

Upgrade the Scheduling Capabilities of Your HCM Software



Is your HCM platform meeting your scheduling needs?

Human Capital Management (HCM) platforms are the **foundation of workforce management systems**—powering up HR, operational, and financial departments, and organizations and enterprises.

However, some of the top HCM solutions still grapple with a core issue of workforce management—employee scheduling. These powerful platforms usually support basic shift scheduling—**perfectly suitable for simple employee schedules** with predictable working hours, fixed and repeated schedules. But simple scheduling functionality is oftentimes incomplete. It cannot keep up with fluctuating customer demand and companies largely comprised of hourly employees located in different locations. It also hinders executives' capability to get real-time insight into labor costs and engage a hybrid workforce.



To address these challenges, **many enterprises have deployed shift-scheduling point solutions** to address some of the shortfalls of their HCM platform. However, most scheduling point solutions only offer a light, one-way data sync instead of complete integration. This approach creates new challenges previously unseen:

- **No single source of truth.** Because there is no true integration, these systems must be managed separately, compounding the original issues.
- **Data integrity and double data entry become the norm.**
- **Compliance with local and federal labor laws**—for mandatory breaks, vacations, and time-off—is hit-or-miss due to human error and multiple solution management.
- **Scheduling employees with inadequate skills and certification**, failing to identify a potential schedule conflict, or ending up with an empty shift at the last minute is an everyday occurrence.
- **Backend systems aren't connected**, resulting in incomplete data and missed opportunities.

Modern enterprises require a mobile-first scheduling platform that provides real-time access and flexibility in staff management. Managers need to be able to generate skill-based and certification-based schedules in minutes, easily spot and resolve scheduling conflicts, and efficiently monitor labor costs in real-time. In short: they need a cloud-based scheduling solution that can integrate with their current back-office processes and software while filling the gaps left by their HCM platform.



Synergize workforce and Human Capital Management efforts

When it comes to connecting HCM and scheduling solutions, all integrations are not built equally. Most scheduling vendors specialize in smaller deployments of less than 50 employees and only provide a light data sync. Moreover, **the vast majority of scheduling solutions only offer a technology connection and are not certified or partnered with the HCM platform provider.** The end result doesn't differ much than having two disjointed systems with customers forced to solve their own deployment, support and usage issues on their own.

The optimal solution is a scheduling platform that offers full connection and integration with the HCM software, and a documented, certified partnership with the HCM provider themselves—thus ensuring ongoing **support and commitment from both the scheduling provider and the HCM software vendor.** This kind of partnership provides assurances to the customer that **integration and implementation would be hassle-free from day one.**



Results of HCM and scheduling platform integration

- One single source of truth for accurate employee data.
- All business-critical employee data is regularly synced, ensuring **precise, error-free scheduling** based on employee availability, business need, worker skills and certifications and leave requests.
- Accurate data is accessible from both the scheduling platform and the HCM software, **eliminating the need for multiple data checks** or double data entry.
- Compliance with labor regulations is seamless and documented in both systems, as required by law.
- Any and all support **issues are solved through a joint effort** with both the HCM software provider and the scheduling platform provider.



TCP's Humanity Scheduling is the optimal solution

As an enterprise-ready solution, **Humanity is perfect for organizations that already leverage other workforce management tools** but require robust scheduling capabilities. Humanity's powerful scheduling platform enables managers to **build shift schedules based on customer demand, sales forecasting, seasonality, employee life events or unforeseen circumstances**. Employees can set their availability, access their schedules on the fly from their preferred mobile device, or perform shift swaps without the need for manager involvement or intervention. With Humanity, the company can stay nimble both toward the business' and the employees' needs.

