasing flexibility for employees.

Visibility

Now, sharing labor across departments is easily visible to everyone - not just schedulers and supervisors. With Indeavor

Time and Money Saved

With Indeavor's in time spent to evaluate which employees they can share across departments

Compliance

of Labor mix according to the labor standards though qualifications management, absence management and constraints management



XX,XXX



Global



Food Manufacturing

RESULTS

\$1M

saved in annual labor
spend over three facilities

18% - 7.8%

reduction in available
hours with sophisticated
scheduling automation

Streamlining Fatigue Management in Nuclear

Case Study

OVERVIEW

Xcel Energy, headquartered in Minneapolis, a major U.S. electricity and natural gas company operates in 8 Western and Midwestern states. They provide a comprehensive portfolio of energy-related products and services to millions of customers through its regulated operating companies.

THE CHALLENGE

One of the biggest challenges facing Xcel Energy was needing a way to schedule their employees quickly and efficiently, while still complying with the relevant regulations from the Nuclear Regulatory Committee (NRC). These regulations are not only costly, they're complicated such as workers are not allowed to work more than sixteen hours in a single 24-hour period, and workers cannot work more than 26 hours in a single 48-hour period. Additionally, Xcel also needed a way to automate compliance reports which are needed on a regular basis, and take a lot of man hours to complete.

HOW INDEAVOR HELPED

Time Saved

With Indeavor's automated scheduling system, time intensive manual entry is a thing of the past. Now, Xcel Energy is able to automatically track complex fatigue rules and ensure everyone is getting the required amount of time off.

Reduction in Errors

Human error with regards to scheduling means some people might end up working more hours than they should. This could be a potential violation of an NRC rule, with fines up to \$300,000 per. With Indeavor, everyone's schedules are looked at the same time, meaning any violations will automatically be called out.

Streamline Annual Reporting Requirements

Instead of having to compile all of this information by hand, it is possible to use this automated fatigue management system to automatically send all required paperwork and documentation to the NRC. This frees up managers to focus on more important areas while prioritizing worker safety.

Promote Worker Safety

Removing fear of working while tired through ensuring fatigue is managed at the point of scheduling with Indeavor, the chances of making mistakes drops significantly. This promotes a culture of safety that is critical to Xcel's mission, and the Nuclear industry at large.

Automate Compliance

A single violation can cost more than \$300,000. With Indeavor, Xcel Energy not only avoids these fines but also reduces the chances of having to pay out unnecessary overtime expenses.




7,000+



North America



Nuclear

 Xcel Energy is thrilled to work with the specialists at Indeavor for our Worker Fatigue Management solution. Their expertise and dedication has helped create optimized employee schedules and has enabled Xcel's compliance with nuclear fatigue management regulations under **10 CFR Part 26**. It has become a one-stop shop by streamlining internal workflows and combining different processes and applications, resulting in a lot of time saved across multiple work groups."



John Troung
Title

Standardizing Workforce Management for Flexibility in Government Agencies

Case Study

OVERVIEW

This large government agency with over 8,000 employees, 30+ locations, 15 different union groups, and hundreds of scheduling, leave management, and time attendance policies to keep track of - was still operating on a paper practices system.

THE CHALLENGE

With so many people and various inputs, and still operating on paper this large government agency needed to implement an agency-wide standardized workforce management solution.

Each agency department's scheduling and leave management process allowed for a [flexible workplace](#) within each scheduling unit, yet it lacked key organizational principles for engaging and empowering employees. Additionally, this agency required a standardization and visibility to leaders as a whole to reduce fines and overtime grievances.

HOW INDEAVOR HELPED

Certification Compliance and Enforcement

With Indeavor, this large government agency was able to keep track and enforce certification needs to stay compliant. Since the solution's inception, the agency has not been fined once and the fine was reduced by 80%.

