



# R+V Versicherung

## Ressort Komposit

Demand-oriented staff planning for approx. 1,000 employees

### Organization

R+V Versicherung

### Branche

Banks & Insurance Companies

### Number of employees

rd. 16,000

### plano in use for approx. 1,000 employees

plano Optimizer (Annual absence planning)  
 plano Forecast (Service planning)  
 plano Interfaces (SAP)  
 plano Reporting

## Overview

R+V Versicherung is one of the largest insurance companies in Germany, headquartered in Wiesbaden (Hesse).

In 2019, the company introduced plano's automated and digital duty scheduling system to replace the previous manual planning of staff and maintain an optimal overview of the approximately 1,000 employees at the Wiesbaden, Hanover, Hamburg, Stuttgart and Frankfurt locations at all times.

## Initial situation

Before the implementation of the plano WFM solution, the staff planning was done manually (among others with the help of Excel). Each group or department was planned separately, and individual agreements were made regarding employees' vacation planning.

In order to digitize these processes and save time and effort, plano was introduced as an innovative tool for optimal scheduling.

## Project goals

### Simple absence planning

- + Simplify absence planning
- + Standardise absence planning
- + Create a centralised tool for the entire area

### Reliable capacity requirements planning

- + Model-based calculated capacity requirement forecasts instead of fixed absence quotas
- + Sufficient capacity to cover customer requirements
- + Reduction of holiday/flexitime during periods of low demand

### Automated and fair service planning

- + Automated and fair service planning (taking into account services already provided and service requests)
- + Enable shift swaps for employees without the involvement of planners



*„The planning process is clearer, simpler and faster with plano.“*

Kay Subotsch  
Consultant Key figure management and analysis,  
R+V Versicherung AG

## Result

### Clear, simple and fast planning

The introduction of plano has improved the overview for planners. The solution provides a good overview of shift availability or holiday planning, and therefore makes planning easier. The planning process is now much clearer, simpler and faster.

### The goal: Automated and fair holiday and service planning

Not only is holiday planning now standardised and offers advantages for the individual locations thanks to cross-location planning, but service planning has also been significantly simplified for the company with plano.

This is enabled by the plano optimizer, which automatically issues a shift plan proposal. Individual adjustments are therefore rarely necessary. Employees can enter their wishes (specific shift or no shift) and swap or move their shifts later in the approved shift plan without the planner having to take action.

### Precise determination of personnel requirements

R+V Versicherung uses the integrated forecast module to reliably forecast incoming volumes (e.g. telephony) and recognise capacity requirements. Planning is carried out at weekly level based on available capacities. This is followed by the creation of nationwide absence budgets and the recording of employees' absence requests. If these requests match the company's requirements, they are recorded in the shift schedules.

## Improvement

**+ 23%**

### Time saving planning

The introduction of the plano WFM solution has largely eliminated manual efforts. This saves around 6 hours of time per month and unit.

**+ 95%**





### Fulfilment of employee wishes

Employees express their shift wishes during the year. The shifts are then distributed as fairly and equitably as possible, taking into account the wishes and working time models and the staffing requirements, and this is done completely automatically and with a wish fulfilment rate of more than 95%.







## At a glance

### Improvements for planners

-  Better overview for planners (e.g. of availabilities or holiday planning)
-  Less manual effort
-  The capacity requirement forecast provides a detailed insight into personnel deployment planning
-  The forecast creates a solid basis for absence planning

### Improvements for employees

-  High consideration of employee shift wishes (wish fulfilment rate >95%)
-  High planning reliability for employees
-  More initiative and involvement of employees through independent shift swaps
-  Reduction of holiday/flextime during periods of low demand



## The organization

### R+V Versicherung AG

R+V Versicherung AG (Raiffeisen- und Volksbanken Versicherung) is one of the largest insurance companies in Germany and the parent company of the R+V Group, based in Wiesbaden in Hesse. Since 1922, it has been the insurance expert in the Volksbanken Raiffeisenbanken co-operative financial group, which means that R+V is backed by the 18.5 million members of the German co-operative banks. The co-operative idea is a world cultural heritage and means: standing up together for each other and for the community. Fair, humane and responsible.

At R+V, people take centre stage. More than 16,000 employees at many locations throughout Germany look after the interests of customers with dedication and care.

[www.ruv.de](http://www.ruv.de)

### plano solutions gmbh

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