



How productive are you?

Bespoke Research

We have commissioned a bespoke piece of research to find out more about workplace productivity among managers and employees.

We discovered that a third of managers don't track productivity, although 82% recognise its importance. On top of this, only one in three think their business is productive. Key findings include:

- 67% of those earning more than

£100k said they were very productive, compared with 46% of those earning between £10-£20k per annum.

- More people in the public sector (49%) said they were very productive than those in the private sector (40%)
- Those aged between 18-36 claimed to be the most productive – 49% compared with 38% of those aged between 35-54

- High percentage of workers are happy with their shift patterns, suggesting bosses are getting that right (a total of 82% said they were happy). Only 14% thought shift patterns contributed negatively to productivity.
- 94% say they've never taken a sick day as a result of being unhappy with their rostered hours.

To download the full report, click [here](#).

iTime Update

New Release Out Now!



After several months of development and testing, we are delighted to announce that iTime 4.1 is now available! Version 4.1 contains lots of new features, designed to make things easier for you and your employees. The new features were highlighted in the last issue of Intelligence which is available [here](#).

The new software has already been installed for a number of clients; if you would like to upgrade to 4.1, please email

your account manager to get booked in with our team.

As explained at our Customer Forum, due to a number of technical reasons, at the end of this year, we will be withdrawing our support for older versions of iTime.

Going forward into 2018, only the current & current version -1 (currently v 1508) will be supported.

If you're unsure what to do, we've put together a handy Upgrade Guide on the next page to help.

National Customer Forum

Thank you!



Thank you to all of our clients who attended the National Customer Forum on 22nd June. The day covered a range of thought leadership topics, including the future of work (the robots are coming!), managing world-class productivity as well as giving practical advice on shift pattern rostering and payroll integration. The day also included an update on the WFM product roadmap, featuring the anticipated platform upgrade to C# in 2018 and our commitment to improving our service for you all over the coming months.

iTime v4.1 Upgrade Guide



Benefits & Useful Info

What version do I have?

The easiest way to establish which version you're currently running is by launching the software. The version number will be at the top of the log-in page.

What versions will be supported?

Due to a number of technical reasons, at the end of this year, we will be withdrawing our support for older versions of iTime. Going forward into 2018, only the current & current version -1 (currently v15.08) will be supported.

How can you support my business?

If you need help with an upgrade, regardless of the complexity, our professional services team are available to help. Please, just give us a call to discuss your requirements.

Did you know... It may be more cost effective to upgrade your current Service Level Agreement?

For example, if you were to upgrade to the premium level, it includes a number of

professional service days each year, rather than paying for one-off service days to implement the upgrade. This would then give you a years' worth of premium cover as well.

Is the upgrade covered by my SLA?

If you have purchased the software and a valid support agreement is in place, the upgrade is covered in this. If you lease the software, please call the team for more information.

All customers are able to upgrade the systems themselves, however if you choose this route Capita WFM are not responsible for any loss of data or complications.

If you would like assistance with the install, configuration and migration to the new software, please contact your account manager for more information.

Contact us if you have any questions about upgrading your iTime system before the end of the year and to schedule your upgrade.



Tell us what you want!

Customer Feedback



We want your thoughts on what you would like to see in the next issue of Capita Intelligence and at our future events.

If you'd like to read more articles on a certain topic, have more user guides or read about other customers experiences, then let us know.

It's easy to get in touch please, email the team: info@capitawfm.co.uk.

Customer Portal

Support Queries

It's never been easier to log a support case with the team. Our customer portal is a 24/7 hub to submit a new support ticket and can be found on our website or by clicking [here](#).

The customer portal also has a wealth of information on it to help you in using our systems.

Documents available include user guides and step by step videos, training documents and much more.

The customer portal is about to have a make over, but will be fully accessible during the update.



TEAM NEWS

Service Desk Updates

We are delighted to announce three promotions within our Service Desk.

Firstly, congratulations to Daniel Busson, who has been promoted to Service Delivery Manager! Having been with the business for 13 years and worked in various technical roles, he is very excited to be returning to the support desk.

We are also pleased to announce that Craig Lawson is our new Team Leader for the Service Desk.

Last but by no-means least, Muni Muddhar has been appointed as Team Leader for the Engineering team.

Delivering great service is our top priority and to help us achieve this Daniel and his team are in the process of making key changes to how you can raise and track your support cases in an effort to improve communication and resolution times. Some customer are already seeing great benefits to this change.

We have also implemented a new procedure for escalating your service ticket. If you do ever need to escalate an issue, please email:

escalation@capitawfm.co.uk

Congratulations to our new Service Team!

Contact us

 www.capitawfm.co.uk

 info@capitawfm.co.uk

 @Capita_WFM