



Rathauspassage Hamburg

Social Responsibility Meets Modern and
Transparent Workforce Management

Organization

Rathauspassage Hamburg

Branche

Retail (including gastronomy and tourism)

Number of Employee

Approx. 75

plano in use

plano Roster

plano Time Recording

plano ESS (Employee Self Service)

Initial Situation

Prior to the implementation of the plano WFM software, scheduling at Rathauspassage was handled traditionally via Excel with multiple spreadsheets, manual entries, and coordination via phone or on-site interactions. This process was time-consuming and prone to errors. Legal requirements, such as compliance with the 11-hour rest period, could not be checked automatically. Short-term changes lacked transparency and a reliable „single point of truth.“ Personnel administration was also handled through physical binders and static paperwork. There was a clear need for a modern, digital solution to reduce administrative workload and enhance employee integration.

Overview

Rathauspassage Hamburg is a social-diaconal organization located in the heart of the city, directly beneath Hamburg City Hall. It uniquely combines gastronomy, retail, and social work, offering people who have long been excluded from the workforce new career opportunities.

To meet complex planning requirements, including fluctuating customer frequencies, numerous part-time staff, and specialized qualifications, Rathauspassage relies on plano's workforce management solution. The goal was to replace error-prone Excel planning, ensure legal compliance, and make processes transparent for all. Through the implementation of the plano Roster, Time Management, and the Employee Portal (ESS, including the mobile app myplano), Rathauspassage successfully achieved these objectives.

Project Goals

Efficient and Legally Compliant Shift Scheduling

- + Replacement of error-prone and time-intensive Excel spreadsheets
- + Automatic checks for legal requirements (Working Hours Act, break regulations, rest periods)
- + Reduction of administrative effort in planning and personnel management

Enhancing Transparency and Employee Satisfaction

- + Digital schedules and mobile access via the Employee App
- + Straightforward, independent application for vacations and time-off adjustments
- + Transparent and fair overview of working time accounts for all employees

Forward-Thinking Digitization

- + Consolidation of all employee-related data (single point of truth)
- + Simple evaluation options and reports (sick days, vacation balances, qualifications)
- + Scalable solution that grows with the organization



„plano WFM transformed our shift scheduling - from chaotic Excel sheets to transparent, legally compliant digitalization. As a social enterprise, we especially value the precise mapping of our structures and our strong partnership.“

Björn Dobbertin
Managing Director,
Rathauspassage Hamburg

Results

Efficient and Legally Compliant Workforce Management

The implementation of the plano WFM solution has fundamentally modernized staff planning processes. Utilizing the plano Roster, different operational areas (cafeteria, retail, events) can now be centrally and efficiently controlled. The system automatically flags violations of labor laws (e.g., regulated rest periods) or compensation obligations. Working hours and premiums are calculated in real time, giving planners immediate insights into actual staffing needs.

Centralized Qualification and Contract Management

The plano Roster enables the planning of not only shifts but also complex personnel structures. For Rathauspassage, whose workforce includes many temporary contracts as part of qualification measures, the system's automatic reminders about expiring contracts are critically beneficial. Employees can also be grouped into specialized departments, and additional qualifications (like first aid or fire protection) can be entered to ensure smooth operations.

Partnership-Oriented Implementation and Comprehensive Support

From the beginning, the system implementation took into account social considerations specific to Rathauspassage, including special pricing models tailored to those needs. A practice-focused case study guided the project setup, ensuring a smooth transition to operational readiness. Dedicated support agents continue to assist in further process development.

Improvement

Replacing Excel and Paper-Based Systems

The transition from manual Excel sheets and traditional employee folders to plano WFM facilitated comprehensive centralization of data management. Previously physical personnel files were digitized. All relevant master data, including addresses, temporary employment contracts, and qualifications, are now consolidated within the system. The HR department benefits from automated and clear reports that display vacation balances, sick days, or expiring qualifications at a glance, ensuring deadlines are met and no significant backlogs occur.

Transparency and Employee Satisfaction

Employees significantly benefit from the plano employee app in their daily work. It allows location- and time-independent access to up-to-date schedules, as well as the digital submission of vacation or time-compensation requests, greatly reducing coordination efforts.

The always-accessible working time accounts provide a high level of transparency, as overtime and up-to-date balances are instantly visible to all involved. Even employees without their own digital device can access their plano account via terminal servers on-site.

This increased personal responsibility and the reliable data foundation contribute noticeably to satisfaction and a harmonious atmosphere within the team.

Mobile Time Recording and Flexibility in Everyday Work

For employees who travel frequently or work in various departments, the mobile functionality of plano offers substantial added value. They can easily clock in and out via their smartphone and precisely track breaks. This direct and mobile time recording not only accelerates administrative processes but also ensures that hours worked are immediately and transparently visible in the system for all parties involved.



At a glance

Improvements for Planners

-  Real-time calculation of working hours and premiums.
-  Automatic compliance checks for working hours legislation, break regulations, and collective agreements.
-  Optimal overview of qualifications (e.g., first aiders) and staffing strength.
-  Quick and simple report generation (vacations, sick leave, temporary contract expirations)

Improvements for employees

-  Location- and time-independent access to work schedules via the employee app (myplano).
-  Digital participation through self-service vacation and time-off requests without waiting for supervisor approval.
-  Barrier-free system access via the app or on-site terminal servers (for employees without their own smartphone).
-  Transparent, fair, and comprehensible shift schedules.



The Organization

Rathauspassage Hamburg

Rathauspassage Hamburg is a nonprofit project founded in 1998 by Dr. Stephan Reimers (one of the so-called „Reimers Children“). As a social-diaconal enterprise, the organization provides socially insured employment opportunities for people in challenging life circumstances, along with chances to qualify in areas such as gastronomy, retail, logistics, or administration. The goal is to enable participants to lead independent lives and to re-enter the primary labor market.

With approximately 75 employees, Rathauspassage is a unique venue located directly beneath Hamburg City Hall, making social responsibility visible within the political center of the Hanseatic city.

Replacing Excel with the plano WFM scheduling software was a decisive step toward legally compliant representation of complex structures and creating a foundation for future-oriented digitization.

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