Peopleware Limited Workforce Management for GCloud 15: Service Definition

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About Peopleware

Company background & culture

Peopleware is a brand of InVision, a technology company founded in 1995 and a pioneer specialising in workforce management (WFM).

Our culture is deeply rooted in autonomy, trust, and reason. We cultivate a learning-centric atmosphere that unleashes our people's full creative potential, embracing practices like pairing and open spaces to shape the future of work. We're committed to fostering an environment where we can grow and do outstanding work. This, in turn, enables us to create software for organisations to do the same for their people.

Peopleware WFM

Bring work and demand into perfect balance

Our software as a service (SaaS) solution, Peopleware WFM, is designed to be a scalable and highly secure cloud-based platform.Peopleware WFM, our Software as a Service (SaaS) solution, is a cloud-based workforce management platform designed to meet the evolving needs of businesses of all sizes. The platform priorities scalability and security, ensuring that it can adapt to the changing requirements of your organisation while maintaining the highest standards of data protection.

Peopleware WFM offers a comprehensive suite of tools to streamline workforce management processes, including scheduling, time and attendance tracking, absence management, and performance monitoring. By automating these essential tasks, the platform reduces administrative overhead and empowers managers to make data-driven decisions about staffing and resource allocation.

The cloud-based nature of Peopleware WFM provides numerous benefits, including accessibility from anywhere with an internet connection, seamless updates and maintenance, and disaster recovery capabilities. Additionally, the platform's flexible architecture allows for easy integration with existing systems, ensuring a cohesive technology ecosystem.

Forecasting

Bring uncertainty under control, and embrace it when you can't.

- **AI-powered** - Get accurate and reliable forecasts effortlessly with AI-driven forecasting that continuously adapts to new data, improving decision-making.
- **Always up to date** - Rely on Peopleware to auto-recalculate and update forecasts based on new data throughout the day.
- **Multichannel** - Forecast calls, chat, email, social media and more.

- Versions - Visually compare strategic and operational forecasts across different periods for better scenario planning.
- **24-month forecast** - Enable strategic and long-term foresight with a comprehensive forecast up to two years in advance.
- **Automatic trend detection** - Spot trends early on and stay ahead of the curve.
- **Events** - Plan for marketing campaigns, maintenance, and other events.
- Customizable performance goals - Set individual service level goals for each workload (e.g., calls, emails, chats).
- **Manual adjustments** - Stay in control with the capability to manually adjust your forecasts.

Scheduling

Create schedules your people love and your business needs.

- **Automated schedules** - Generate your schedules automatically using reliable machine-learning algorithms.
- **Flexible schedules** - Create flexible schedules that consider the changing nature of people's preferences and business requirements.
- **Rule compliance** - Easily create rule-compliant schedules that adhere to legal and contractual terms.
- **Optimisation** - Increase schedule efficiency by optimising start and finish times according to demand.
- **Heat map** - Analyze at a glance how well you cover staffing requirements.
- **Employee Portal** - Your people can view their schedule and immediately see any changes as they happen.
- **Shift Center** - Easily view and modify your schedules using a drag-and-drop interface.
- **Absence Management** - Timely manage absence requests and improve team transparency by sharing approved absences.
- **Multiskill** - Assign activities to people based on their skills to maximise productivity and adherence.
- **Multichannel** - Use multichannel scheduling to provide excellent service throughout all communication channels.
- **Multisite** - Manage schedules for multiple sites in different time zones, locations, or even for a remote workforce.
- **Meeting planner** - Let the smart meeting planner find and schedule the best possible meeting slot.

Intraday Management

No two days are the same. Be prepared for the unexpected.

- **Real-time dashboard** - Build custom dashboards to monitor your KPIs, using a simple drag-and-drop interface.
- **Real-time adherence** - Get insights into when and how people move between activities and compare them with your schedule.

- **Demand metrics** - Adjust your schedule according to actual demand vs. your initial forecast.
- **Schedules management** - Redistribute your workforce in real-time to ensure proper staffing according to demand.
- **Workload coverage** - Check the current under and overstaffing situation according to the changes you made.
- **Matches** - Map your people's present status with scheduled activities to increase adherence accuracy.
- **Visualisation** - Create insightful graphs to better understand your intraday data.
- **Time recording** - Get status information either from your people's recorded data or ACD integration.
- **Audit trail** - See and restore any previous schedule versions, including short-notice changes.
- **Notifications** - Send shift change alerts to your people by email or browser push.

Time-off Management

Turn time-off management from a source of stress to a source of joy.

