

# Software and workforce planning

## Support and advice from A to Z

For modern organisations, software is an integral part of employee planning and work assignment processes. We'll help you get the most out of it. Are you looking for a planning tool? Are you looking for advice on how to make the best use of your workforce planning software? You want to integrate your scheduling system with time registration or payroll applications? Déhora is there for all your questions about automation of your workforce planning.



# Software and workforce planning from A to Z



Thanks to our extensive experience in workforce planning, our hands-on approach and our IT knowledge we can support you in all areas with implementing and automating your workforce planning practices. We help you optimize your planning process and your planning software. We look forward to supporting you by working out the best solutions for your organisation.

## 360° support and advice

From objective, tailor-made advice to workshops and trainings, find out what we can do for



Independent advice  
Advice and software selection



Customization and development  
Customized planning tools



Standard tools and sector specific solutions  
Workforce planning software



Integration of planning tools  
Back-office links



Functional support  
Project management,  
implementation and coaching



Additional functionalities  
Add-ons and web modules

# Independent advice

Do you want to automate partial processes or selected activities of your scheduling practices? Are you looking for a new tool for creating and managing timetables? Or do you want to start with exchanging ideas - without further obligations - with a real expert in workforce planning? At Déhora we provide customized advice about (online) planning solutions and all related topics.



Workforce planning and software tools are our daily business. We look forward to helping you get a better grip on your workforce planning with our advice and practical support. We give advice about simple scheduling software or more advanced tools. We help you find answers to questions related to planning - such as time registration and customer service scheduling processes. When giving advice, we always keep an open mind and think 'out of the box'. For example, is it really necessary to invest in a new application? Or can a web module solve your issues? Or is it more about training your workforce planners and work distributors? With all those questions, our experts can help you.

## Software selection

There is plenty of software for workforce planning on the market. There are tools for standard scheduling, cyclic scheduling, self-scheduling, forecasting of staff needs, ... etc. Some with, others without interfaces. Each tool has its own advantages, disadvantages and points that require attention. The challenge is to choose the solution that helps your organisation in moving forward.

Déhora consultants can help you make the best possible choice. Because of our specialisation in workforce planning and our extensive network, we are familiar with practically all existing plan software. Because we also provide interim planners to our clients, we know which tools are used where, including their possibilities and impossibilities. Software has to match the needs of your organisation, therefore our search always starts with an analysis of your workload and existing employee planning processes. We look at how you operate today and how you expect it will develop in the coming years. With a properly defined scope, we guide you on your way to find the most suitable planning software, including software that already has a proven track record, but nevertheless may require partial enhancements or add-ons that you hadn't thought of before.

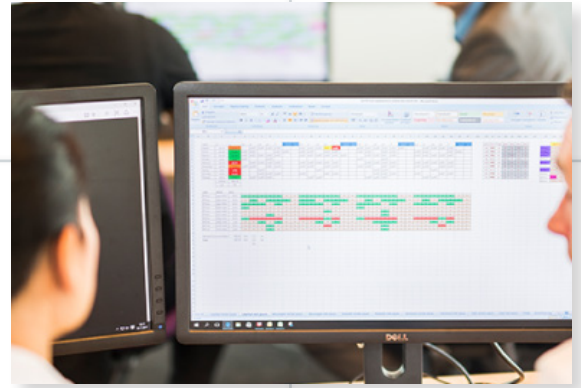
We focus on ...

- mapping the existing planning situation;
- specifying desired functionalities;
- selecting a software package;
- contracting the software provider
- comparison of different solutions
- optional: implementation and training of the new (partial) solution.



# Our own portfolio

For various types of requirements and market sectors, Déhora can provide planning software. Déhora has its own software, but also cooperates extensively with international partners. All solutions have been tried and tested in practice. They are designed to fulfill the requirements of multiple types of organisations.



