



Dynamic Reporting

Optimizing Workforce Management

Executive Summary

When it comes to optimizing an organization's workforce, reporting offers a valuable way for managers to identify trends and cost efficiencies. The right time and attendance system can play an integral part in workforce management reporting. Seamless integration with existing HR and payroll systems allows the timekeeping system to pull and share information across databases, adding a level of informational context so managers can identify and influence not only what is happening but why. Useful data and design is vital to creating both ready-made and custom reports that are relevant and revealing. Collaboration tools encourage information sharing among departments, workgroups or locations while safeguarding confidential information. With these reporting features, a timekeeping system delivers dynamic reporting to managers ready to engage their workforce in freshly insightful and intelligently productive ways.



Reporting: The Potential, The Shortcomings

As technology makes data more and more accessible, many managers today have unprecedented access to workforce management data. Reviewing data such as labor costs, department scheduling, employee attendance history and benefit accruals turns a necessary and much-needed eye to an organization's workforce trends in an age when many companies are fervently seeking cost efficiencies. To truly understand workforce trends, data must be put into the appropriate context to better determine influencing factors. Once an organization understands the variables that contribute to its own workforce issues, such as increased overtime costs or higher absenteeism, cost-savings opportunities can be revealed and an organization's workforce management optimized.

In most cases, managers pull workforce data from a time and attendance system with reporting capabilities. Even though reporting is a vital feature of most timekeeping systems, not all reporting is created equal. Often, the reporting feature is a collection of "canned" or predetermined reports the system can run. Generally useful, these types of reports can be limiting since they provide no latitude to managers who want to change the data included or the way it is presented.

Another shortcoming of reporting is caused when the timekeeping system does not effectively integrate with existing HR and payroll systems. This means the report can only source data from the timekeeping system itself, providing a limited, time-and-attendance-centric perspective due to its inability to report on other contributing factors captured by the HR and payroll systems. This leaves workforce "trend spotting" a hit-or-miss process in the hands of the manager.

Better Reporting with a Timekeeping System

So what does a manager—eager to undertake better workforce management through reporting—need from a time and attendance system?

Allowing managers to make the most of reporting, an organization must choose a timekeeping system that meets three criteria: (1) it seamlessly integrates with existing HR and payroll systems, (2) it provides crucial context to workforce trends with multifaceted information, and (3) it delivers reports that are useful in design and data selection.



Integration

When it comes to evaluating an organization's workforce trends, a timekeeping system's ability to integrate with existing workforce management systems cannot be overemphasized. Reporting becomes dynamic when data can be sourced from the timekeeping system itself as well as the HR and/or payroll systems. In this way, the "blind spot" of reporting is removed when the data is no longer limited by a single system.

Consider an organization concerned about its skyrocketing payroll costs. If workforce management systems are not integrated, a manager might turn singly to the payroll system to report on the previous month's total payroll. A manager working with an integrated timekeeping system can schedule a report on total payroll outlay and department scheduling for the month, noting that an increase in labor cost is attributable to overtime in several workgroups.

Another important consideration is how quickly changes—made in any of the integrated workforce systems—are reflected through reporting. Ideally, changes are reflected in real time so that any scheduled report pulls the most up-to-date information automatically. Additional steps such as manually refreshing system data, seem like small administrative tasks, but when missed, skew reports and lead to erroneous assumptions.

Context

Effective reporting must not only show "what" but also "why." System integration allows relational data, such as employee attendance history and leave accrual, to be pulled from existing HR and payroll systems. This provides a larger and more valuable understanding of what is happening and why, so organizations can choose to modify a workforce trend directly or indirectly.

Direct vs. Indirect Modification: An Example

An organization is facing rising employee absenteeism. If the organization opts to combat this trend through direct modification, they could begin offering bonuses to employees who show up each day they are scheduled. If the organization prefers taking an indirect approach, it needs to identify factors that are contributing to increased absenteeism. Let's assume the company finds that employees who log considerable amounts of overtime regularly are more prone to missing work in the days or weeks that follow; the organization could opt to bring in temporary help to relieve overtime hours, thus reducing absenteeism.

Useful Data and Design

Ready-made reporting is a quick and helpful way to gather standard information such as payroll totals or singular data requests such as a department's total hours in a previous month. However, a timekeeping system that offers customized reporting allows a manager to determine the specific information they need (data) and the best way to organize it (design).



