



GERMAN RED CROSS

GRC District Association Kassel Region e.V.

More flexibility and desired shift scheduling
for 500 employees

Organization

GRC District Association Kassel Region e.V.

Industry

Healthcare

Number of employees

500

plano in use

Employee Self Service (ESS)
Employee App myplano
Service-Line
Reporting

Overview

Whether emergency services, outpatient palliative care or children's nurseries: Over 500 employees work at the GRC District Association Kassel Region e.V. every day with people of all ages. They passionately advocate for the life, dignity, and protection of children, families, the elderly, those in need of care, and the sick. Optimal employee deployment and smooth organizational processes around the core daily business are very important.

As a modern pioneer in staff scheduling, the GRC has placed particular emphasis on involving its employees in shift planning for over 15 years. With the use of the plano software, they offer many opportunities for their employees to optimally balance their work and private lives with special requirements.

Initial situation

After the predecessor product was not flexible enough to meet the requirements, rules, and collective agreements of the GRC, the company decided to switch to the workforce management solution from plano. Specifically, the web-based and mobile-accessible employee portal was extremely important for the GRC District Association Kassel Region e.V. Despite the often demanding shift system, they want to involve their employees more in shift scheduling and offer them as much flexibility as possible.

Project goals

Increase employee participation

- + More consideration of employee preferences
- + More self-participation with shift swap opportunities
- + Transparency between employees and planners

More flexibility in shift planning

- + Web-based shift scheduling
- + Flexible adaptation to the requirements, regulations, and collective agreements of the GRC

All-in-one system

- + Shift planning should only be done in one single system to avoid errors because of interfaces and to simplify work processes.



„With plano WFM, our employees can now plan their shifts flexible and according to their life circumstances. That’s great“

Reinhard Rehm-Rink, IT-System Administrator
GRC District Association Kassel Region e.V.

Result

Work-life balance in the rescue service

In a 24/7 operation like emergency services, achieving a work-life balance with a rigid shift schedule is challenging. The plano WFM solution provides the required flexibility for employees. With the employee portal, they have a good overview of their shift schedule, hours, or time bonuses. They can also make changes independently and, for example, exchange shifts via the exchange center - also on mobile devices.

More flexibility with the mobile employee portal myplano

The flexibility offered by the employee portal is well received by employees and is used frequently, says Reinhard Rehm-Rink from the GRC District Association Kassel Region e.V.: „Rigid shift schedules put off employees; this no longer works in the long run. With the employee portal, there is much more transparency between our employees and the planners. The exchange center for shift exchanges is also gladly accepted.“

Quick and easy access to employee data

In the stressful daily work routine, problems or application errors in the employee portal cannot be avoided. The plano Service Line reliably supports the planners and ensures dependable employee support. With the plano Service Line, planners have access to employee accounts and the employee data with just a few clicks to quickly assist in problem solving. This leaves more time for the important tasks of emergency paramedics & Co.

Improvement

 **20%**

Time saving in scheduling

Previously, requests for changes to the shift schedule were transmitted by telephone. With the plano employee portal, many changes can now be made by the employees themselves. Additionally, the GRC uses the desired shift scheduling, where employees can enter their shift preferences in advance of the scheduling - this saves about 20% of the effort.

 **93%**

Employee wish fulfillment

The GRC District Association Kassel Region e.V. takes advantage of the many opportunities offered by the plano employee portal to involve its employees in the planning process. And it shows: The employee portal is popular and has led to significantly increased satisfaction among the employees.







**Deutsches
Rotes
Kreuz**





Kreisverband
Region Kassel e.V.

At a glance

Improvements for planners

-  Reduced manual efforts because of employee participation
-  Web-based all-in-one system reduces errors
-  Higher employee satisfaction because of employee involvement
-  Focus on essentials because of simple employee support

Improvements for employees

-  High consideration of employee shift preferences
-  High planning reliability for employees
-  Greater involvement of employees because of independent shift exchanges
-  Time recording, shift exchange, shift plan view - also possible on the go



The organization

GRC District Association Kassel Region e.V.

The GRC District Association Kassel Region e.V. is part of a global community of people in the international Red Cross and Red Crescent movement. They provide aid to those in need without discrimination, solely based on the extent of their need. In the spirit of humanity, the German Red Cross is committed to the life, health, well-being, protection, peaceful coexistence, and dignity of all people. In Kassel, the GRC offers emergency services, social services, and much more with the help of many full-time and volunteer employees.

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