- **Flexible configuration** - Create any time-off category, in hours or days, and with a fully configurable entitlement period.
- **Streamlined request management** - Easily manage time-off requests from submission to approval or rejection to cancellations, using a user-friendly interface.
- **Auditable time-off accounting** - Revisit the history of changes and make time-off accounting a breeze.
- **Employee Portal** - Grant your people the autonomy to manage their requests and view their time-off balances.
- **AI-based recommendations** - Receive approval or rejection for time-off requests based on work demand and team availability.
- **Smart entitlements and valuations** - Automatically calculate entitlements and the accurate amount of hours or days to be booked, according to existing schedules.
- **Smart cancellations** - Automatically restore balances and schedules when time-off requests are cancelled.

Platform

Protect your data and innovate with confidence.

- **Continuous innovation** - Experience a platform that constantly brings you the latest in innovation for business growth and success.
- **Effortless updates** - Enjoy zero-effort maintenance with automatic, seamless updates and enhancements.
- **Infrastructure scalability** - Adjust your Peopleware setup to meet your evolving needs, without any hardware or software overhauls.

- **Easy deployment** - Get your systems up and running quickly with hands-on support from renowned experts.
- **API** - Create custom functionalities and workflows to embed Peopleware into your existing business operations.
- **Deep integrations** - Connect with a multitude of systems and platforms for all your essential business and operational data.
- **Flexible pricing** - Embrace a cost-effective approach that maximises your ROI, without large upfront investments.
- **Uncompromised security** - Protect your data with rigorous security, compliance, authentication, and authorisation standards, including ISO 27001.
- **Reliability and resilience** - Cutting-edge redundancy and failover capabilities ensure continuous business operations.
- **Universal access** - Access Peopleware from any browser and on any device, keeping your business connected and agile.

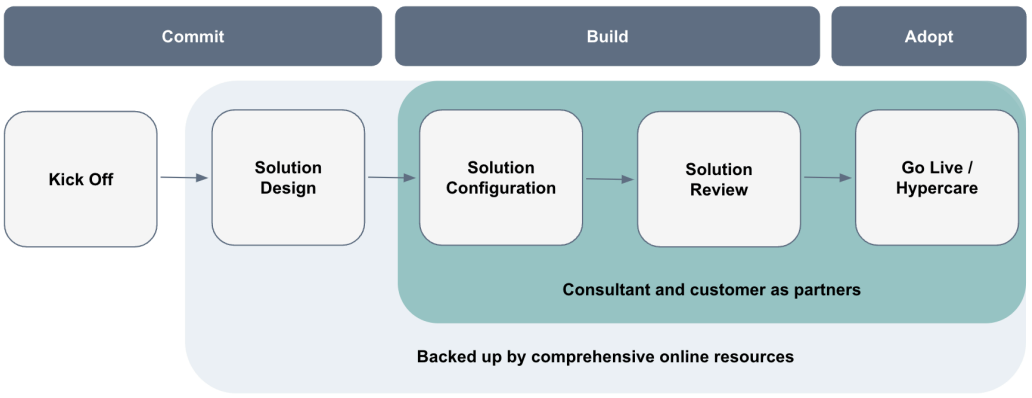
Onboarding process

A proven, flexible onboarding process. Relentless focus on ensuring you achieve your WFM goals.

At Peopleware, we believe that the strength of our solution lies not only in its powerful functionality but also in our commitment to supporting our customers from initial onboarding to an ongoing partnership focused on customer success. Our goal is to ensure that customers derive maximum value from the solution as quickly as possible on go-live and continue to get value in the long term.

Key features of the onboarding process are:

- Streamlined onboarding program proven in hundreds of projects.
- Tailored exactly to your requirements - no more and no less.
- Our consultants are WFM experts who speak your language.
- We establish your goals (ROI, KPIs, etc.) at the start and ensure you achieve them.



Onboarding phases

Project Kick-Off and Solution Design – Align on roles and responsibilities, review the scope, and collaboratively define the project plan. Based on the agreed scope, the consultant will assess requirements and establish design principles for the solution.

Configuration & Training – Collaborative workshops to build and refine the solution. These sessions provide the customer with hands-on experience, ensuring they understand the system, meet their needs, and gain the confidence to take ownership.

Solution Review and Go-Live – A crucial phase for ensuring a smooth and successful project launch. This phase involves validating the configuration and confirming that the team is fully prepared to operate and maintain the solution end-to-end.

Hypercare – Focuses on stabilizing the solution, promptly addressing any issues, and ensuring smooth operation. This phase supports user adoption, builds confidence in the system, ensures the solution is fully integrated for long-term success, and that the customer achieves the outcomes that they set out to achieve.