

CLEVER FOREVER

SP·eXPERT



Workforce
Management
cleverer than
ever before

An integral software solution for more efficiency

Many companies have nearly reached the absolute limits of the optimization potential for machine processes. To stay competitive and increase productivity and thus the profit despite that fact, it is now important to deploy company staff more efficiently and strategically for specific demands.

SP-EXPERT helps you to do so thanks to handy functionalities and automated processes, the software makes planning of products, resources, and consulting services much easier. Regardless of the challenge you are facing in your workforce management — SP-EXPERT always provides the right solution.



SP-EXPERT: flexible, intuitive, reliable

SP-EXPERT helps to bring the workforce and the company's working hours policy to the ideal balance between the interests of a company and those of its employees. Be it management and accounting of working hours, planning of available staff or workforce controlling and reporting — SP-EXPERT will satisfy all requirements of your day-to-day work tasks thanks to customized modules. In this way, this software by Interflex makes all aspects of workforce deployment planning and time logging more efficient, more flexible, and more transparent.

About Interflex

Interflex Datensysteme GmbH is an affiliate of Allegion and has been supplying their customers with combined hardware and software systems for security solutions and efficient workforce management since 1976. From development and production of solutions, to comprehensive service and distribution to maintenance — Interflex is the one-stop-shop for all these services and guarantees consistent high-quality solutions on the basis of decades of experience.

About Allegion

The internationally operating group of companies Allegion with its headquarters in Dublin (Ireland) provides a large range of security solutions for private customers, companies, schools, and other institutions. With more than 25 leading brands — Interflex, CISA, and LCN, to name a few — Allegion is specialized in the security of doors and access devices. The Allegion portfolio includes central lock systems, escape route systems, access control, and workforce management systems, as well as much more.



The 360° workforce management software



In many companies and organizations, efficiency is the priority of day-to-day work operations; a fact that has long since not only been applicable to machine processes. You can also increase your business efficiency by means of systematic staff deployment planning. To harmonize your staff requirements with the qualifications and interests of your employees, Interflex gives you SP-EXPERT, a software that makes staff deployment planning easier and more transparent.



A clever solution for any challenge



Determination of workforce requirements

An accurate forecast of the expected personnel demand is always the foundation for successful personnel planning. SP-EXPERT determines your personnel demand based on existing data about workload and productivity, and thus helps you overcome temporary fluctuations more efficiently, lower your costs for workforce, and increase your economic efficiency.



Personnel planning

SP-EXPERT supports your personnel planners in considering and meeting all requirements of the modern working world – be it with regard to staff qualifications, personnel demand for a planned period of time, tariff regulations, or requests and suggestions by employees. And thanks to a large number of clever planning tools, SP-EXPERT ensures fast and straightforward planning.



Employee Self-Service

In addition to personnel demand, particularly the interests of the employees play a more and more important role. For the daily routine work, the Employee Self-Service (ESS) portal provides help and support. Be it applications for leave, time correction or shift swapping – SP-EXPERT provides your employees with access to their time data and thus ensures optimization and transparency of your in-house processes.



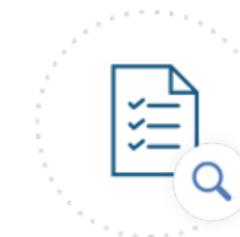
Time management

Easy logging of worked hours, correct payroll accounting, and efficient keeping of balance accounts – SP-EXPERT ensures more control and transparency in these areas and thus greater satisfaction among your employees. Thanks to automatic calculation, some of the workload is taken away from the human resources department and recording and/or calculation mistakes are prevented.



Time recording

Flexible and simple time recording is the foundation for sound personnel planning: With SP-EXPERT you are guaranteed to efficiently plan your most valuable resource, working hours, even in unusual working models. For your employees, the software, which can be set either stationary or as web solution, ensures clear management of working hours accounts and thus more transparency.



Controlling

Productivity per cost center, absences, turnover by employee – the SP-EXPERT reporting module provides all relevant data for systematic analysis and forecast at any time. This provides the foundation for successful and at the same time future-oriented action, for executives, planning staff, human resources officers and other decision-makers.



Personnel planning in health care

Extraordinary efficiency and unimagined flexibility

Stand by shifts, physician planning and strategic work time management: The control of personnel resources in healthcare is an extremely complex and time-intensive activity, and it can hardly be managed manually these days. Assistance is provided here by our clever and proven solution SP-EXPERT, which you can use to schedule your personnel demand-oriented – flexibly and efficiently. With our Rotation Planning, for example, you are optimally equipped for the complicated rotation processes during the medical specialist training while our Doctors Planning simplifies in particular the multi-level shift planning through the possibility of dividing your employees into shift groups.”

