



LogServ Group

LogServ and CargoServ

Introduction of Innovative Staff Planning for more than 500 Employees

Organization

LogServ Group

Industry

Logistics

Number of employee

approx. 500

plano in use

plano Basis

plano Roster

plano Reporting

plano Interfaces

Employee Portal ESS and Shift Scheduling App myplano

plano Service Line

Initial Situation

Before implementing plano WFM, staff planning at LogServ and CargoServ relied in an SAP-based system and was supplemented by Excel spreadsheets. Due to increasing requirements for user-friendliness, transparency, and mobile availability, a future-proof solution became necessary.

The „iPEP“ project – staff planning based on the plano Workforce Management software – was launched with the objective of providing an intuitive yet powerful application for approximately 500 employees across plant traffic (road), plant railway, and CargoServ operations. Planners and employees were actively involved from the early concept phase to ensure the solution would meet all requirements.

Overview

Founded in 2001 as a subsidiary of voestalpine Stahl GmbH, the LogServ Group, consisting of LogServ and CargoServ, has established itself as a full-service provider with decades of experience in industrial logistics – particularly in the fields of metal production, mechanical engineering, and railway traffic.

With the introduction of plano WFM (called “iPEP” at LogServ) and the associated implementation of the plano Roster as well as the plano Shift Scheduling App myplano, the LogServ Group aims to digitize and simplify shift scheduling. Thanks to its intuitive operation, mobile availability, and integration of time recording and leave management, a noticeable simplification for planners is achieved while transparency is increased and employee empowerment is strengthened.

Project Goals

Demand-Oriented System Integration

- + Optimization of interfaces (SAP systems)
- + Integration of a role- and access-based permission concept for clearly defined responsibilities

Employee Satisfaction

- + Modern and intuitive user interface
- + Increased transparency through the digital employee portal
- + System access independent of location, time, and device
- + Direct employee involvement through participation

Effective Simplification for Shift Planners

- + Reduction of manual processes through centralized data maintenance including real-time adherence (RTA)
- + Significant reduction in communication efforts
- + Automated reporting



500 LogServ Employees Benefit from:

- + Simple data access
- + Participation & self-services
- + High transparency in shift scheduling
- + Optimized planning processes
- + Significant time savings

Result

Successful Implementation of Digital Staff Planning

The customized system integration of the plano WFM modules has been precisely aligned with the specific requirements of the LogServ Group. Close collaboration among the project stakeholders enabled efficient integration of the system into existing workflows. A key success factor is the active involvement of employees and planners in the development process. Regular feedback and communication allowed the solution to be continuously refined based on real use-cases, resulting in high acceptance.

One major advantage of the implementation is the automation of processes such as absence and shift scheduling, significantly reducing manual efforts. This automation not only increases efficiency but also enables more accurate and faster planning. The user-friendly employee portal allows employees to independently submit leave requests and shift changes, which significantly reduces the administrative workload for planners. Additionally, continuous system adjustments based on practical experience ensure the system remains flexible in responding to changing requirements, enhancing planning accuracy and supporting long-term efficiency.

Improvement

Significant Reduction of Manual and Analog Processes for Planners




The introduction of the plano WFM modules has significantly reduced manual and paper-based processes in workforce planning at the LogServ Group. Prior to implementation, Excel spreadsheets and printouts led to high time expenditure and error susceptibility. The plano roster now ensures that shift schedules and employee availabilities are centrally and digitally managed, automatically synchronized in real time, and accessible to all involved parties, resulting in a significant increase in efficiency. This automation has accelerated the planning process and significantly reduced the administrative workload for planners.

Transparency and Empowerment Lead to Employee and Planner Satisfaction





The implementation of plano WFM significantly increases transparency and employee empowerment, resulting in higher satisfaction. Employees can view their shift schedule at any time, submit leave requests, or swap shift with ease by receiving instant feedback. This autonomy reduces communication efforts and increases employee trust in the planning process. Planners benefit from improved data clarity, as all changes are visible in real time. This simplifies planning, minimizes sources of error, and reduces administrative effort. Transparency provided by plano WFM also results in better understanding and greater system acceptance.

At a glance

Improvements for Planners

-  Reduction of manual and time-consuming analog processes (e.g., paper lists, phone calls)
-  Access to real-time updated data, e.g., sick leave notifications
-  Optimal overview of employee availabilities, shift swaps, and leave planning

Improvements for Employees

-  Display on a modern, intuitive, and user-friendly interface
-  Empowerment through independent entry of leave requests and shift swaps
-  Location-, time-, and device-independent access to shift and leave schedules
-  Involvement of planners and employees in the development process of the shift scheduling software



The Organization

LogServ Group

LogServ is a strategic partner for industry, offering innovative and customized logistics solutions tailored to specific customer needs and processes. Logistik Service GmbH (LogServ) was founded in 2001 as a subsidiary of voestalpine Stahl GmbH. As a full-service provider with decades of experience in industrial logistics, we are a partner to domestic heavy industry. Our customers are primarily active in metal production and processing, the building materials and process industries, mechanical and plant engineering, as well as the automotive and automotive supplier industries.

In the railway sector, we serve operators of plant and connecting railways, private railway companies, and private freight wagon lessors. The LogServ subsidiary Cargo Service GmbH (CargoServ) offers alternative railway concepts for block train freight transport on the public railway network as a private railway company.

At the voestalpine site in Linz, LogServ operates Austria's largest connecting railway as well as its own Danube port with high-performance transshipment facilities.

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