



## SUMMACOM GmbH & Co. KG

Digitalized and optimized staffing planning as a key success factor

### Organization

SUMMACOM GmbH & Co. KG

### Branche

Contact Center

### Number of employee

approx. 370

### plano in use

plano Roster

plano Optimizer

plano ESS (Employee Self Service)

plano Time Recording

## Overview

SUMMACOM has been an established provider of contact center services for over 25 years.

The company offers tailored communication solutions and supports clients from a variety of industries, including banking, retail, and energy providers.

To meet the growing demands for efficient workforce scheduling, Summacom relies on the workforce management solution from plano. The goal is to optimize shift planning, increase employee satisfaction, and digitally and transparently map processes.

With the implementation of the plano Roster, the plano Optimizer, and the integration of the ESS employee portal, Summacom is successfully able to achieve these objectives.

## Initial Situation

Before the implementation of plano's WFM software, workforce scheduling at SUMMACOM was primarily carried out using the RichClient. The high complexity of the four planning areas at SUMMACOM, which included varying opening hours, diverse skill requirements, as well as a multitude of employee preferences and temporary workers, presented major difficulties for the planners.

There was a clear need for a modern, web-based solution that would enable quick adjustments, continue to work with existing scheduling and payroll-related data, and involve employees more actively in the planning process.

## Project Goals

### Efficient and Dynamic Shift Planning

- + Setting up centralized planning tools to address complex skill-based requirements.
- + Algorithmic generation of scheduling scenarios to ensure swift and optimal decision-making.
- + Less planning effort resulting in shorter scheduling times.
- + Effective and up-to-date reporting for customers, controlling, and HR.

### Increasing Employee Satisfaction

- + Digital schedules and independent entry of preferred shifts and vacation requests.
- + More self-responsibility and flexibility for staff.
- + Strengthening employee engagement through transparent and flexible work-time models.

### Future-Oriented Digitalization and Scalability

- + Implementation of an integrated system for workforce planning, time tracking, and vacation management.
- + Migration to a cloud-based solution for improved scalability and availability.
- + Continuous analysis and optimization of workforce planning processes.



*„plano is an invaluable tool for us. The solutions are user-friendly, flexible, and save us a tremendous amount of time. Without plano, we would not be able to meet the demands of modern workforce planning.“*

Daniela Gard  
Workforce Management Division Lead,  
SUMMACOM GmbH & Co. KG

## Result

### **Efficient and Flexible Workforce Scheduling as a Key to Business Success**

The introduction of plano's WFM solution has fundamentally modernized, expedited, and increased flexibility in workforce scheduling at SUMMACOM. By deploying plan-friendly modules such as plano Roster and plano Optimizer, SUMMACOM now supports swift and dynamic planning across its four operational areas, each varying in skill needs and shift timings. The time saved through algorithm-driven optimization reduced manual scheduling efforts by up to 50%. The solution also allows rapid adaptation to sudden changes, enhancing demand-driven scheduling while avoiding workforce gaps or over-staffing.

### **Smooth Implementation and Reliable Support**

Close collaboration with experts from the plano solutions gmbh ensured a smooth implementation and reliable support. Solutions were developed and implemented collaboratively, enhancing the competence of SUMMACOM key users in configuring plano modules.

## Improvement

### **Replacement of the RichClient with plano Roster and migration to the cloud**

The step-by-step transition from RichClient to plano Roster was seamless and without data loss, as existing data models from RichClient were integrated.

Planning and payroll-relevant data remain usable, enabling thoroughly efficient and consistent scheduling. Furthermore, SUMMACOM transitioned from an on-premises solution to a cloud-based solution, benefitting from enhanced flexibility and scalable infrastructure moving forward.

### **Transparency and Employee Satisfaction**

Employees benefit: they can continue to use the well-established ESS application post-transition with the same familiar look and feel, allowing them to manage weekly schedules, time tracking, and vacation requests independently and digitally.





This practice greatly contributes to high employee satisfaction and effective communication with team leaders. Furthermore, employees are increasingly involved in planning, gaining additional flexibility and responsibility. The planned integration of additional plano WFM modules is expected to further enhance this positive development.

### **Modern and Future-Proof Infrastructure**





Migrating to the cloud has provided SUMMACOM with a modern and scalable IT infrastructure, easing internal IT resources, significantly reducing costs, and creating an ideal foundation for future extensions, such as self-rostering and mobile applications (myplano).

## At a glance

### Improvements for Planners

-  Significant reduction of planning efforts
-  Dynamic planning enables swift, resource-efficient adjustments to short-term demand changes
-  Optimal oversight of staffing levels (under- and over-staffing), skills, and availabilities
-  Integrated real-time time tracking and vacation management

### Improvements for employees

-  Access shift schedules anytime, anywhere, from any device
-  Actively participate in planning by submitting shift preferences
-  Transparent and simplified management of vacation requests and time tracking
-  Increased flexibility and autonomy



## The Organization

### SUMMACOM GmbH & Co. KG

SUMMACOM is a well-established communications service provider headquartered in St. Ingbert, with additional locations in Bad Hersfeld, Völklingen, and Düsseldorf.

Founded in 1997, the company currently employs approx. 370 people and offers comprehensive communication services for clients in banking and retail. In addition to traditional telephone services, SUMMACOM handles email and chat support as well.

Replacing the RichClient with plano's WFM workforce management software was a key step for SUMMACOM in overcoming the challenges of complex workforce planning. With plano tools, the communications provider has not only improved efficiency and transparency but also laid the groundwork for future-oriented digitalization.

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

### plano solutions gmbh

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