

INCREASE PROFITS BY 15% WITH OPTIMUM UTILIZATION OF SHARED WORK STATIONS AND HUMAN CAPITAL



This post contains a case study about a Media House located in Mumbai, India, with more than 500 employees. The company is an industry-leader in radio spot monitoring providing Sales, Marketing and Advertising Research tools to broadcasters, ad agencies, advertisers and industry analysts.

Their patented broadcast monitoring technology reviews top-rated advertising media in major markets.

The organization relies on a diverse workforce that works in multiple shifts round-the-clock to serve a global customer base and keep operations running smoothly at every hour of the day.

This Media House was using paper-based approach to manage multiple shifts, record employee work hours and it led to several challenges.

CHALLENGE

Two years back, the company rented an office space in one of the most high-class suburban real estate properties in the city. A huge capital was invested in renting this work space and the Leadership expected high returns from this investment.

Unfortunately, the revenue growth did not meet expectations when the new workspace became operational. The company ended up losing profits due to under-utilization of work stations. Internal teams analysed the situation and found a few shortcomings:

1. Over 20 percent of work stations were unoccupied or used insignificantly leaving gaps in optimal utilization of resources.
2. It was difficult to efficiently manage shifts for employees. This led to a fewer number of employees at some time and a larger employee population at other times.
3. Managers needed an automated tool to know availability of employees in a specific shift and keep work stations optimally utilized.
4. Since same work stations were used by employees in different shifts, each shared work desk needed to be freed by a specific time so that employee coming in the next shift could start using it the moment they started work.
5. When employees needed to compensate short working hours, managers didn't have data to identify available work stations in the specific shift.
6. It was not possible to identify employees on leave, such that their work station could be re-assigned to other employees.
7. Employees had no way to check number of short hours in a month, such that they could regularize them in a timely manner.

These challenges were difficult to solve through a paper-based approach – as it was time consuming and had more chances of errors.

The company discussed these challenges with Empxtrack team, with an aim to cover loss of infrastructure costs, increase accuracy in real-time attendance data, improve employee productivity and boost overall business outcomes.

SOLUTION

Empxtrack team provided solutions to overcome several complex issues, including shift management, capture of attendance data in real-time, accurate calculation of overtime for each employee, identification of late comers, and provide employees option to compensate short hours with their manager's approval.

With the automation of the process and implementation of Empxtrack, the team handled all complex issues.

1. Managers are able to check the total number of employees present in a specific shift. Company used **Empxtrack** attendance and shift management module to record in-and-out time of each employee. System highlighted late comers, absentees, overtime and short hours for individuals. It made easy for managers to pull real-time attendance data of their team members in a single click.

Home / Manage attendance / Attendance for my team members

Show entries Search:

EMPLOYEE NAME	EMPLOYEE NO	IN TIME	OUT TIME	TOTAL HOURS LOGGED	OVERTIME HOURS	COMPENSATION HOURS	SHIFT CODE
Ana Trujillo	0376	06:48	15:03	8.0	0.0	0.00	Morning Shift
Barbara Walker	0822	06:41	15:00	8.0	0.0	0.00	Morning Shift
Catherine Dewey	1948	06:48	16:04	9.0	1.0	0.00	Morning Shift
Eduardo Saavedra	1676	06:47	15:05	8.0	0.0	0.00	Morning Shift
Janet Leverling	2042	08:17	15:01	6.42	0.0	0.00	Morning Shift
Yoshi Latimer	0511	08:00	15:01	7.0	0.0	0.00	Morning Shift
Fran Wilson	1924	06:45	MIS	0.0	0.0	0.00	Morning Shift
Greg Norman	0657	08:00	15:00	7.0	0.0	0.00	Morning Shift
Helen Bennett	1549	07:30	15:02	7.30	0.0	0.00	Morning Shift
Howard Middle	1798	06:50	15:01	8.0	0.0	0.00	Morning Shift
Tom	2025	00:00	00:00	0.0	0.0	0.00	Morning Shift
Dominique Perrier	1992	06:47	15:00	8.0	0.0	0.00	Morning Shift
Kathleen Oliver	1816	06:50	MIS	0.0	0.0	0.00	Morning Shift

