Q&A: CTTT implementation of Snap Schedule Employee Scheduling Software

> " **In terms of technical and administrative support, I have never dealt with a company as responsive as Business Management Systems is.**
>
> *Evan Pidgeon, CTTT Business Systems Administrator*

The Consumer, Trader and Tenancy Tribunal (CTTT) have been using Snap Schedule for almost 3 years. When asked about CTTT's experience with Snap Schedule Employee Scheduling Software and Business Management Systems (BMS), Evan Pidgeon, CTTT Business Systems Administrator, offered the following answers.

1) Did you find the Webinar training enough?

The Webinar training was great for getting an overall understanding of how the product works. We watched the online videos in combination with using the downloadable demo of the product. During the demo period we paralleled Snap Schedule with our existing scheduling systems which were in Excel at the time. By the time we decided to purchase the software we already had it set up and working. We then purchased licenses and activated the demo. We find the software to be very intuitive, and its Windows-like layout also make it very easy to learn.

2) Do you find the back-up/user support adequate and how quick do you get support?

We did have initial hesitations knowing that support would be from a company overseas in a different time zone. However we were very pleasantly surprised when our emails were always responded to within a few hours of sending, and any telephone calls were answered immediately. Amber in particular, has provided us with excellent support and has a very good knowledge of the Snap product. I have no hesitation in saying that the customer support provided by BMS has always been excellent.

3) How useful do you find the reporting facility and how much do you use it?

The standard reports are excellent. We paid BMS to create a few custom reports for us, and also to build an auto export add-on. When we make

changes and save the schedules, we have the option for a set list of reports to be created and export

4) How easy did you find it to program the initial set-up?

Because our shifts are held in over 100 locations it took some time to setup the various shift times in each of the locations. But once this was done the rest of the setup was very simple. The only other challenge we had was to get the email process working. However this was due to internal firewall restrictions and nothing to do with the Snap Schedule product itself.

5) Have you needed to refer to the manual after your initial training?

We have had no need to refer to the manual. After we started using the product we started looking for other ways we could expand its use. Wherever we are uncertain of limitations we have sent an email to BMS to seek advice. Recently we worked with BMS to establish a database link between Snap Schedule's internal SQL database and the database of the CTTTs Case Management System (CMS). We now extract data from Snap Schedule and import into our CMS for additional reporting purposes.

6) What are your shift requirements? Do you have people working various shift 24/7, etc.?

All of our shifts are during standard business hours (M-F 9am-5pm). Our challenges lay in the volume and location of shifts. As mentioned above, we allocate around 150 shifts in over 100 locations in New South Wales each week. We have almost 80 members (employees) that are made up of both full time and part time. Members have preferred working locations and specialised skills which also need to be taken into consideration when allocating shifts.

BUSINESS MANAGEMENT SYSTEMS