Whether or not within a specific sector, Déhora's has a software portfolio available that will suit you. As an independent party, we have long-term partnerships with developers and suppliers worldwide. The tools are marketed under the Déhora label and have proven their added value and effectiveness multiple times. Déhora supports you with the introduction, implementation, use and management of this software. We can train your employees in using the system. Our consultants are there to get you up-and-ready and develop with you rele-

## The right planning software for your organisation? Here are some options

Solutions & advice	Description
Timetable planning	There is software for cyclic scheduling, for scheduling based on employee shift preferences, as well as for fixed and flexible scheduling. The tool can be a standalone application, with or without add-ons and modules, or integrated with other systems such as payroll or time registration. This user-friendly software is suitable for organisations that face fixed or varying work demand. And for organisations that need an effective, responsive planning tool.
Shift and activity planning	Déhora also has a number of standard user-friendly solutions for planning shifts and work assignments and management of employees. Tasks can be linked to employees or shifts based on various criteria such as qualifications, certifications, material handling, contracts, agreements and/or travel time.
Self-scheduling	Looking for software that gives your employees more control over their own work time? Look no further. Time Care, the inventor of self-scheduling is Déhora's long term partner. Time Care planning supports the 3-phase model for self-scheduling. The planner or supervisor decides how much employees with which qualifications are needed when. Employees go online and are free to plan their preferred working hours and shifts. After that the software checks automatically if there is a match between amounts of employees needed and available. The system looks at the occupancy requirements but also checks if obligatory work-time laws and regulations are complied with. Where necessary, the planner can adjust.

Solution	Description
Advanced Planning & Scheduling	Workforce planning can be very complex (a lot information, locations, tasks, skills, rules etc. ....) and very dynamic (a lot of variation and ad hoc changes). In these cases, an Advanced Planning & Scheduling (APS) solution is an excellent option. Déhora's APS mostly tailor-made.
Home Care planning tool	For employee planning at Home Care and Assistance institutes, we have our own Home Care Planner. A user-friendly software tool with an intuitive interface, customized for the sector. A clear dashboard provides the planner with insight in day, week or monthly timetables. The Home Care Planner has many functionalities such as automated planning, a message board, templates and generation of the F53 report. The tool includes can be integrated with customer billing, remuneration and time registration functions.
Professional planning in Excel	Déhora's Working Time Office planning tool © (WTO) allows each type of organisation to professionally create timetables for a relatively low cost. WTO differs from other tools because it is created within the user's Excel and yet offers all sorts of additional functionalities that more 'complex' solutions also have. The tool can check if schedules comply with legal work time and/or collective labor agreement regulations.
Forecasting	In planning, information is crucial. Information about business processes, services, staff and amount of work is needed to make valid predictions about demand and supply of workforce. Time Intelligence Solutions [TIS] gives you the opportunity to collect and analyze time-related information, resulting in smarter management of working time, capacity planning and analysis of staffing needs. Curious? Ask us for more information!
Employee Self Services (ESS) and leave registration	The web-based ESS tool gives your employees access to personal data and information about their personal schedule. It provides overviews of various worktime related counters (hours worked, holidays, sick, leave, extra pay etc.), statuses of leave requests and team planning. Via various levels of authorizations, schedule management & control can be perfectly aligned with the plan responsibilities of the employee. Employees can submit leave requests and shift preferences, file expense declarations and modify personal (contact) data.

Solution	Description
Webplanner	<p>The Déhora web planner is the online solution easy and fast workforce planning. It is suitable for a variety of activities such as production planning, planning of maintenance technicians that work on location or even trainings. All based on your occupancy needs and activities to be executed. Déhora's web planner is designed to make planning fast and easy for a low price, independent from when you are.</p>
Schedule design	<p>You can outsource the design of schedules to Déhora. But if you prefer to do it yourself, you can get started with the SPA roster program. The Shift Plan Assistant© [SPA] from XIMES can be used to create different types of work schedules. From simple two-shift schedules, to very flexible year-based schedules, using a variety of criteria to optimize your timetables. Think about qualifications your employees, legislation and collective labour agreements, mix of full and part-time contracts, leave procedures and minimum occupancy ..</p>
Defining shift sets	<p>Which shift types match best with your workload patterns and staffing needs? What is the impact of seasonal fluctuations? Practice shows this can be a difficult question, you want to avoid periods of over- or understaffing. Operating Hours Assistant [OPA] by Ximes analyses your workload and staffing needs, and creates the best possible shift types, based on various criteria.</p>
Plan dashboard	<p>Would you like an objective evaluation of your schedules? Would you like to know how well are you really doing with your workforce planning? The Plan Dashboard is a management information system, that has been created in such a way that it can easily be integrated to your current scheduling software. Information such as planned vs. actual presence, hourly revenues and costs are used as input for Plan Dashboard. Thanks to clear indicators, the dashboard will show you how well your workforce planning team performs.</p>



