



**6 reasons why  
workforce  
management is  
a smart move**

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# How workforce management can make a powerful difference

The success or failure of your business rests on one key factor – your people. No matter how unique your product or service, how well-designed your website or how innovative your marketing – without the right people available to do the work, when and where you need them, it's near-impossible to achieve your business goals.

Managing people isn't as simple as it once was. With multiple teams, remote and in-office workers, and a huge range of different software systems and processes, it can be difficult to make sure everyone is co-ordinated, on track and working efficiently. Administrative tasks like creating rosters, tracking attendance, managing leave applications and hiring new people can become complex and unwieldy as your business grows.

Get your people-management wrong, and it could have widespread ramifications for your business. You may waste time on complex manual processes, have a lack of insight into how your people are working or how much your labour is costing you, fail to comply with local legislation and lose countless opportunities to grow and improve your business.

Getting it right means ensuring your business is working efficiently, meeting compliance requirements and primed for profitable growth.

Here's how workforce management software could help unlock the potential in your business:

## 1 Automate onboarding

Bringing in new team members is an inevitable result of business growth – and it can be complex. Onboarding involves not just the new employee, but multiple teams across the business.

HR needs to organise the job offer, contract and logistical details, the accounting team needs to register the new employee in the system along with bank details and payslips, and team leaders and operations managers need to get their new member on the roster, trained and ready to work.

On the employee side, the goal is a smooth transition into a new role, with thorough training in all the relevant systems, appropriate guidance from experienced team members, and minimal stress or confusion. It's a lot to coordinate in a busy organisation, particularly if you're hiring new staff frequently.

When you're dealing with a complex, multi-stage, multi-participant process, automation can be a lifesaver. With a workforce management system, you can automate and digitise key elements of your onboarding process, ensuring that all the moving parts come together and nothing is missed.

With an onboarding system, you can:

- + Make job offers and receive signed acceptances digitally, eliminating emails, scans, and hard-copies.
- + Integrate with HR and Payroll software, including MYOB Advanced People and MYOB PayGlobal, so stakeholders automatically receive updates on new employees.
- + Give new team members access to their personal details, work information, process instructions, and anything else they need to get started.

## 2 Smarter rosters

Rostering can be a minefield. Not only do you need to get the right number of people in the right place at the right time, but also stick to the employment rules of your location and industry, making sure staff aren't working too few or too many hours, and that everyone gets the breaks they're legally entitled to. In New Zealand, this is covered by legislation and employee agreements, while Australia has over 100 industry or occupation-specific awards that cover workplace regulations, making compliance intensely complicated.

Manual rosters are time-consuming, error-prone and difficult to change, resulting in staff dissatisfaction and the risk of non-compliance with local laws.

Smart rostering takes the tedious work off your hands so you can shift focus to how to optimise the way you use your team. With staff qualifications, availability and contract details in the workforce management system, you can instantly fill multiple rosters with the right mix of staff, ensuring quality outcomes while avoiding overlapping shifts and unapproved overtime. Built-in alerts will notify you if you breach an Award rule, helping you to manage compliance. You'll also be able to see labour costs for each worksite or location, helping you budget and minimise costs.

For employees, smart rosters make things easy and flexible – they get notified when new rosters are published, can swap shifts and request schedule changes digitally, and work the hours they're entitled to every week.

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### **3** Track with accuracy

Accurate time-tracking is a must in many industries. If you're managing teams of shift workers, tracking clock-ins and clock-outs ensures you're paying people properly, and staff aren't going over their legal time limits.

But traditional paper or spreadsheet-based timesheets and tracking can be time-consuming and prone to problems. Minor errors or rounding up here and there can mount up, adding to your labour costs and sometimes resulting in compliance issues.

Digital time-tracking solves these problems by capturing accurate, to-the-second data without wasting your time – or that of your staff. With the right software, you can set up clock-ins via tablet or mobile, with face capture or geo-tagging to prevent fraud or time-theft. You can also add other features as needed – a COVID-19 symptom checklist, for example – and collect data for health and safety purposes.

### **4** Simplify leave processes

Managing annual leave can be challenging, particularly if you have a larger workforce. Receiving leave requests, checking against other requests and key dates, sending approvals, recording upcoming leave and changing pay details all take time and coordination.

With the right workforce management software, all the moving parts are managed in one place, so no details are missed. Employees can see their leave balance and make leave requests in the system. Team leaders and managers can view requests as they come in, approve or decline immediately and pass on information to payroll and other teams. Upcoming leave is automatically visible when building rosters, so there are no issues caused by shifts clashing with approved time-off.

It's about streamlining the processes involved, so everyone gets to take the leave they're owed without causing coverage issues.

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## **5** Connect employees in the cloud

Your employees need to be able to access and manage important information about their work, whether that's keeping up to date with rosters, viewing payslips, checking leave or updating personal information.

An employee app or web portal is a great way to empower your employees and reduce back-office admin. They can log in and check rosters, swap shifts, make expense claims, request leave or notify management of absences from any device. You can also use the system to communicate with staff about shift changes or new work guidelines, ensuring that everyone gets the same message.

When all work details are available through their smartphones, employees are less likely to miss a shift unexpectedly, or request a sudden change just before they're scheduled to work. Your HR and payroll teams don't have to deal with manual leave requests, personal information updates or roster changes, freeing them up to focus on other work.

## **6** Accurate data, real insight

A key aspect of managing your workforce is knowing the costs that come with it. Labour is one of the most significant expenses for almost every business. If you don't know exactly how much you're spending on staffing, it's easy to overspend and eat into your profits.

This is another way workforce management software can help streamline your operations. Because all your staffing, rostering and payroll data are integrated, you get a robust, accurate view of your labour costs every single day. Use your dashboard to look at the hours worked and average costs, compared to sales or productivity data for the same period. This insight can help you forecast profitability and find ways to reduce costs or eliminate inefficiencies. The more you know, the better you can do.

# Simplicity, accessibility, efficiency

When you're running a business, anything that makes your job easier is worth its weight in gold. And workforce management software does just that on many levels. By simplifying onboarding, annual leave, rostering, time tracking, and delivering serious insight into your labour costs, it helps you save time, lower costs and make better business decisions. It's about reducing the complexity and time involved with people management, so you can focus on building your business.

Looking for better ways to manage your team? MYOB's new workforce management solution will be available to add to MYOB Advanced People and MYOB PayGlobal in early 2021.

Sign up for a Free Consultation to assess your business requirements and let us help you choose the right ERP solution for your business.

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ESG1566651-0121