



3/2009 – September 29, 2009

Dear Readers,

Welcome to the latest issue of the **InVision InSight** newsletter.

As an expert for workforce management, InVision is member of the organization SWPP (The Society of Workforce Planning Professionals). SWPP focuses on networking and knowledge transfer among people working in the workforce management sector. SWPP publishes a quarterly newsletter called *On Target* which is packed with great information for workforce management professionals. Each edition of *On Target* contains many feature articles including Beginner's Guide, Advanced Topics, Workforce Management Success Stories, and Managing by the Numbers. Other regular features include Ask the Workforce Wizard, a Workforce Management Survey as well as results from previous surveys, Industry News, an Events Calendar, and Bright Ideas. Enjoy a newsletter designed specifically for workforce planners at [www.swpp.org/newsletter.html](http://www.swpp.org/newsletter.html). For more information about SWPP, please visit the website at [www.swpp.org](http://www.swpp.org).

Regards,  
The Editorial Team of **InVision InSight**

## InVision Company News

### **Webcast: Rapid Web2.0 Adoption Fuels the Transformation into Real Multi-Channel Contact Centers**

InVision Software invites contact center managers, operations executives as well as workforce and forecasting managers to view the free webcast "Building a Multi-Channel Contact Center in the Era of Social Networking". The web presentation is co-hosted with leading industry analyst Donna Fluss, Founder and President of DMG Consulting, and focuses on benefits and challenges of contact centers in the web2.0 era. During the 40-minutes online presentation followed by a Q&A session, Donna Fluss and Craig Shambaugh, Vice President Sales at InVision Software, give a review of the emerging channels and the year they are expected to become essential to leading verticals such as financial services, retailing, telecommunications, high-tech, travel, government and education.

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## Customer News

### **Major US Insurance Company Selects Workforce Management Solution from InVision Software**

InVision Software was selected by one of the largest commercial insurance writers in the US to implement a new cost-saving workforce management software for its contact center operations. The WFM system will bring operating efficiencies to the company's contact centers that will result in better adherence to service levels and lower operating costs.

[more](#)

### **InVision Software Implements Workforce Management Solution at Scandinavia's Biggest Department Store, Gekås**

The department store Gekås Ullared AB has selected InVision Software to implement its staff scheduling system InVision Enterprise WFM. The InVision solution will optimize the staff planning of 1,100 employees at Gekås' hyperstore. Gekås is Scandinavia's biggest department store and is located in Ullared, Sweden. In July 2009 alone, Gekås handled more than 500,000 customers and generated revenues of approx. 400 million Swedish krona (approx. 55 million US dollars). Using InVision's comprehensive WFM system, Gekås intends to match the deployment of its in-store employees with actual customer footfall and thus improve customer service while avoiding over- and under-staffing.

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## Product News

### **White Paper: Reducing Costs by Integrating Staff Scheduling and Time Management**

InVision Software offers a free white paper to staff planners, time management supervisors and HR managers, focusing on integrated staff scheduling and time management processes. The downloadable guide explains how to optimize the management of working times in increasingly demanding working environments and in the context of progressively more complex company structures.

The free white paper is available for download at:

[download](#)

## Quality Excels – Current Awards

### **InVision Software Wins Frost & Sullivan's Competitive Strategy Leadership Award**

For the second year in a row, InVision Software was honored by Frost & Sullivan for its Competitive Strategy Leadership in Agent Performance Optimization (APO). The analyst firm acknowledges the remarkable success of InVision in the EMEA region where the company has garnered a significant portion of the contact center market, despite regional structural barriers that slowed down the adoption of WFM systems, notwithstanding the economic downturn during the last year.

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### **2009 Retail Systems Awards: InVision Software Nominated as Technology Vendor of the Year**

InVision Software has been shortlisted in the Technology Vendor of the Year section at the 2009 Retail Systems Awards. The Retail Systems Awards is hosted by the leading technology magazine for the UK retail sector, Retail Systems. The final winners will be presented at the awards gala that takes place on October 29<sup>th</sup>, 2009, at the prestigious Grosvenor House in London.

[more](#)

### **InVision Software Receives Major Order From Suomen Lähikauppa**

The Finnish retail group Suomen Lähikauppa Oy has selected InVision Software to implement its scheduling software solution InVision Enterprise WFM. The Suomen Lähikauppa group is Finland's market leader in local stores and has more than 750 convenience stores of different sizes that operate under the brand names of Siwa, Valintatalo and Euromarket. The InVision solution will optimize the staff planning of approximately 6,000 employees at the Siwa and Valintatalo format stores.

