



# Theater Krefeld und Mönchengladbach gGmbH

Digital and transparent shift scheduling for approx. 350 employees

## Organization

Theater Krefeld und Mönchengladbach gGmbH

## Industry

Authority / Public Sector

## Number of employees

approx. 500

## plano in use

plano Roster

plano Reporting

plano Time Recording

plano Interfaces / plano Toolbox

Employee Portal ESS and Shift Scheduling App myplano

## Initial situation

At the Krefeld and Mönchengladbach theater, shift scheduling was done manually with Excel and analog on paper until June 2024. The transfer to the payroll system was done manually. Due to the number of regulations, supplements and tariffs of the public sector and the standard stage contract that have to be considered in theater operations, the organization reached its limits over time. The desire for a practicable, contemporary and, above all, digital solution grew ever greater.

The independence from paper should also be noticeably felt by the employees and implemented with the plano shift scheduling app myplano.

## Overview

The Theater Krefeld und Mönchengladbach gGmbH is the oldest fusion theater in Germany and celebrates its 75th anniversary in the 2024/2025 season. It has the musical theater, ballet and drama divisions as well as the orchestra "Niederrheinische Sinfoniker" and employs people from a wide range of professional fields. In addition to the artists on stage, these include, for example, employees from the areas of stage technology, sound and lighting, equipment (make-up, props, costumes), stage management, dramaturgy, theater pedagogy and set construction (painting room, carpentry, locksmith's shop, etc.).

With the implementation of the plano WFM software, the theater hopes to take an effective step away from error-prone shift schedules on paper towards digital interfaces, efficiency and transparency. The myplano shift scheduling app also aims to increase employee satisfaction by replacing shift scheduling printouts with digital duty rosters and shift plans that can be viewed from any location, at any time and on any device.

## Projekt goals

### Digitalization of shift scheduling

- + Replacement of Excel planning and reduction of manual entries
- + Automatic calculation and transfer of supplements
- + Creation of automated interfaces from and to the HR software
- + Transparent and comprehensible shift schedules
- + Easy creation of reports

### Employee satisfaction

- + Modern and appealing user interface
- + Shift schedule view independent of location, time and end device
- + Digital time recording and application submission
- + Participation and involvement in shift scheduling and time recording

### Effective relief for shift planners

- + Easier planning within the framework of operational planning requirements (e.g. days off)
- + Short-term changes can be recorded and communicated quickly
- + Clear overview of all shift schedules



*„We were looking for software that, on the one hand, reflects the regulations of the collective agreement for the public sector, but on the other hand is also flexible enough to map and implement the often very specific requirements that we have at the theater.“*

Miriam Mertens

Authorized signatory and Head of Human Resources and Organization,  
Theater Krefeld und Mönchengladbach gGmbH

## Result

### A customized plano WFM solution

Due to the organizational circumstances, shift scheduling at the Krefeld and Mönchengladbach theater is very complex.

The following aspects must be considered: the annual planning (annual performance schedule) in its entirety, the detailed planning of the individual departments for the performance operation and the special feature that employees are sometimes deployed at two locations. In order to map this complexity transparently and clearly in the digital schedule, taking into account all planning specifications of the individual areas (theater schedule as well as tariffs and laws), the plano roster displays scheduling in the form of calendar information for the first time.

In detail, this means that the Excel entries from the annual scheduling are inserted into the plano Roster. For planning purposes, the activities were color-coded according to the venue, analogous to the colors in the scheduling, in order to be able to clearly assign the employees to the venues and activities. The plano software helps to ensure that the planning specifications and the wishes of the individual employees are considered.



## Improvement

### Efficiency and satisfaction of the planners

With the implementation of the plano WFM solution, the theater can now create shift schedules almost paperless, save time and, above all, digitally and make them accessible to employees on mobile devices. For the planners in particular, this has resulted in an enormous reduction in workload due to the elimination of analog and manual processes.

Thanks to the parallel implementation of digital interfaces, data exchange with the accounting system can now be automated, which also ensures greater efficiency and fewer errors.

With plano time recording and time evaluation, the actual working hours are also recorded and compared digitally with the scheduled working times (directly in the roster or in some cases via a time recording terminal or ESS), reducing the workload for planners by eliminating the need for manual transfer from paper lists.





### Transparency and plannability for employees

For the employees of the theater, the use of the myplano shift scheduling app primarily means an increase in transparency. The approved shift schedules can now be viewed from any location and at any time, including for the entire team via the group calendar.




Requests for compensatory days or vacation can be made directly from the myplano annual calendar. In addition, employees are now provided with timesheets and, for long-term planning, scheduling for the next three months in the form of reports. Employees who take part in time recording have an insight into their booked times and can submit correction requests directly from the myplano app.

## At a glance

### Improvements for planners

-  Elimination of time-consuming and error-prone paper lists
-  Shift scheduling in a modern, digital and functional planning environment
-  Efficiency and relief through loss-free and automated data transfer via digital system interfaces
-  Automatic consideration of tariffs and legal requirements through software-supported shift scheduling

### Improvements for employees

-  View the shift schedule and group calendar regardless of location, time and device
-  Paperless request for vacation and days off via smartphone
-  Extended planning horizon: insight into the planning of days off for two months in advance possible



## The organization

### Theater Krefeld und Mönchengladbach gGmbH

The history of the theater dates back to the 18th century and is marked by two milestones: On April 19, 1950, the previously independent stages were merged to form the “Vereinigte Städtische Bühnen Krefeld und Mönchengladbach”.

This merger, also affectionately referred to as a theatrical marriage, was continued with the founding of Theater Krefeld und Mönchengladbach gGmbH on November 1, 2011 and celebrates its 75th anniversary this year.

Today, the theater employs over 500 people from almost 40 nations, who together stage over 600 events a year in the musical theater, ballet and drama departments as well as with the “Niederrheinische Sinfoniker” orchestra.

The implementation of plano WFM is now setting a digital milestone: on the way from shift scheduling on paper to a customized digital workforce management solution combined with a considerable increase in efficiency and transparency for everyone - shift planners and employees.

[www.theater-kr-mg.de](http://www.theater-kr-mg.de)