The need to customize data is an obvious benefit, but what about customizing the way it's arranged in the report? Why is this important?

Let's say two different departments run a report that pulls the same data. One department might find it more useful to sort and organize the information by date range while the second department finds it more useful to organize the data by employee. The ability to customize the report's design makes the information inherently more useful and valuable to its user. Additionally, customized reporting makes quick work of providing regulatory compliance reports—with specific data and design considerations—to the state or federal government, as in the case of a Fair Labor Standards Act (FLSA) investigation.

Reporting Features: What to Look For

System integration, information context and useful data and design are key offerings of a timekeeping system. Specifically, what features are most desirable when taking advantage of the benefits of reporting?

Relevant Ready-Made Reporting

Although limited by their predetermined template, ready-made reports can still be useful and relevant in synthesizing standard information such as:

- **Employee Exceptions:** Reports employee exceptions for specified date range.
- **Actual vs. Scheduled Hours:** Summarizes actual hours worked compared with scheduled hours and computes difference between the two.
- **Employment History Detail:** Lists important employee events in chronological order.
- **Summary Sheets:** Summarizes data on specified workgroup or individual employee such as personal info, hours worked, exceptions, etc.

Every report needs to be updated as data in the system changes, ensuring all reports are accurate and up-to-the-minute.

Custom Reporting

An effective custom reporting feature allows managers to:

- Choose, change and select the information to be displayed.
- Build reports in real time and refresh existing reports with current data.
- Group data in ways that makes sense to the department or organization.
- Build, sort and report content by specifying data such as:
 - workgroup levels
 - time periods
 - employees who meet a specific condition/criteria
 - department



- cost center
- date range
- employee schedule
- timecard
- benefit information
- contact information
- Print, email and save completed reports to file.

Reporting in Action

Problem: Supervisors at a medical imaging facility found it difficult to effectively schedule staff across multiple facilities and meet required staff-to-patient labor ratios.

Solution: Reporting helps them track overtime and labor costs in real time through any web browser, making it easier for the facilities to cross-collaborate on staffing needs without expensive proprietary software. Reports on workgroup timecards and department schedules by location allow supervisors to manage the workforce more effectively and provide optimal service levels to patients.

Collaboration Tools

Sharing reports among departments, workgroups, branches or locations can be an effective way to identify cost efficiencies across the organization. The right timekeeping system can encourage collaboration with features that:

- Share reports with other authorized users.
- Protect private reports to safeguard confidential information.
- Email reports automatically upon completion.
- Display reports in PDF format and export as Excel spreadsheets.
- Consistently pull real-time data for accurate, up-to-date reports.
- Keep a live link between the existing report and the system so that as data is updated in the system, the report is automatically updated to reflect changes.
- Create common reports to be run and shared by multiple users.
- Require no special report-generating software, but instead use a “universal” application (such as a standard Internet browser for web-based timekeeping systems) to encourage report sharing among locations.



Relevant ready-made reporting, custom reporting and collaboration tools better leverage the power of system integration, lay the groundwork for information context, and give managers flexibility to customize a report's data and design in the most useful way.

Dynamic Reporting

Effective reporting offers managers a high-level and detailed view of an organization's operation. A powerful tool, reporting can deliver eye-opening insights on workforce trends, helping managers identify efficiencies and opportunities to optimize the management of an organization's workforce. A timekeeping system that offers integration with existing HR and payroll systems, delivers information context and provides useful data and design, offers the level of reporting that serves as a cornerstone in better workforce management. With features that include ready-made reporting, custom reporting and straightforward collaboration tools, managers can use reporting to strengthen and improve workforce management in their own organizations.

About Attendance on Demand, Inc.

Attendance on Demand employee time and attendance service supports the labor management needs of thousands of companies and over a quarter of a million employees across North America. Launched in 2006, Attendance on Demand is a rapidly deployed, cloud-based solution that minimizes a company's risk and technology investment while providing advanced features for securely managing labor data — calculating pay rules, scheduling employees, budgeting labor, and automating recordkeeping for labor law compliance. With standard uptime over the industry average of 99.995% and above average customer retention rates, Attendance on Demand removes the worry of maintaining expensive infrastructure. An extensive North American distribution network helps organizations use Attendance on Demand to reduce labor expenses and improve decision making.



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