



**7 ways digital
rostering
dramatically
improves your
business**

myob

Reduce effort, maximise business outcomes & manage compliance risk

In business, rostering is a constant juggling act. Roster on too many people and you're flushing money down the drain. Too few, and you risk impacting business outcomes, not complying with various regulations or pulling employees away from days off to fill in the gaps. Using manual methods – emailing, paperwork and spreadsheets – means you and your employees are spending more time rostering than you should, while increasing the risk that you'll get it wrong.

Like most areas in business, the right technology can eliminate much of that busy work, make life easier for you and your team, help keep you compliant and ensure you'll always have the people you need to keep your business running smoothly. These advantages all add up to a stronger business that's better equipped to sidestep issues, maximise opportunities and take the lead in your industry.

Here's how workforce management tools can help optimise the way your business operates.

1 Save back-office hours

Manual processes take time – time your office staff could better use on growing your business. Great workforce management software can automate large parts of the process by automatically generating rosters in seconds. Because it pulls data around pay, leave, onboarding and other business intelligence from multiple sources, the software can identify who is available and eligible to work. It factors for multiple locations, along with regulations and best-practice around the numbers and skills required in each shift. This makes for effortless and effective decision-making.

2 Manage multi-site rostering and shift swaps with ease

When it's managed carefully, flexibility can benefit you and your employees. However, if you're managing rosters manually, allowing employees to swap shifts or deploying staff across different locations can quickly become an administrative nightmare. Workforce management software makes managing this complexity effortless – completing otherwise manual tasks automatically. Employees can manage their shift-swaps from their mobiles, and the system will prevent swaps that could leave you without the necessary skills on a particular shift. Moving employees around between locations is also simplified – the software will prevent duplicate or logistically impossible shifts, and automatically sends alerts to employees about new or updated rosters.

3 Improve communication and attendance

Emailing and paper rosters are a recipe for no-shows and frustrated staff, especially when it comes to inevitable changes. Employees have to check paper rosters or sift through emails to find the most up-to-date versions, and managers spend time calling or emailing individual employees with changes. With good workforce management software, employees can access new rosters and be notified of changes from any device. You can also set your system to remind employees about upcoming shifts – particularly important for staff working across more than one location.

4 Support payroll compliance

In Australia, getting payroll wrong can create time-consuming and expensive headaches. Using a manual system means mistakes are almost inevitable – even aside from individual agreements, there are more than 100 industry and occupation awards to consider. Rostering software can help with built-in alerts and rules to make it easier to stay compliant with things like overtime hours, breaks and minimum times between shifts.

5 Gain control of your costs

Your people are your biggest asset – and likely your biggest cost too. Those who manually construct rosters may struggle just to get the basics right, and simply can't consider ways to minimise costs too. With different skill levels, wages and employee agreements, it can be impossible to calculate the cost of each shift or identify where you're wasting money paying overtime or rostering higher-skilled workers than is necessary.

Your workforce management software can give you a running total of the cost of each shift and help improve the cost-efficiency of your rosters.

6 Get your labour mix right

Just getting the bodies in the door is one thing, but for many businesses rostering that helps optimise your business is far more complicated than that. You may need team members with the right skills, training and certifications to make sure the shift runs smoothly and keeps your business compliant. Again, working this out manually could take hours, but set up correctly, workforce management tools will get the mix right automatically. If you need to make changes, the system will guide you to ensure each shift still has the right skills or qualifications.

7 Maximise business outcomes with optimal rostering

Without the right people on each shift, you'll struggle to meet your business objectives and may find your reputation is impacted – and your business along with it. Short-staffed or under-skilled shifts keep people waiting or deliver incomplete, incorrect or inadequate service. At best you'll spend more time and effort resolving the issues. At worst, your unhappy customers won't be back. Rather than relying on guesswork, workforce management technology uses past performance and inputted data to predict staffing requirements more reliably.

Solving rostering woes delivers real business results

Workforce management software has immediate benefits – it helps minimise the risk of non-compliance and longwinded office work that bogs down so many managers. But its positive impacts are far more wide-reaching. It supports your business KPIs, minimises costs and improves your employee experience. In short, optimising your rostering maximises returns, minimises waste and sets your business up for growth.

Get in touch to learn how you could efficiently manage your people every step of the way with MYOB Workforce Management.

AU 1300 555 110

NZ 0800 696 239

myob.com/enterprise

myob

ESG1566651-0121-AU