SP-EXPERT ensures:

- Automated planning – simple and effective
- Conformity to guidelines and regulatory systems
- Avoiding personnel bottlenecks
- Minimizing sources of error
- Time savings in planning
- Higher value creation
- Employee satisfaction by Employee Self-Service

Greater satisfaction
among my employees



Personnel planning for aviation and logistics



Managing air traffic in a clever way

Personnel scheduling by airports and logistic companies has become increasingly challenging in recent years. There are many reasons for this: Not only has passenger volume grown continuously; check-in and security checks are becoming more time- and work-intensive due to stricter regulations. Logistics companies are under enormous cost and competitive pressure. Careful and flexible personnel planning, as is enabled by the SP-EXPERT workforce management solution, is therefore indispensable.

SP-EXPERT ensures:

- Easy planning – fully automated
- Time savings in personnel scheduling
- Need-based personnel utilization
- Employee satisfaction by Employee Self-Service
- Monitoring of legal guidelines and conformity to them
- Avoidance of errors
- High level of value creation

More time
for my passengers





Personnel planning for contact centers

Professional personnel planning for Contact Centers

Today, it is no longer sufficient to perform pure shift planning and a good analysis of supply and demand to survive in the Contact Center market. Tough competition and a highly specialized workforce require a comprehensive solution like SP-EXPERT, which is as unique and flexible as your business. The workforce management software from Interflex offers you transparency and quality on all levels. The result is better customer loyalty, the acquisition of new customers and thereby more success overall.

SP-EXPERT ensures:

- Full integration into existing systems
- Modular solutions by industry experts
- Simple, automated planning
- Time savings in personnel planning
- Need-based personnel utilization
- High level of value creation
- Employee satisfaction by Employee Self-Service

More planning security
for the future

Excellent consulting and assistance before, during, and after installation



Performance diversity by a single provider: our services for you

Consulting, system introduction, project management, installation, maintenance, and training for users: All our customers receive the complete package directly from us as service provider — differentiated and target oriented in the fields of work time and personnel planning. And it goes without saying that we are prepared and pleased to help you, also after implementation of your personnel planning system. Should any questions arise with regard to the use and operation of SP-EXPERT, or if you require technical support, the qualified and experienced members of our service team will be happy to help you at any time.

Professional use of SP-EXPERT: our training courses

To support our customers in operating and handling SP-EXPERT, we additionally offer a requirement-/practice-oriented and specifically tailored range of training courses. The team from our international training center introduces course participants to the use of our clever system and provides the required know how to your employees to guarantee optimum system operation. Selected topics are dealt with in courses that systematically build on each other. Small learning groups make it easier for your employees to start using the system. We offer both standard courses in excellent learning environments and individually tailored on-site trainings.

The carefree-package: our full service providing

From provision and administration through to data model assistance and strategic consulting, up to full service providing — in our capacity as your competent partner, we are happy to perform your entire in-house operations of SP-EXPERT for you. Thanks to our modular concept, you can choose the core functions that you wish to outsource. This service offers critical benefits for you: You are assigned a central, personal contact partner, who will be responsible for all your questions and suggestions. At the same time, we will assume operating responsibility, depending on the degree of your outsourcing of services, and will ensure smooth and trouble-free growth of your operating workforce in case of increase of user numbers. This offer will not only lower your operating costs but also avoid training costs.

10 reasons why SP-EXPERT is the cleverest workforce management software



1. 360-degrees solution

SP-EXPERT provides all the aspects required for all-round successful workforce management: an efficient personnel scheduler, easy time recording and time management and comprehensive controlling.



2. Transparency and information

All relevant key data available at a glance and in a transparent manner: SP-EXPERT ensures precisely this and thus guarantees more satisfaction and contentment; both for you and your employees.



3. Lowering of costs

With SP-EXPERT you have all relevant information for planning available at a glance so that you are able to plan your workforce deployment sensibly, flexibly, and efficiently and reduce overtime or unproductive periods. The result: fast increase of return on investments.



4. Maximum flexibility

Shift operation, new worktime models, changing work locations — the work world is subject to constant transformation, and personnel scheduling is becoming increasingly more complex. SP-EXPERT has a solution for any scenario.



5. Can be applied across different industries

SP-EXPERT offers a suitable solution for almost any industry sector and any type of company. The workforce management software is based on customizable modules that enable the implementation of any concept.



6. Individual configuration

Every company is different and has its own requirements for a workforce management solution. SP-EXPERT takes this fact into account: The software from Interflex is flexible and can be fully customized to your requirements.



7. Easy expandability

Innovative worktime models, unconventional contracts, new legal regulations: The requirements that you place on your workforce management software change over the course of years, but your solution stays the same.



8. Efficiency gains

SP-EXPERT will help you unearth the potential for optimization in your personnel planning. In addition, the solution saves time due to automated planning, guarantees improved staff coverage and avoids idle times due to detailed determination of requirements.



9. Decades of experience

With consistently high quality and reliability resulting from many years of experience, SP-EXPERT has made a name for itself on the market and has been one of the leading solutions in terms of workforce management for more than 25 years.



10. International partner system

With SP-EXPERT you not only have a clever workforce management solution at hand, but also a network of strong partners by your side. Some of them have been active as SP-EXPERT support for more than 25 years.



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