Call Center Scheduling at National Help Desks Schedules Shifts to Support 4,700 Health Users

Customer:
Canadian Blood Services

Web Site:
http://www.blood.ca

Location:
Canada

Industry:
Government

Customer Profile:
Canadian Blood Services (CBS) is a not-for-profit, charitable organization that manages Canada's blood and blood products supply. It operates 43 permanent collection sites and more than 22,000 mobile donor clinics throughout Canada, except Quebec, staffed by 4,700 employees and 17,000 volunteers.

CBS collects and processes 850,000 units (a unit is .95 pints) of blood annually. It manages Canada's OneMatch Stem Cell and Marrow Network, which works to rapidly secure bone marrow donors. CBS guidelines ensure the safest and most modern methods, regulatory compliance, and blood supplies for emergency needs. Surveys of users, donors, and hospitals reveal CBS scores extremely high in satisfying each sector.

Software and Services:
- Snap Schedule™ Premium Employee Scheduling Software
- Windows® XP
- Windows® Vista
- Windows® 7

For more Information Call:
800-450-4230
sales@bmscentral.com

The Challenge

To keep CBS's networks of 3,500 Windows PCs running smoothly, its National Service Desk is staffed by 22 Client Support Analysts (CSAs) at 19 stations in two locations. National Service Desk management devised nine service shifts covering five days a week, 6:00 AM to 9:00 PM Eastern Time. Off-hours callers reach an on-call service CSA accessed by pager. To efficiently maximize coverage during highest traffic hours, shifts are weighted heaviest during mid-shift.

Besides scheduling staff, the scheduler manages CSAs' scheduled time off, and must constantly compensate for unpredictable late arrivals, sick days, family issues, and shift-swapping. A co-worker then tracks employees' exceptions to their schedules and creates comprehensive reports.

Gilles Pinard, Client Support Analyst Team Lead, says, "We previously used Microsoft Excel for shift scheduling, but that consumed 12 to 14 hours a week in scheduling and changes. I was forever copying and pasting, deleting, and republishing. Excel offers no reporting capability in this field, so my co-worker would spend three or four additional hours every week doing reports."

The Solution

"Reviews for rostering software suddenly occupied a lot of my time," says Mr. Pinard. "I looked at many offerings, then installed trial versions to test of Snap Schedule Premium, Easy Schedule Maker, ClockIt, and Schedule it.

"In comparing shift schedulers, my biggest surprise was that only Snap Schedule could auto-generate individual schedules based on a custom-created shift pattern template. Today, with Snap Schedule Premium, after I create our schedule and work in the changes, each person will receive an individual shift schedule by email. Then I publish a report outlining the complete employee schedule on our department web site. I can't imagine shift scheduling software working any other way."

To learn Snap Schedule Premium, Pinard chose a sample database from the many that come with Snap Schedule. Software deployment was straightforward. "These databases allowed us the functionality to create our own shift pattern template. We auto-generate shift schedules based on the user's choice from over 30 shift patterns offered at BMSCentral.com," says Pinard.

BUSINESS
MANAGEMENT SYSTEMS

About Business Management Systems

Business Management Systems develops and supports software that optimizes schedules and staff time in every business sector. BMS software streamlines laborious scheduling that consumes thousands of management hours every day.

- **Employee Scheduling Software:** Snap Schedule employee scheduling software drastically shrinks manager and scheduler time. It simplifies creating, modifying, reporting, and publishing employee work schedules. Users earn praise for stretching payroll dollars by more-efficient employee shift scheduling and rostering.

- **Managing Staff Appointments and Billing:** Business Appointment Manager focuses on appointment-based businesses. It reduces time spent scheduling employees, rooms and equipment, and finally in billing and reporting. Those tasks now take minutes or seconds, not hours.

- **Who Is Business Management Systems?** The engineering and software professionals running BMS rocked the business software world by winning five Microsoft awards for software excellence over four years. Their software products were acquired by the world's largest software company, which still actively markets and expands them.

From this heritage of modern software development excellence, Snap Schedule employee scheduling software and Business Appointment Manager continue to optimize staff scheduling, appointments and management for businesses around the world.

Web site:
http://www.BMScentral.com

Snap Schedule Premium's familiar Microsoft Windows® and Microsoft Office® look and feel helped make learning intuitive and easy for first-time users.

Role-based access control ensures that only authorized users perform specified functions, and that sensitive data is visible only to authorized people. Snap Schedule Premium uses Microsoft SQL Server for data storage and works with on-premise Microsoft SQL Server, Web-hosted SQL Server platforms, and Microsoft SQL Azure in the cloud.

The Benefits

"Drag-and-drop scheduling," Pinard says, "has reduced my previous 14 hours of scheduling time to 8 hours—even including our constant changes. That's 6 'new' hours I have to help users and coach staff in technology and customer solutions.

"Our biggest time savings, however, is that we can now create, publish and email our work schedules and on-call lists. It's all done within minutes!"

"Besides that, our previous four hours of reporting time has shrunk to less than 30 minutes.

"I saved 40 percent on staff scheduling time, and my co-worker saved 90 percent on reporting time because Snap Schedule Premium's built-in reports do just about everything you can think of. They're configurable and automatically detailed." Individual and combined overall shift schedules are available online through a secured Web site Mr. Pinard set up.

Pinard credits Snap Schedule Premium features for the department's new efficiencies:

- Entering data for a new employee is intuitive and centralized
- The program's common-sense visual interface puts most operations on a single page
- Automated scheduling easily projects shifts forward in time
- The new ability to email schedules ensures all parties immediately know their shifts

"Snap Schedule Premium even gives us an easy way to compare schedules to actual attendance, so we can keep payroll accurate," he says.

Pinard adds, "And we continue to be very impressed with tech support at BMS. It's fast and responsive. We actually see our suggestions appearing in the next software version."

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