

A local franchise with 16 stores is looking for a better way to leverage its staff company-wide. Instead of every store maintaining its own group of employees, the franchise has found it can reduce costs by having one employee pool from which all sites can pull. However, in order to facilitate the management of the one pool of employees, the franchise must develop a way to quickly reach out to the employees as site requirements change due to seasonal demands or simply other employees failing to come into work.

Solving this challenge will benefit the franchise in the following ways:

- ◆ If the franchise can manage one common employee pool, all stores can conform to a corporate standard, eliminating the differences in store training or cultures
- ◆ By managing one pool of employees, the number of employees required to staff all stores is less compared to each store with its own employee pool, helping to reduce compensation expenses for the franchise
- ◆ Cross-pollinating employees helps to increase employee satisfaction as varying locations help to maintain variety in their day-to-day activities
- ◆ Franchise managers have information as to how many employees a store needs on average, allowing them to better assess the need for additional franchises in nearby areas



THE SOLUTION

The focus of this solution is to integrate with franchise's employee database and create an automated system of notifications and Dial Out programs designed to efficiently manage staff shortages

1. A back-end routine queries the franchise's staff scheduling system to compare against the franchise's time card activities
2. As employees scheduled to work fail to clock in, store managers are paged, or texted on their cell phones and receive notifications
3. If a store manager is forced to fill a vacant position, they access the Staff Management Application from the touch of an icon on an IP phone in their store
4. Queries are presented to the phone allowing the store manager to specify what level employee is needed and for what dates and times
5. Once submitted, a backend routine queries employee records to assess employee level, proximity of employees to the store, the number of hours currently worked/scheduled for the week, seniority, etc.
6. The routine prioritizes the available employees and automatically dials out to them asking for acknowledgement; once acknowledgement is received, the Dial Out process is stopped
7. The routine continues to monitor if the called employee clocks in and if not notifies the manager