# Implementation and functional help

Implementation of (new) planning software is quite complex. While your normal daily work continues, you want to change and improve. As an experienced, independent partner, we can help you, with the implementation itself, but also with trainings and guidelines for how to effectively use of the software.



## Implementation and coordination

Changing planning software requires careful preparation and project management. It has a significant impact on your planning processes and a lot of employees are involved. As planning expert, we can help you with the introduction, implementation and management of your (new) planning software, so that you can stay focused on your core business. Our workforce consultants have extensive experience in managing change projects and (interim) management of departments. We can support you with:

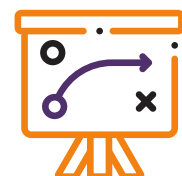
- creating project plan with clear objectives;
- functional analyses;
- setting up working group(s);
- follow-up of objectives throughout the project,
- monitoring budget and other possible risks;
- communication with employees and management;
- configuration management;
- training of planners, managers and employees.



## Functional support and training

You have (new) scheduling software or module(s), but the planning process is not yet going as you want. Do your planners make the most of all functionalities? Does the software sufficiently cover your scheduling needs? Or is there another reason? We'll help you get your planning on track.

Specialists from Déhora also offer functional and software-technical support. We detect bottlenecks in the current situation, and work out feasible solutions, including making tailor-made user-manuals. We train your planners in the use of the new software, but also in the basics of good workforce planning. We identify possible mismatches between the software solution and your planning processes. You can even temporarily order an interim Déhora planner as a replacement for creating and managing of your schedules.



# Development of planning software

'Ready-made' software for planning or rosters is not the best solution for each organisation. Instead of forcing existing processes and timetables into a standard, of-the-shelf tool, you can also choose for a bespoke solution that seamlessly matches your way of working. With its experienced IT team, Déhora specialises in building and adjusting planning and optimisation software.



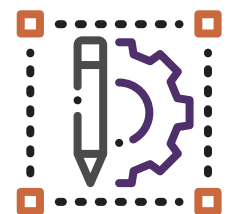
## Adjustments standard solutions

When the functionalities of your planning software don't meet your expectations, you have two options. Either you adjust your processes, or you adapt (customize) your software, for instance integrating it with other systems. We can help you with that. Déhora has a team that continuously develops add-ons and plug-ins for existing standard planning software. Think about a Plan Dashboard for example, or a web module for Employee Self-scheduling. In many cases, a 'hybrid' form of standard software and additional customization can be an affordable and efficient solution



## Software completely customized

In dynamic organisations, the functionalities of a standard solution often do not fully meet expectations or cover existing work processes. For organisations in niche markets possibly no software for workforce planning exists. In both cases an integrated tailor-made solution is worth considering.



Custom software is scalable and connects seamlessly with your organisation's processes and activities. A bespoke planning tool can be as big, small, expensive or cheap as you want. Moreover, custom planning software does not include functionalities that you don't need. Thus, the software remains simple and user-friendly. The specific tool can then help to improve your competitiveness. With a flexible framework, adjustments and add-ons are always possible afterwards.

Don't hesitate to contact us for more information without further obligation. We like to think along with you to see what's possible. Déhora has all the knowledge and tools under its roof to create a bespoke solution, that optimizes your planning processes, whether as an addition to an existing tool or not.



# Integration with the back office system

You may be using back-office tools that work independently from your planning software, but use (partially) the same basic input data. Double input is not efficient. We can design safe and quick interfaces between your various software applications.

