

# WORKFORCE MANAGEMENT SYSTEM (WFM) – OPTIMIZING EMPLOYEE SCHEDULING AND OPERATIONS

The **Workforce Management System (WFM)** is a powerful software solution designed to streamline and enhance employee scheduling, work order management, and operational efficiency. Tailored for various industries, including port warehousing, WFM offers a user-friendly interface and modular structure, ensuring precise and flexible management of your workforce.



## WORKFORCE MANAGEMENT SYSTEM

## KEY FEATURES

### EMPLOYEE CALENDAR

Manage employee schedules effortlessly with an intuitive calendar interface. Quickly modify schedules, filter absences, and export data in PDF or Excel formats. Essential for HR and operations teams to track availability and shifts.

### SERVICE ORDER MANAGEMENT

Capture and manage service orders directly from customers. These orders form the basis for creating work orders, ensuring efficient translation of client requirements into actionable tasks.

### WORK ORDERS

Generate and group work orders based on service types (e.g., truck, train, vessel). This modular approach simplifies planning and resource management by consolidating similar service orders into cohesive units.

### SHIFT WORK ORDERS

Break down work orders into shift-specific units. Organize labor and resources for each shift, including truck schedules and workgroup assignments, for meticulous planning and execution.

### OPERATIONS MANAGEMENT

Directly link operations to service types and procedures. Use a drag-and-drop interface to adjust workforce assignments in real time, ensuring optimal staffing for operations.

### EMPLOYEES OVERVIEW

Quickly access and update key information about employees, including planning groups, work restrictions, and notifications. Manage employee details efficiently with this comprehensive overview module.

### EMPLOYEE EXCHANGE

Facilitate and track employee transfers between terminals or departments. Export data to Excel for analysis, ensuring transparency and control over staff movements.

### KPIS

Monitor key performance indicators, such as workgroup occupancy and employee availability. Export KPI data to Excel for detailed performance analysis.

## BENEFITS

- **Enhanced Scheduling Flexibility:**  
Easily adjust schedules and filter options to manage shifts with greater flexibility.
- **Streamlined Workflows:**  
Align service orders, work orders, and shift management to match workforce availability with customer demands.
- **Efficient Resource Allocation:**  
Optimize workforce efficiency with precise resource allocation for specific tasks.
- **Data Export and Reporting:**  
Generate comprehensive reports with data export options for PDF and Excel, aiding in operational analysis.