



National Customer Forum

22nd June 2017

There's now less than two months to go until our inaugural National Customer Forum at the Ramada Hotel in Sutton Coldfield!

Taking place on Thursday 22nd June, the event will be exploring a number of themes around post-Brexit productivity.

We are pleased to announce the confirmed agenda for the day, with sessions from Dnata, DWF, Fine Lady

Bakeries and Mactaggart & Mickel to name but a few.

If you would like to attend please, click on this link: <http://bit.ly/2oGpd2I> or on the button below to register your place at the event or speak to your account manager.

[Click here to register!](#)

In the Spotlight

with **Dr. Catherine Howe**



One of our keynote speakers at the National Customer Forum is Dr. Catherine Howe, Solutions Director at Capita Create Tomorrow.

Catherine is an expert on digital and social innovation, having worked in the field for over 15 years.

During the forum Catherine will be discussing the wider trends and changes to the nature of work, how traditional jobs and professions are seemingly under threat, and the various causes of this. She will also be looking at the implications of the gig economy and automation on workforce and organisational structures.

Catherine's session will touch on how regions strive to achieve 'good growth' and the impact of these mega trends on the way in which we live our lives in the 21st Century. She will also consider the opportunities presented to us by the '100-year life' and how multi-generational workforces are yet to be tapped into.

To see more of Catherine's ideas on workforce management please visit her blog:

<http://www.curiouscatherine.info/>

Customer Portal

We've been developing our Customer Portal to become a one-stop facility that's truly focused on your needs. In particular, we've been working on a suite of online training videos, which have been created to be quick, snapshot examples of how to complete the most popular tasks within iTime.

The first of these, **Managing Disciplinary Action, Managing Appraisals and Creating a New Company Structure** are now online.

The next set of videos is due to be released soon and we will be updating the library regularly. Our aim is to provide you with the tools you need so please, send us your suggestions for future videos to: info@capitawfm.co.uk.

The videos can be found here: <http://bit.ly/2pCyygT>

New Release: Intelligent Time



After several months of development and testing from our in-house team, our new iTime 4.1 is nearly ready for release. The upgrade to our Intelligent Scheduling product is set to revolutionise the way that your employees manage their working lives.

The new Resource Scheduling Application and Multi-shift aim to increase productivity whilst allowing employees to easily manage their work-life balance.

The key features include:

Multi-shift:

- Allows the allocation of more than one shift to a working day, if required;
- Activity records, absence and holiday can now be specific now to an individual shift;
- Different overtime rules can be applied to specific shifts if required or across the whole day;
- Shift types can be defined;
- Employee Multi-shift Screen allows a user to create or edit shift patterns.

Resource Scheduling Application:

- An adaptive schedule application;
- Helps users ensure the right people are scheduled at the right times;
- Integrates fully with Multi-shift functionality and System Manager;
- Adds Sites/Positions/Slots to existing functionality such as Activities, Cost Centres, Working Rotas and Pay rates.

New Product: Self Service

The latest software updates

Capita WFM's Self Service has been designed with the employee in mind; allowing them to not only clock in and out of work but also to carry out a wide range of additional HR functionality. Key features include:

Join us on 12th May for a webinar to learn more about Self Service! Email your Account Manager to book a place today.

Historical Worked Hours Information

To increase employee visibility and reduce payroll queries, employees can view their historical worked hours information over any period of time. This information includes:

- Overtime or additional hours
- Actual clocking times against shift start and finish times

Shift Swap and Available Shifts

Fully integrated with the Scheduling and Time and Attendance modules, employees can swap shifts with colleagues. Their manager will then receive a notification email to confirm the swap before the shift starts.

Employee Calendar

Employees are able to login and view their upcoming shift rota and rest days. They can also see if their shifts have been extended at peak times of the year.

Clocking and Activity Functionality

Employees are able to carry out all of the clocking functionality they would at a traditional clocking terminal including:

- Clocking in and out
- Starting or ending a break
- Clocking to an activity or task
- Clocking to a cost centre

Employee Holiday and Absence Request

Employees can log-in to self-service at work or home and request holiday or absence and receive a message when requests have been approved or declined.

When requests are made, the system will take into account the minimum staffing levels that have been set, which can result in an automatic acceptance or decline of the request.

Employees are also able to view their holiday calendar and balances for the year on the Self Service system.

Customer Case Study: Clarke Transport

Bringing logistics up to speed



For over 80 years, Clarke Transport has been one of the UK's leading multi-service transport companies. Initially established to provide the first direct road link between the Midlands and Scotland, they now offer a vast array of delivery and warehousing solutions for their customers with more than 500 employees and 200 vehicles on the roads.

In February, Clarke Transport began their procurement of an updated workforce management solution for the business.

Establishing Their Needs:

The Capita WFM team spent time with each of the stakeholders in workforce management - HR, Operations, Payroll - to highlight the key processes that the business relied upon including:

- Payroll, and ensuring people are paid accurately and on-time
- Holiday entitlement calculations, and managing holiday bookings
- Calculating, authorising and apportioning overtime, both as an employee and as a manager

With a payroll process that was taking the team hours, and sometimes days, to complete, Clarke Transport needed a solution to significantly streamline this task.

After evaluating the marketplace, the decision was made to move forward with Capita WFM's product suite.

Our Solution:

As part of our workforce management solution for Clarke Transport, Capita WFM has implemented the following systems:

- Time & Attendance - managing up to 600 employees across 8 distribution centres, with employees clocking in through 'Maximus' proximity terminals, and an automated link into Clarke's payroll solution.
- Automatic calculation of holiday entitlements, based on average hours worked and length of service.
- Overtime rules captured, with the ability to manage multiple rates, shift premiums and uplifts automatically for approval.
- 'Overtime apportionment' will allow the Clarke team to take hours worked and send them to an employee's holiday balance as 'time off in lieu'.

"We had a lot of boxes to tick before we chose a provider and Capita WFM met all of our specific requirements.

The system flowed nicely and gave us plenty of additional functionality that we were previously having to do manually.

It helps us keep all our data in one place. The software is extremely user-friendly. Many of our tasks will now be automated, allowing us to effectively use technology."

Jason Westwood, Head of IT, Clarke Transport

In the next issue...

The results of our bespoke research on productivity in the workplace

Further news on the National Customer Forum

Planning for capacity - how to dynamically schedule your workforce

Optimising your shift patterns to maximise work-life balance

Contact us

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