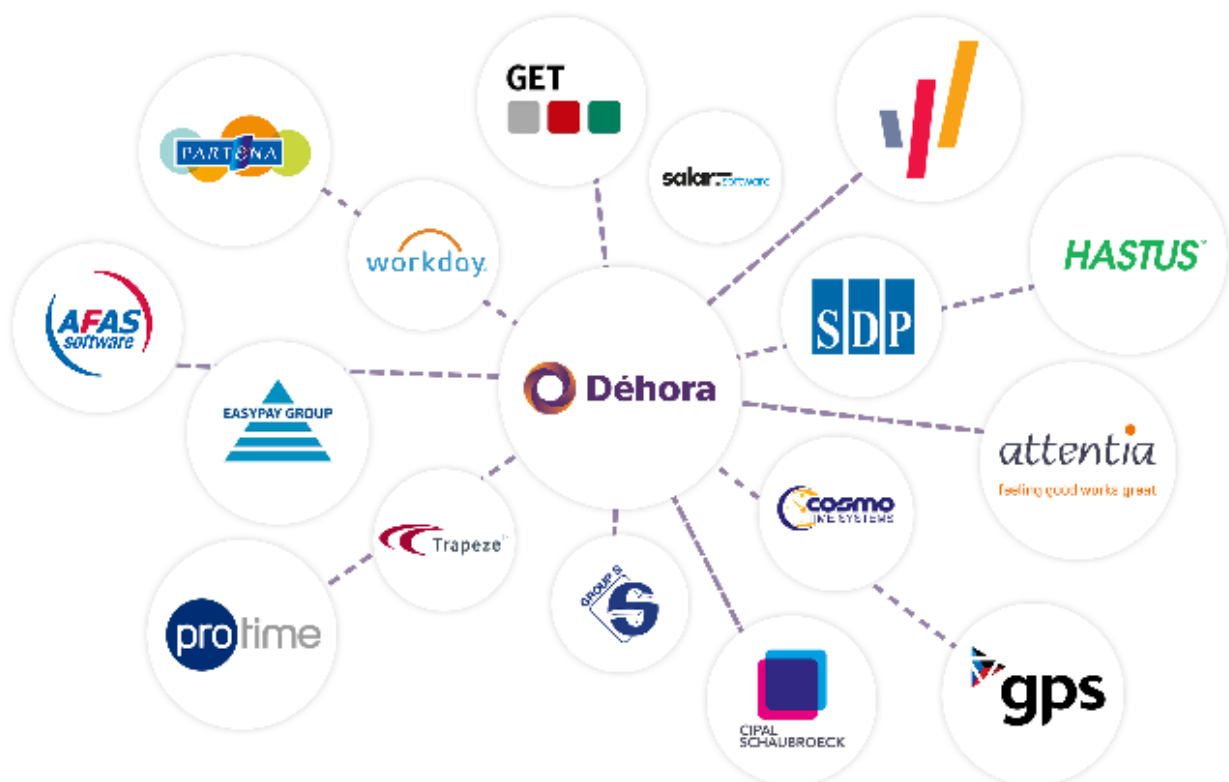


## Avoid double and error input

Déhora's planning software can be perfectly combined with various software applications already in use. We make sure that your software packages can interact. Déhora is active in all possible market sectors and thus we are familiar with almost all systems and solutions for ERP, time registration, employee management, payroll management or social security and health care administration. We can make interfaces allow a secure exchange of data with (our) planning software. Don't we have that link yet? Then we can build it. We acknowledge the vital role of partners in technology and we strive to establish good relationships to ensure success and good results to our shared customers.



We have ready-made integration with As400, Attentia, GET, GPS, Kronos, Partena, Prottime, SDP, SDX, Workdays, Tacograaf ...



# Development of add-ons and modules

Despite the many functionalities already available in planning software, it could be that you are looking for something that is specific for your organisation. Déhora continuously develops add-ons or additions to (standard) planning software. In doing so, we help organisations to plan smarter and better.



## Inspiration from daily practice

For the development of add-ons we are inspired by experiences from our daily practice. In other words, we develop enhancements that we know organisations need. It could be a planning dashboard that exchanges information with other online- or offline systems, or a tool for creating detailed reports. Our add-ons for work-force planning are standardized software functionalities, for both general and market sector-specific purposes. This leads to increased standardisation of a certain functionality in an affordable way. You can compare these add-ons to apps for your smartphone. They significantly increase the simplicity of your planning activities.