Decreased Overtime Hours

Utilizing Indeavor, the time approval process from paper to electronic enforced workflows that reduced overtime. Now, employees can volunteer for overtime using a kiosk, or on their own mobile. This information is then automatically compiled and sorted accurately. "Bypass" grievances decreased by 75%, from eliminating manually created callout lists. This massively decreased overtime hours from 69% to 2%.

Standardization and Transparency

With Indeavor's scheduling solution implemented is largely constant over various locations providing a standardized way to view schedules and understand variances. Now, time approvals are standardized by implementing roles and controls at each facility through Indeavor's technology. Additionally, the ability for the solution to utilize business intelligence analytics, real time reports and data, make information quickly available to all providing full transparency.



8,000+



North America



Government Agency

RESULTS

80%

reduction in compliance
fines

75%

decrease in grievances

69% - 2%

the decrease in Overtime
Hours



Globally Renowned Food Processor

OVERVIEW

One of the largest food and beverage manufacturers in the world sought a centralized system for scheduling their shift-based employees. They desired **transparency and visibility** into actual time worked and automated reports to meet compliance requirements.

Before Indeavor, this company's system of record required a heavy amount of manual labor and cross departmental engagement. Schedulers had to meet on a weekly basis to share labor across departments. Without access to easy reporting or skills tracking, schedulers spent long hours researching and manually pulling the correct data to engage the right employees. The process to schedule employees relied heavily on interaction with supervisors to define which jobs and locations employees could work.

SOLUTION

Indeavor's implementation team worked with schedulers to build a comprehensive list of assignments, jobs, and criteria for each job beginning at one factory. This information is set up in Indeavor Operate to follow detailed scheduling algorithms, making sure the right employee is scheduled at the right assignment, at the right time.

Skills tracking and employee availability is visible to schedulers across departments to effortlessly share and schedule labor.

RESULTS

Now, Indeavor is the primary way Supervisors communicate schedules to their employees via the Indeavor Engage mobile application and large kiosk screens on factory walls where workers can quickly check and confirm their assignments.

One year following the deployment of Indeavor's People Operations Platform, sophisticated schedule automation has reduced available hours from **18% to 7.8%**. Multiple facilities have reduced their labor spend by **\$1,000,000** annually.

Client saved time and harnessed labor visibility with an average reduction in **10%** overall annual labor spend across three facilities.

VALUE DELIVERED

Transparency of schedule and data auditability

Transparency behind the scheduling decision-making process

Sharing labor across departments is easily visible

Reduction in time spent to evaluate which employees they can share across departments

Compliance of Labor mix according to the labor standards though qualifications management, absence management and constraints management



Fatigue Management in Nuclear Energy

OVERVIEW

The United States-based nuclear energy provider had a need to manage fatigue with automated reports at the point of scheduling. They came to Indeavor seeking an updated solution to save time, eliminate errors, and promote worker safety.

CHALLENGE

One of the biggest challenges that Xcel Energy faced was trying to find a way to schedule their employees quickly and efficiently while still complying with the relevant regulations from the Nuclear Regulatory Committee (NRC).

The regulations are as follows:

- Workers are not allowed to work more than sixteen hours in a single 24-hour period
- Workers cannot work more than 26 hours in a single 48-hour period
- Workers should not work more than 72 hours during a 7-day period

Reports to ensure compliance take many hours to run and are requested on a regular basis, requiring long hours and a need for automation.

SOLUTION

Save Time: Nuclear power plants no longer have to worry about calculating employee work hours by hand. Now, it is possible to rely on an automated scheduling system that can keep track of complex fatigue rules and make sure everyone is getting the required amount of time off.

Reduce Errors: Mistakes can happen in regard to human error. Some people might end up working more hours than they should. A computerized model can take a look at everyone's schedule and automatically raise alarms if someone is going over their work hour limits.

Streamline Annual Reporting Requirements: Instead of having to compile all of this information by hand, it is possible to use this automated fatigue management system to automatically send all required paperwork and documentation to the NRC. This frees up managers to focus on more important areas while prioritizing worker safety.

