



WORKFORCE SOFTWARE UTILITY INDUSTRY BRIEF

WorkForce Management Challenges in the Utility Industry

Time and Attendance for the Utility Industry

Utility companies face tremendous challenges in today's market. Industry deregulation, mergers and acquisitions, and increased competition all make for an exciting time in this market. Businesses are choosing whether to deliver, produce, or do both. Non-core assets are being spun off. Smart companies seek solutions that can help them save time and money while complying with continuing government regulations and regulated prices. Our time and attendance solution, WorkForce Software for Utilities can help you manage the challenges of your workforce in this environment.

Labor Distribution

One of the most common issues in the utility industry is the need to track all costs in a very detailed manner. State regulators continue to approve the costs charged to ratepayers in most markets. The approved rates are usually based on the actual operating costs the utilities face. This means that you must allocate all expenses to the appropriate state, operating unit, department, etc. This distribution of expenses applies to labor costs as well. This "labor distribution" process, as it is commonly referred to, charges the costs of labor to the appropriate areas.

WorkForce Software for Utilities allows you to track as much detailed labor distribution information as you require. Even if you have 10, 15, or more labor distribution fields, our solution makes it easy to lookup, enter, and validate this information.

Support for Complex Pay Policies

Many utilities are unionized, and complex pay policies are quite common. The WorkForce Software solution has strong support for complex pay policies that are common in unions. The system can calculate pay using different rates, apply complex overtime and shift rules, and handle benefit accrual calculations. New policies or changes in policies caused by mergers and acquisitions are easily handled without requiring custom programming.

Real Time Information for Cost Control

Our time and attendance solution gives managers up to the minute information on how many hours employees have worked. Based on this information, managers can decide which employees to schedule for extra assignments to avoid overtime expenses.

If your unions have overtime equalization policies, our features in that area will provide managers specific information about what employees to schedule for overtime opportunities.

Integrated Vehicle Usage Tracking

Many employees in a utility drive a vehicle as part of their jobs. Maintenance, repair, and installation crews are some examples of employees who drive company vehicles. Your fleet maintenance area needs to track how many miles each vehicle was driven in order to track vehicle maintenance. In addition, you need to allocate the expense for driving the vehicle. Usually the labor distribution for the vehicle usage is similar or identical to where the employee's time was reported.

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The WorkForce software solution makes this simple for you and your employees. The vehicle type, vehicle ID, and the number of miles driven call all be recorded along with the time that is reported so that labor distribution does not have to be entered and validated in two separate systems. The software can even calculate the charge rate for the vehicle so no additional calculations are required to interface your GL transactions.

Work Order Tracking

Utilities are one of the most asset intensive businesses and as such, face many unique challenges. One common issue is proper tracking of maintenance associated with these fixed assets. Today's maintenance and work order systems such as MRO Maximo, Indus, Avantis, and others are designed to help you manage these fixed assets.

WorkForce Software can integrate with these and other work order systems through our unique Interface Connect technology. Integration allows time worked against work orders to be tracked within the WorkForce Software solution. A bi-directional data exchange enables actual hours worked to be fed back to the work order system so that actual hours worked on work orders can be tracked along with non-work order time in the WorkForce Software system.

Streamlined Approval and Processing

Our time and attendance software makes handling time sheets a painless exercise for supervisors and the payroll department. Supervisors can quickly see totals for all employees and any exceptions that require special attention. The time required for the entire process of reviewing and approving time sheets can be reduced significantly, freeing supervisors to focus on their jobs.

The entire process for the payroll department is also streamlined. Paper time sheets are eliminated. Most exceptions are already handled and approved by the employees and managers. Employees and managers are notified electronically of the need to submit timesheets in a timely manner. All of this frees the payroll department to simply process the data that has already been submitted.

Summary

WorkForce Software for Utilities is an ideal method for distributing time sheet reporting, labor distribution, work order, and integrated vehicle usage tracking in a utility.

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