## Some examples

### Task planning

The 'Task Planning' module was created for planning tasks or assignments within a specific scheduled shift. These tasks can be scheduled within the organisation itself but also externally - linked to an order or commission. As a result, this module is interesting for organisations that for example need to plan inspections, controls, repairs or deliveries to be carried out by subcontracted operators, within a given shift. Or for companies that need to plan client visits on a given itinerary. Various criteria like job qualifications, certificates, materials, travel time, ... can be pre-defined.

The screenshot shows the 'Taken Planning' interface. At the top, there's a header with the title 'Taken Planning' and the Déhora logo. Below the header is a table with two main columns: 'Tasks' and 'Remarks'. The 'Tasks' column contains rows of task details, including time slots (06:00 to 14:00), task names, and status dropdowns. The 'Remarks' column contains text notes for each task. One row is highlighted in red.

Tasks		Remarks
06:00 14:00	Vaste Functie - (S) Kadecoördinator C-Kade Coördinator None	
06:00 14:00	Vaste Functie - (R) Tableauman C-Controlekamer None	
06:00 14:00	Vaste Functie - (T) Buitenoperator C-Buitenoperator + Utilities None	
06:00 14:00	Vaste Functie - (T) Poort 2 C-Poort 2 None	
06:00 14:00	Vaste Functie - (T) Loadermachinist C-Loader + Trekker / Dumper None	Poort 2 HNU3 68% tank is nog niet in orde binnen laten komen TNO
06:00 14:00	NH3 Truck - (T) NH3 Truck C-NH3 truck/wagonverlading None	Aflossen terplaats AUB
06:00 14:00	CAN 27 ALS - (B) BURANI C-Mobru's M5 None	M4 en helpen afdekken mob 5
06:00 14:00		M5

## Team planning

The 'Teamplan' module provides a comprehensive visual representation of a selected department or team planning. This can be done from two different perspectives: from the employee (teamplan), or from the activities (workplan). It helps you improve your decision making. A big plus of Teamplan is the possibility to have not just one but two or three departments together on your plan board. This is very useful for cross-departmental planning. Employees can also apply for leave through using Teamplan, after which a substitution mechanism, automatically proposes a replacement to complete the planning correctly.

The screenshot shows the 'Team Plan' interface for Déhora. It displays a weekly schedule from Monday (01/01/2020) to Sunday (07/01/2020). The interface includes a header with the Déhora logo, a title 'Team Plan', and navigation options like 'Startdatum', 'Einddatum', and 'Vernieuwen'. Below the header is a table with columns for days of the week and rows for employees. Each cell in the table contains a code representing a specific activity or leave type, such as 'D (08:00-16:00)', 'V (07:30-11:15)', 'LL\*(1) (16:30-21:30)', etc. The employees listed include An De Cock, Bob De Letter, Charlotte Van Damme, Chris De Block, Elisa Amand, Frank Stoop, Jari Van Dyck, Jans Wouters, Jens Staes, and a 'Vakantie bezetting' row. A 'Verschil in bezetting' row at the bottom shows the difference in staffing between the planned and actual states.

## Central Plan Portal

The 'Planportal' module includes a central user dashboard. From this dashboard, users can navigate smoothly to the different modules within their own planning environment. Depending on roles and rights, different icons or indicators are shown. In addition, the Planportal can be used as an interactive Dashboard. With different widgets specific actions or statuses, like amount of leave, team occupancy rate or other scheduling KPIs, can be accessed immediately.

The screenshot shows the 'Déhora Planportaal' dashboard. It features a header with the Déhora logo and a welcome message. The main area contains several widgets for different planning modules: 'Beheer planning' (Windows client), 'Beheer planning' (Web client), 'Team planning', 'Capacity planning', 'Taken planning', and 'Documentatie'. On the right side, there is a 'Verlofaanvragen' (Leave requests) section with a table showing requests for various employees and teams. Below this is a 'Zelfroosteren' (Self-scheduling) section with a table showing the difference in staffing between the planned and actual states.