Xcel Energy harnesses a “one-stop shop” for fatigue management by streamlining internal workflows and combining processes/applications to save time cross departmentally.

“Xcel Energy is thrilled to work with the specialists at Indeavor for our Worker Fatigue Management solution. Their expertise and dedication has helped create optimized employee schedules and has enabled Xcel's compliance with nuclear fatigue management regulations under **10 CFR Part 26**. It has become a one-stop shop by streamlining internal workflows and combining different processes and applications, resulting in a lot of time saved across multiple work groups.”

- John Troung

Promote Worker Safety: When workers no longer have to worry about working while tired, the chances of making a mistake drop significantly. This promotes a culture of safety that is critical in this industry.

Automate Compliance: A single violation can cost more than \$300,000, and nuclear power plants can not only avoid these fines but also reduce the chances of having to pay out unnecessary overtime expenses.



Large Government Agency

OVERVIEW

With 8,000+ employees, 15 different union groups, and hundreds of scheduling, leave management, and time attendance policies and paper practices at their 30+ locations, this government agency was faced with a very difficult challenge. How to implement an agency-wide standardized workforce management solution.

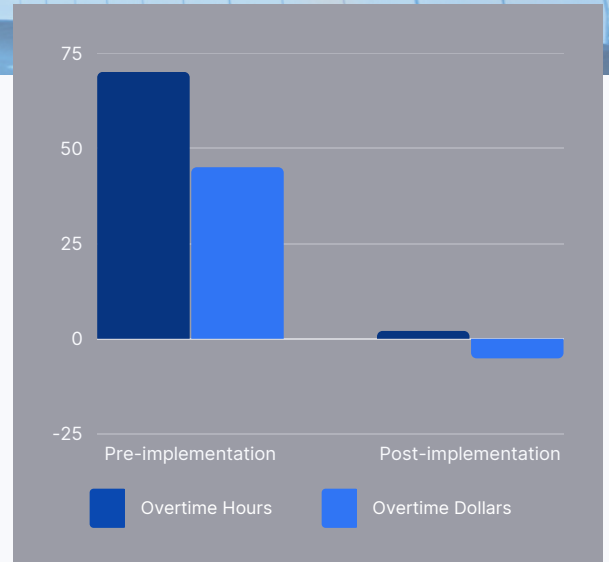
Each agency department's scheduling and leave management process allowed flexibility within each scheduling unit, yet it lacked key organizational principles for engaging and empowering employees. Also, requiring standardization and visibility to agency leaders as a whole.

SOLUTION

Certification Compliance and Enforcement in the field: A certification management system and interface from the Human Capital Management system (PeopleSoft) to their Indeavor Workforce Management system was implemented to address this problem. Since the solution's inception, the agency has not been fined once and the fine was reduced by 80%.

Constant Overtime Overrun: The time approval process went from paper to electronic which enforced workflows that reduced overtime. Employees can now volunteer for overtime using a kiosk, at home, or on mobile. This information is then automatically compiled and sorted. "Bypass" grievances decreased by 75%, from eliminating manually created callout lists. This massively decreased overtime hours from 69% to 2%.

Lack of Standardization/Transparency: The scheduling solution implemented is largely consist over various locations providing a standardized way to view schedules and understand variances. Time approvals have been standardized by implementing roles and controls at each facility through technology. Indeavor software leverages business intelligence analytics, real time reports and data, to make information quickly available.



WFM TO PAYROLL

- Employee base schedules & vacations are scheduled before the year begins.
- When new information is available, schedules update to reflect changes such as new positions, overtime assignments, and vacancies.
- All changes are approved and then staged for payroll (PeopleSoft)
- PeopleSoft imports schedule information to data entry.
- Over 95% of manual entry removed, there-by eliminating most issues due to entry errors.