Report Period: 22/05/2018		Report generated by: John Steel		Shift time : 7:00-15:00	
S.No	Employee No	Employee Name	Shift Name	Status	In & Out Time
1	0376	Ana Trujillo	Morning Shift	P	[06:48-15:03]
2	0822	Barbara Walker	Morning Shift	P	[06:41-15:00]
3	1948	Catherine Dewey	Morning Shift	P	[06:48-16:04]
4	1676	Eduardo Saavedra	Morning Shift	P	[06:47-15:05]
5	2042	Janet Leverling	Morning Shift	Late	[08:17-15:01]
6	0511	Yoshi Latimer	Morning Shift	Late	[08:00-15:01]
7	1924	Fran Wilson	Morning Shift	P	[MIS 06:45]
8	0657	Greg Norman	Morning Shift	Late	[08:00-15:00]
9	1549	Helen Bennett	Morning Shift	Late	[07:30-15:02]
10	1748	Howard Middle	Morning Shift	P	[06:50-15:01]
11	2025	Tom	Morning Shift	SL	[00:00-00:00]
12	1992	Dominique Perrier	Morning Shift	P	[06:47-15:00]
13	1816	Kathleen Oliver	Morning Shift	P	[MIS 06:50]

Image 1: Identify late comers and early goers, and record their short-working hours. Janet, Yoshi, Greg and Helen are the late comers. SL shows Sick Leave. There is only one absentee on 22nd May 2018. MIS shows Mispunch for employees who haven't marked their Out-Time on the online attendance portal. An employee, Catherine, has worked for 9 hours. Her overtime is 1 hour.

2. Managers get an easy way to manage overtime hours. They can use the system to approve overtime requests of their subordinates as per workforce requirement in the shift.

Apply Overtime Hour Request ×

You
John Steel
Final stage

Creator/Submitter
Approved by Manager
Approved

Send request for Overtime hours.

Duration

0.0 hour(s)

[View availability calendar](#)

Mobile Number

Overtime Date	Overtime hour	Actual Hour
<input checked="" type="checkbox"/> 22/05/2018	<input type="text" value="1.00"/>	<input type="text" value="1.00"/>
Total Hour	<input type="text" value="1.00"/>	

Reason for Short Hour

Image 2: Employees can send request for overtime. Catherine applied the request asking her manager to work for an extra hour on 22nd May 2018 to meet project deadline. Manager can respond on Catherine’s request after checking the availability of work station on the specific date.

3. Employees get an option to request their manager to compensate short hours.

Apply Compensation hour Request

Leave type: Compensation hours

Duration: 16/05/2018 to 16/05/2018, 0.0 hour(s)

Mobile Number: [Input field]

Compensation Date: 16/05/2018

Compensation Hour: 1.18, Actual Hour: 1.18

Reason for Short Hour: Woke Up Late

Compensation Hour Requests

Details:

- Applied on: 16 May
- Leave balance: -1.18 hour(s)
- Mobile Number: [Input field]
- Start time: 15:00
- End time: 16:18

Compensation Date	Compensation Hour	Actual Hour
07/05/2018	1.18	1.18
Total Hours:		1.18

Reason for leave: Woke Up Late

VIEW COMPENSATION HOUR

Name: Janet Leverling, Month: May-2018

Attendance Date	Compensation Hour(HH.MM)	Regularized Hour(HH.MM)	Regularized Date(Actual)	Regularized Hour(HH.MM)
07/05/2018	1.18	.00	16/05/2018	1.18
16/05/2018	.00	1.18		
18/05/2018	1.58	.00		
Total Compensation Hour	3.16	1.18		
Hours Remaining	1.58			

Image 3: An employee can send request to compensate short hours. The manager approves the request depending upon the shift requirements. Once the employee compensates the committed hours, it gets regularized in the database.

4. Earlier, managers used to compile time-consuming reports on their own to check attendance records of their subordinates. The automation of the process made it easy for Managers to capture and analyse attendance data on their system in a click of a

button. Managers analysed data in a timely manner to take necessary disciplinary action for employees for frequent absences and short working hours.

Shift time : 7:00 - 15:00	
22/05/18	No. of Employees
MIS	2
Late	4
P	6
SL	1
Total Result	13

Image 4: Managers can get a consolidated report of absentees, late comers, and total number of employees present in a shift.

BENEFITS

The organization has been using Empxtrack for past one year. Successful implementation and strategic use of the product has maximized business performance and minimized operational costs. Other remarkable benefits are:

1. Optimum utilization of workspace by keeping all work-stations occupied for maximum time.
2. Manager can see real-time attendance data for his entire team in just one click.
3. Know availability of present employees and late comers along with their actual punch time.
4. Identify employees who have short working hours in a month and provide them an option to compensate their short hours before the next payroll cycle.
5. Organization offers flexibility in work schedules by providing options to compensate short hours.
6. Better visibility and easy tracking of employee work hours.
7. Manage complex shifts for large set of employees with a single click.
8. Better discipline in the organization.

9. Increased returns on infrastructure investment.

“Our company had several complex issues in shift and attendance management. Empxtrack helped us overcome those challenges and provided us the best solution in a short span of time. I would like thank Empxtrack team for quick implementation and their willingness to provide support even at odd hours.”

Production Manager