Medewerker	Team	Type	Datum	Actie
Medewerker A	Team 1	JV	10/10/2019	<input type="checkbox"/>
Medewerker B	Team 2	AV	10/10/2019	<input type="checkbox"/>
Medewerker C	Team 3	JV	14/10/2019	<input type="checkbox"/>
Medewerker C	Team 3	JV	15/10/2019	<input type="checkbox"/>
Medewerker C	Team 3	JV	16/10/2019	<input type="checkbox"/>

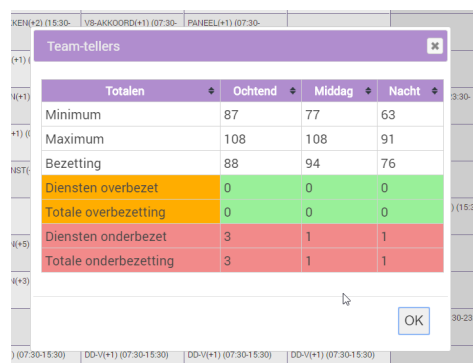
  

Datum	Team	Dienst	Verschil
10/10/2019	Team 1	A	+2
10/10/2019	Team 2	D	-1
14/10/2019	Team 3	F	-3
15/10/2019	Team 3	J	+1
16/10/2019	Team 3	K	+5

## AutoCriteria Report

The KPI/reporting module is a useful add-on for improving or evaluate the quality of performance of workforce planning within your organisation. In one view you can see the various major indicators and KPI's. Examples of such criteria:

- number of work (contract) hours per employee;
- number of shift types (day, evening, night, weekend etc, ...);
- number of shifts worked during a public holiday or weekend;
- number of shifts changes of an employee;
- + other criteria of your choice.



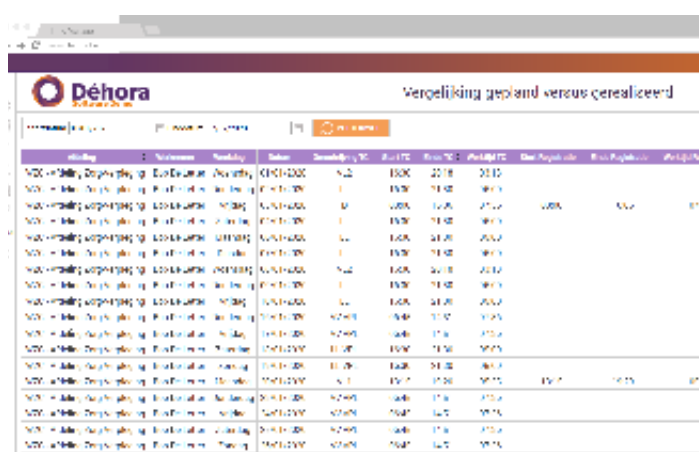
Totalen	Ochtend	Middag	Nacht
Minimum	87	77	63
Maximum	108	108	91
Bezetting	88	94	76
Diensten overbezetting	0	0	0
Totale overbezetting	0	0	0
Diensten onderbezetting	3	1	1
Totale onderbezetting	3	1	1

## Surcharge management

The surcharge management module is a matrix where the wage surcharges for the various shift-types (evening, night, weekend, bank holiday ..) are defined. Employees are paid extra when they work during those special hours. For each plan period (or schedule, or timetable) the different surcharges are added up and then divided by the number of hours worked. The outcome is the (weighted) average hourly surcharge of a schedule. This module can be used to calculate the (extra) pay for a particular roster in advance, but also to determine the afterwards the remuneration based on of the actual worked hours. Changes in (extra) pay because of shift or surcharge changes are visible immediately.

## Time Manager

With the Time Manager module, you can compare the attendance registrations (actually worked hours) directly with the planned hours. You immediately have a picture of deviations or discrepancies. Time Manager can be integrated and used together with a wide range of attendance registrations tools. The fact that you can immediately follow up the detailed clock (punch) information in the planning system, will make your life even more easy.



