



**Better employee
experiences
with workforce
management**

myob

Put the power in your employees' hands

The work your staff do is only one part of the employee experience. Every day, your people also have to deal with various admin tasks around their employment – checking payslips and rosters, viewing leave balances, requesting time off, calling in sick or updating personal details. If it's difficult and time-consuming to complete these tasks, it leads to a frustrating experience for the employee – and other knock-on effects for your business.

Using the wrong tools to manage employee admin means time is wasted in your business. Your employees spend precious time on admin rather than focusing on doing the work that will help your business thrive and grow. And if your processes are complicated and manual they can also slow your back-office teams down, taking their focus away from higher-value work.

Implementing cloud workforce management software lets your staff manage all their information in one place, saving time, boosting productivity, eliminating errors and vastly improving the employee experience.

Efficiency, accuracy, empowerment – and happier staff

Paper rosters, manual leave forms, physical payslips – none of these seem like a major issue in the scheme of things, but the frustration of dealing with inefficient systems can wear down your employees in the long-term.

With a workforce management platform – like MYOB's upcoming system, which can be added to MYOB Advanced People or MYOB PayGlobal – you put the power into your employees' hands. Empower your staff with digital tools to self-manage key tasks and access their information whenever they need to. This means less work for managers and supervisors, fewer unintentional absences and increased efficiency for everyone involved.

Here's how it works:

Access from anywhere

Remote access is a key benefit of workforce management software. Employees have an individual login that they can use to access the platform from home, their work computer or even a mobile device via the dedicated iOS and Android app.

Once they log-in, employees can check rosters, payslips, leave balances and manage all their personal details. They can make leave requests, change details, notify supervisors of sick days and even swap shifts easily, without using any other tools.

Remote access means people don't need to wait until they come to the office to apply for leave, submit unavailability periods, change a shift, or update details. For the business, this means more accurate data for building rosters and managing payroll, and less back-and-forth between employees and management.

Time-savings with self-service tasks

Staff managing personal admin tasks on their own is about empowerment as well as efficiency. Not needing to approach a manager or ask for help with day-to-day processes saves time and helps employees feel confident in their ability to self-manage, which can have positive flow-on effects in their work.

With a workforce management system in place, your employees can access and manage many of their own work processes, including:

- + Payslips: these are visible to employees as soon as payroll is completed for the pay period.
- + Rosters: employees can view their upcoming shifts, receive notifications of shift swaps or changes, and see when other team members are rostered on.
- + Personal details: contracts, key documents and personal details like phone and bank account numbers are available digitally, so employees can view and change as needed.
- + Leave management: current and projected leave balances, upcoming leave and in-progress leave requests can all be viewed.

Smart rostering, better attendance

Rostering and unexpected changes can be a huge issue in some businesses, particularly those with high employee numbers and multiple locations. If staff don't have prompt access to the latest rosters, or if mistakes are made in upcoming rosters, it can result in people missing shifts or having to make last-minute changes to rosters. For your business, this can mean being understaffed – a serious problem in some industries.

Workforce management software takes care of both sides of the rostering issue.

Employees can see their upcoming shift schedule, as well as receive shift reminders and alerts if there are any changes. They can easily and quickly request leave, and set their availability on a recurring basis if they need to work around childcare needs or studying, for example.

As an employer, you get access to up-to-date information on availability, so you can manage staff levels and assign work fairly. Because rosters are generated using the latest information about availability and leave, they're far less likely to have errors that need to be fixed.

Effective, efficient communication

No more paper notices in the staff room, missed voicemails from managers or employees struggling to contact the office. The workforce management platform facilitates improved communication in both directions – from employer to employee, and vice versa.

When your employees use the mobile app, they get a notification whenever a new piece of information is available. This could be a new roster, their payslip for the month or a new document that needs to be viewed. Having messages pop up on their mobile phone makes them difficult to miss, reducing the risk that employees will forget a shift or overlook an important update.

Employees can also use the platform stay informed about last minute changes. If rosters are changed after they're published, all affected employees will get another notification. Or, if an employee's availability changes they can offer their shift for swapping. Colleagues who are available and have the right skills can easily accept a shift swap, eliminating the need for time-consuming calls by team leaders or managers. It's about making sure everyone has the information they need to manage their own attendance and navigate last minute changes.

A seamless, stress-free employee experience

Nobody enjoys spending their time chasing up rosters, complicated or slow leave processes, or waiting for a manager to get back to them with key information. Over time, these seemingly minor employee management issues can add up to major frustration for your staff.

That's where MYOB's upcoming workforce management software comes in. The platform combines with MYOB Advanced People or MYOB PayGlobal payroll, and offers a seamless, stress-free experience for employees.

It's designed to give your employees control over their work life while reducing the burden on management and Payroll teams. That means fewer mix-ups, less frustration and a better experience for all your employees.

Get in touch to learn how you could optimise your employee experience while reducing inefficiencies within your business.

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