

# Company Overview



**“20 to 70% of all costs typically in a company are labour costs. Workforce Management solutions allow companies not only to better control and manage those costs, but also allow companies to better optimise the deployment of staff to meet business goals.”**

*Jim Holincheck*, Research Vice President, Gartner, August 2007

### Our Company

WorkPlace Systems is a world leader in the development and supply of standard software products and of innovative consulting services for Workforce Management (WFM). With over 20 years experience, WorkPlace Systems has more than 200 deployments worldwide in major corporate and medium-sized organisations, managing some of the largest and most challenging work environments across many industry sectors.

WorkPlace software products address all areas of staff planning and staff tracking together with all aspects of planning and tracking of the work completed by staff, including the resources required. In addition to these application areas, WorkPlace supplies specialised software products to provide mobile, remote and fixed location staff with wireless real-time data entry and enquiry. These facilities include PDAs (Personal Digital Assistants), wireless PCs, mobile telephones, web devices and badge-reading terminals.

The typical business case for WFM demonstrates savings in the range of 2-7% of labour costs and improved service levels. WFM leads to more productive work performed and reduced administration both in payroll and for managers planning staff rosters. The potential gains from implementing a WFM system are very high, more than justifying the investment. Typically, return on investment is achieved within twelve months of completed deployment of a WorkPlace solution.

### Key Differentiators

- Solely focused on Workforce Management
- Unique combination of software and consultancy services
- Multi-country and Multi-language deployments
- Subject matter expertise in Workforce Management and industry sectors
- Proven solutions deployed in some of the largest and most complex WFM environments

### Our Customers

WorkPlace Systems customers exist in a wide variety of sectors and can range from 500 to 300,000 staff in centralised or multi-site operations with up to 2,000 locations across many countries. For example, in one organisation a WorkPlace Scheduling and Time & Attendance solution has been deployed in 28 different countries, each requiring the system to reflect the specific and individual needs of local labour constraints, language and working practices.

Customers include -

#### Emergency Services;

Cambridgeshire F&RS, Cleveland FB, Derbyshire F&RS, Greater Manchester F&RS, London Fire and Emergency Planning Authority, Mid & West Wales F&RS, North Wales F&RS, South Yorkshire F&RS, Strathclyde F&R, West Sussex F&RS and Wiltshire F&RS

#### Health;

St Andrews Hospital and Voluntary Health Insurance

#### Hospitality;

Rank Leisure, Sports Café and Whitbread

#### Manufacturing;

AstraZeneca, Astrium, BAE Systems, British Sugar, Gallaher, Motorola, Philips, GE Aviation Systems, Tetley and Thorntons

#### Media;

BBC and Danish Radio

#### Retail;

Argos, Country Road, Focus DIY, H&M, Metro Cash and Carry, Next, Nuance, Orange, Thomas Pink, Travellex, WH Smith, Woolworths (South Africa) and World Duty Free

#### Transport & Logistics;

BA, BAA, Britannia Airways, Eurostar, EWS Railway, GNER, Kuwait Airways, London Underground, Menzies Aviation Group, 'one', Serviceair and South West Trains

#### Utilities & Telcos;

E.ON Energy Services, Nortel, Severn Trent Water, South West Water and Three Valleys Water



**“We have been using solutions from WorkPlace Systems since 1995. Eurostar has been so impressed by the latest systems from WorkPlace that we are now looking to extend our investment to use their new generation Attendance Management and Rostering systems. This will help further to improve our service levels to the customer together with benefits to our employees and the company as a whole.”**



**“The WorkPlace solution for Staffordshire Ambulance Service is providing innovative ways of improving the scheduling of our paramedics and technicians; it also gives increased focus on the costs associated with attendance management delivering improved unit hour utilisation analysis.”**

*John Wright*, Acting Director of Production, Staffordshire Ambulance Service

### Our Solutions

At the heart of our business solutions is WorkPlace, a suite of integrated, web-enabled software that addresses all areas of WFM for Staff and Work.

Software modules include -

- Roster/Shift Planning
- Labour Budgeting
- Labour Forecasting
- Labour Scheduling
- Field Force Planning
- Time and Attendance
- Performance and Productivity Measurement
- Resource Planning
- Change Planning

Since our customers often require multi-country solutions, WorkPlace software is designed to accommodate the various needs and requirements of each country’s labour laws, standards and language to provide a truly global solution.

To complement the software products, WorkPlace has developed a set of innovative WFM consulting services that span the entire practice and process of WFM. Applied either independently or in conjunction with WorkPlace software, these services are integral to the successful development, deployment and maintenance of an effective WFM strategy and its operation.

WorkPlace consultants are both expert in Workforce Management and experienced in a number of key industry sectors, enabling them to call on a unique set of skills to help the customer understand how to structure and plan their workforce and resources better to increase productivity and efficiency.

Consulting Services include-

- WFM Feasibility Study and Business Case development
- Net contract and flexible working pattern design
- Strategic Roster and Shift Pattern design and Improvement
- Labour Standards Design and Consultancy
- Labour Budgeting
- Workload Demand Assessment
- Schedule Efficiency Assessment
- Key Performance Indicator (KPI) Development

### Our Technology and Partners

WorkPlace understands the importance and value of strategic partnerships. Today WorkPlace has active working relationships with some of the most important technology leaders in the industry including; Microsoft, IBM and Oracle. WorkPlace is a fully accredited member of leading partner programmes such as IBM’s Store Integration Framework and has been recently recognised by Microsoft by being awarded their RAD (Retail Application Development) Award for Best In-Store Solution 2006. Where necessary, WorkPlace also work with key implementation and outsource partners as required such as Deloitte, Capita and Siemens to provide additional services to the customer.



All WorkPlace modules are fully integrated and web-enabled with choice of database technology including Oracle, SQL and DB2. The solution can be delivered as an on-premise Enterprise or as a hosted solution, on-demand over the web, or as a managed service to suit the requirement and culture of the customer. To complete the solution, WorkPlace can be integrated with other key applications such as HR, Payroll, Financials, Project Management, Asset Management and Manufacturing systems to provide a seamless enterprise-wide solution as part of the corporate systems environment.

**“The WorkPlace WFM software was selected for its user friendliness and WorkPlace’s professionalism and proven delivery capability in Retail across Europe. We believe that WorkPlace will deliver a successful long-term solution to the Group”**

*Fredrik Nilsen*, Business Group Controller, H&M



## About WorkPlace Systems

WorkPlace Systems has its headquarters in Milton Keynes and is listed on the London Stock Exchange (WSI). WorkPlace is a world-leading supplier of Workforce Management software and of consulting solutions which reduce staff costs and increase staff utilisation, leading to improved organisational performance and profitability. WorkPlace has additional offices in North America.

**For more information visit: [www.workplacesystems.com](http://www.workplacesystems.com)**

### *Key Facts*

Founded – 1986  
Number of employees – 128  
HQ – Milton Keynes, England  
Revenues - £10million  
Stock Symbol – WSI

### *Board of Directors*

Ian F Lenagan, Chairman  
Barney Quinn, Chief Executive  
Paul Wright, Finance Director  
Ian Mills, Design Director  
Nigel Garrett, Sales Director  
John Herring, Non-Executive Director

### **WorkPlace Systems plc**

Precedent Drive, Rooksley, Milton Keynes MK13 8PP  
Telephone +44 (0) 1908 242 042 Facsimile +44 (0) 1908 201 148  
[www.workplacesystems.com](http://www.workplacesystems.com)