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Turn data into values

Unitymedia
Internet, Telefon & TV

The complete personnel logistics program

The cable network operator Unitymedia successfully implements a host of technical requirements using SP-Expert



Photo: Unitymedia

Customers first. Creative growth. Costs focus.

Unitymedia calls the key values of its corporate structure the "three Cs". A culture of permanent improvement, which feeds off of continual optimization of the workflows and continuous IT investments. SP-Expert now also has an important role. Because, with the help of this software, Germany second largest cable network operator is able to standardize its workforce management in all its locations and at the same time, in addition to pure personnel scheduling, it is able to cover a large range of technical requirements specific to the industry in which it operates – from diverse special arrangements in time management through to centralized intraday management. The benefit is measurable saving effects and even more improved planning and service quality.

In North Rhine-Westphalia and Hesse Unitymedia is a welcome permanent guest in millions of households. After all, from Cologne, the company operates one of the most modern and largest continuous cable networks in the whole of Europe and scores competitive points with a varied portfolio of broadband services, which provide TV, internet and telephone from a single connection. Apart from a high degree of innovative strength, what is needed above all in this market with its short product cycles is matching service quality. So the persons responsible at Unitymedia soon became convinced that the company needed to switch from the previously Excel-based and therefore very rigid and limited personnel scheduling to a modern workforce management system.

The particular challenge posed by a wide range of special technical requirements

They ultimately chose an offer from Interflex: "SP-Expert was able to cover the required functional scope, starting with forecasting and yearly budgeting to long-term and detailed scheduling as well as intraday management through to time registration, and all from a single source. It also provided the additional benefit of the flexibility to adapt to individual process models and special features. For example, to the complex mesh of time management arrangements, which we have to take into account due to many different corporate units, collective bargaining agreements and company agreements. In addition, several employees had already been convinced of the qualities of the software having used it in previous stages in their careers with other companies", explained Peter Basse, who as a department manager is responsible for central planning and control at Unitymedia.

The particular challenge posed by a wide range of special technical requirements

- Yearly budgeting and scheduling
- Graduated forecasting for different periods (year, 14 days, during a day) and diverse communication channels (phone call, e-mail, fax, etc.)
- Personnel scheduling with clear separation between rough and detailed scheduling
- Parallel employee-dependent time registration via employee self-service technologies the telephone system
- Time management taking into account very different working hours arrangements, collective bargaining agreements and company arrangements



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An investment that pays

An investment that pays:

- Savings effect achieved by the automation of routine tasks in personnel scheduling
- Budgeting and workforce size planning matched to needs thanks to precise long-term forecasts
- More flexible personnel scheduling through intraday management and precise short-term forecasts
- Better informed and more satisfied employees
- Improved service levels
- Better availability and shorter throughput times for back office contacts
- Greater customer satisfaction and loyalty

Since 2008, the cable network operator has been using SP-Expert to standardize the personnel scheduling for 1,600 employees in ten different locations in a central system and in doing so, fully utilizes the broad flexibility allowed by the solution. With central forecasting which is successively refined, starting with annual forecasts and schedules all enquiries made by phone, letter, fax and e-mail at 15-minute intervals. With a scheduling model which, a long time in advance, informs each service employee when they have to work early or late, in order to then supply the precise shift times at with the detailed scheduling at short notice and according to operational needs. With the time registration which, depending on the employee group, takes place via the web terminal of SP-Expert or the phone system. And also with the strategy of understanding workforce management as a living system, which is continuously developed further – in foreseeable time, e.g. using data transfer to DATEV. These are reasons why the Unitymedia project team particularly appreciate that they are also actively involved in the (industry specific) further development of SP-Expert. Among other things, in the continued development of the TIS forecast and new scheduling optimization.

All these performance indicators provide increasing proof that for Unitymedia standardizing its system landscape for central planning and control was the right path to take. "On the one hand we have been able to automate time-consuming routine tasks, e.g. premium calculation. On the other hand, with the new scheduling and forecasting tool we have not only improved the availability and throughput times of back office contacts but have also significantly improved the service levels, which is in turn noticeable in customer satisfaction. Rigid tours with fixed teams are a thing of the past – today we are able to respond far more flexibly and in line with actual needs", emphasized Peter Basse and pointed out that the innovation partnership between Unitymedia and Interflex had also produced positive results: "Thanks to the optimization solution, which we have jointly developed on the basis of the standard system, the computing time for each scheduling section has been reduced from 8 hours to almost 15 minutes. That is only 3 percent of the original work involved. The savings in manual post-processing are even more spectacular."