Planning	Actual	Deviation	Percentage	Hours	Percentage	Hours	Percentage	Hours	Percentage
01-01-2008	01-01-2008	0	0%	1000	100%	1000	100%	1000	100%
02-01-2008	02-01-2008	0	0%	1000	100%	1000	100%	1000	100%
03-01-2008	03-01-2008	0	0%	1000	100%	1000	100%	1000	100%
04-01-2008	04-01-2008	0	0%	1000	100%	1000	100%	1000	100%
05-01-2008	05-01-2008	0	0%	1000	100%	1000	100%	1000	100%
06-01-2008	06-01-2008	0	0%	1000	100%	1000	100%	1000	100%
07-01-2008	07-01-2008	0	0%	1000	100%	1000	100%	1000	100%
08-01-2008	08-01-2008	0	0%	1000	100%	1000	100%	1000	100%
09-01-2008	09-01-2008	0	0%	1000	100%	1000	100%	1000	100%
10-01-2008	10-01-2008	0	0%	1000	100%	1000	100%	1000	100%
11-01-2008	11-01-2008	0	0%	1000	100%	1000	100%	1000	100%
12-01-2008	12-01-2008	0	0%	1000	100%	1000	100%	1000	100%
13-01-2008	13-01-2008	0	0%	1000	100%	1000	100%	1000	100%
14-01-2008	14-01-2008	0	0%	1000	100%	1000	100%	1000	100%
15-01-2008	15-01-2008	0	0%	1000	100%	1000	100%	1000	100%
16-01-2008	16-01-2008	0	0%	1000	100%	1000	100%	1000	100%
17-01-2008	17-01-2008	0	0%	1000	100%	1000	100%	1000	100%
18-01-2008	18-01-2008	0	0%	1000	100%	1000	100%	1000	100%
19-01-2008	19-01-2008	0	0%	1000	100%	1000	100%	1000	100%
20-01-2008	20-01-2008	0	0%	1000	100%	1000	100%	1000	100%
21-01-2008	21-01-2008	0	0%	1000	100%	1000	100%	1000	100%
22-01-2008	22-01-2008	0	0%	1000	100%	1000	100%	1000	100%
23-01-2008	23-01-2008	0	0%	1000	100%	1000	100%	1000	100%
24-01-2008	24-01-2008	0	0%	1000	100%	1000	100%	1000	100%
25-01-2008	25-01-2008	0	0%	1000	100%	1000	100%	1000	100%
26-01-2008	26-01-2008	0	0%	1000	100%	1000	100%	1000	100%
27-01-2008	27-01-2008	0	0%	1000	100%	1000	100%	1000	100%
28-01-2008	28-01-2008	0	0%	1000	100%	1000	100%	1000	100%
29-01-2008	29-01-2008	0	0%	1000	100%	1000	100%	1000	100%
30-01-2008	30-01-2008	0	0%	1000	100%	1000	100%	1000	100%
31-01-2008	31-01-2008	0	0%	1000	100%	1000	100%	1000	100%

# About Déhora

Since 1987, the Déhora Consultancy Group has been the global reference in the area of workforce planning and management. We help organisations, large and small, with the optimisation and professionalisation of their workforce planning. And everything connected to it.

Our solution portfolio is full-service: we can advise you on all possible topics related to workforce planning and management. Think about process- improvements, worktime research, plan training, software, secondment or recruitment of (interim) planners and planning managers. Our wide service range in the consultancy niche of workforce planning makes us unique. We support organisations, large and small, in all market sectors.

We are an independent expertise agency: Déhora is an independent expertise agency. Our approach is always objective, professional and goal-oriented. When we investigate possible solutions, we always look at both the employer's and the employee's perspective, as well as the interests of other stakeholders.

Innovation is in our DNA: It is our strength to quickly adapt to new environments and challenges. Our wide perspective, range of experience and expertise means that we can apply our knowledge and insights across all market sectors. Where necessary, we are not afraid to think out of the box, so there is space for new ideas and creativity. Déhora means agile and practical solutions.



Advice and support



Interim planners and managers



Planning software



Training and coaching



Recruitment and selection of planners



Research on working hours

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