Limited Technology: Long and short-term schedule creation and automation, employee engagement through a kiosk, HR import include leave and overtime balance imports, electronic time approval processing, payroll interface, absence management automation, qualification enforcement and overtime callout procedural workflows.



Large Food Processor

OVERVIEW

With over 16 locations around the U.S., and more than 6000 hourly employees running the operation, this large food processing company was finding they couldn't run their business with the efficiency they were striving for without standard systems in place for their employees and managers, regardless of location.

The facilities were on a combination of workforce management systems prior to the Indeavor Implementation. A few of the plants did not have a scheduling system and were handling schedules manually, or through tools such as Excel.

SOLUTION

They put all of its plants on uniform systems. Indeavor was chosen for Employee Scheduling and Absence Management due to the ability to handle all necessary scheduling and compliance complexities, as well as providing an enterprise-focused solution. This decision has led this customer to the following benefits:

- **Improved visibility** into the scheduling process and results, resulting in better decision making for management.
- **Improvement in compliance** and better enforcement of scheduling rules and alignment with contracts and policies. This has led to a reduction of risk and grievances to the organization.
- **Reduction of production costs**, as staffing is now automated and aligned based on product demand, thus reducing idle labor and overhead.
- **Increased transparency** between employees and managers. Employees now have the ability to easily interact with their schedulers, as well as see scheduling and leave management results in real-time

This food processor was spun-off from a larger organization in 2016. As a result, the company needed to get out of their core HCM systems.

“One of the biggest benefits of using the cloud is that we know there will always be future product enhancements - just because the software doesn't do something now doesn't mean it won't have that capability in a year. We don't need to worry about buying the newest product or having to get a big upgrade every few years, because Indeavor upgrades are included in our license price and happen regularly.”

A fully integrated solution, between Workday > Indeavor > Kronos, was put into place to streamline data analysis. Long-term leaves are now administered in Workday and fed to Indeavor, removing employees from the schedule when they aren't available to work.

For vacation/PTO, users request time off in Indeavor; approved time is added to the schedule. Balances for leaves are fed directly from Kronos, and then transactions are sent back to Kronos to keep all of the necessary leave categories in sync.



Supervisors at Food Processing Customer Facility

OVERVIEW

A single plant of a large, multi-national food processor was struggling with optimizing and standardizing its scheduling processes across multiple departments. No modern software was in place and a variety of methods existed to schedule employees, leaving the plant vulnerable to violations of scheduling rules and a high likelihood for union grievances.

The facility used a combination of localized spread sheets and written notes to communicate schedule changes to a centralized scheduler. The scheduler would then enter this data into a central schedule, print, and place it on the wall for employees to view. This was a problematic process, as the facility's schedules changed so often that it was very difficult for the master schedule to remain valid for any length of time.

SOLUTION

The Indeavor team was brought in to deploy our scheduling solution at the facility with a hybrid approach. It began with automated, straight-time scheduling done by dedicated crew schedulers and ended with floor supervisors making edits directly in our platform to reflect the movement of resources between production lines and other areas on the floor. This addressed the following set of problems:

Automated Scheduling Rules: Algorithms were developed to generate employee schedules, based on labor demands and rules for assignment. Multiple algorithms were deployed for straight time and overtime assignment generation, varying to meet each division's specific needs. This made scheduling as simple as a few clicks of a button.

Indeavor helped decrease grievances, in turn decreasing the penalties they were paying to unions.



Production Changes: Indeavor's out-of-the-box tools were configured to enable supervisors to easily fill production gaps with appropriate and qualified individuals. Scheduling rules were configured which prevented the end user from assigning the wrong person to work the shift.

Real-Time Visibility: Schedulers, Supervisors, and Employees were all given access to Indeavor's platform. All users were encouraged to utilize the mobile app which always had an up-to-date schedule, giving employees the most flexibility possible to balance their personal and work lives.