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### **E.ON Service Plus Expands Workforce Management with Solution of InVision Software**

E.ON Service Plus GmbH, which provides shared services such as accounting, claims and customer contact management for various businesses within the E.ON group, confirms expansion of its existing workforce management solution InVision Enterprise WFM to 500 agents. For several years, E.ON Service Plus has been successfully scheduling its service center agents with InVision Software.

[more](#)

### **Customer Service Centers of German Mail-order Company Neckermann Upgrade Workforce Management Solution**

The Neckermann.Contact Customer Services GmbH extends its workforce management solution InVision Enterprise WFM by further modules: Soon, detailed staff requirement forecasts will be set up using ForecastPro. The modules OnlineCockpit and AdherenceMonitor will ensure an efficient controlling of the staff scheduling process. With three service centers altogether, Neckermann.Contact Customer Services GmbH is responsible for the comprehensive customer care of the German mail-order company Neckermann – from purchase orders and product advice to service requests and customer complaints. Neckermann's customer service agents have already been successfully scheduled for several years with the system of InVision Software.

[more](#)

### **Allianz Suisse: Multi-Site Workforce Management with InVision Enterprise WFM**

Allianz Suisse, one of the most important insurance companies in Switzerland and part of the global insurance group Allianz, now optimises the scheduling of 150 service center agents with a workforce management system from InVision Software. The agents are located at four different sites across Switzerland, handling all client claims. By introducing InVision Enterprise WFM, the workforce in all locations is managed centrally from a single site ensuring an optimized distribution of the workload as well as ensuring high quality of service and customer satisfaction.

[more](#)

### **Spanish Retail Group DinoSol Reduces Costs With Workforce Management Solution from InVision Software**

DinoSol, one of the leading retailing operators in Spain, is experiencing significant benefits from its new workforce management system, provided by InVision Software. Thanks to the streamlining of the whole scheduling process, store managers are freed up to concentrate on their core responsibilities, and automation has reduced planning efforts significantly. InVision Enterprise WFM enables DinoSol to create more reliable forecasts and optimized schedules based on actual staffing requirements. In addition, the new WFM system has enabled the introduction of more flexible working shifts for employees and efficient use of part-time agency workers to cover previously understaffed peak times.

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## **Feedback**

For questions, ideas or comments about our newsletter, please send an e-mail to [newsletter@invisionwfm.com](mailto:newsletter@invisionwfm.com).

To find out more about InVision Enterprise WFM and our company, please send an e-mail to [info@invisionwfm.com](mailto:info@invisionwfm.com).

Visit our website at: [www.invisionwfm.com](http://www.invisionwfm.com).

## **Customers' Questions – InVision's Answers**

### **What are the functions of the WarningManager?**

The new WarningManager supports the daily work of those who manage time data. Breaches of rules are displayed in real time and can be handled directly. The conditions under which a warning is displayed are pre-defined by the user and saved in the system. For instance, a warning occurs in the case of an unexpected absence of an employee. Now, the planner can either enter a forgotten time punch or a reason for the absence. Once finished, the status automatically changes to „Handled“.

### **What functions does the new option for corrections in time management provide?**

This new interface – the cornerstone of InVision's time management module – combines all information required to efficiently correct time management data. At a single glance, the planner can see the hours employees were originally scheduled for and compare them to punched hours. In addition, all master data relevant for time management such as calendar dates or entitlements based on overtime are displayed. Corrections can be entered directly. Time accounts and wage types are calculated online and displayed in the time management correction interface. Corrected or deleted time punches are marked as such, allowing the user to keep track of changes.

## **Case Study: arvato services – Service Provider**

### **Efficiency improved by 15 to 20 percent thanks to automated optimised multi-site scheduling**

arvato services, a market leading service provider for effective solutions in the fields of customer communication, financial services and supply chain management, uses the workforce management solution InVision Enterprise WFM for the demand-oriented multi-site staff scheduling of seven interconnected international service centers. This way, the complexity of staff planning as well as idle times could be reduced while productivity and efficiency of the service centers were significantly increased.

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## **Events**

### **[Voice Days](#)**

**6 – 7 October 2009**

Nuremberg – Germany

### **[Erfolgreiches Callcenter](#)**

**27 Oktober 2009**

Hanau – Germany

### **[EHI Technologie-Tage](#)**

**3 – 4 November 2009**

Cologne – Germany

### **[Best Practices in Workforce Management, Quality Assurance and Performance Management](#)**

**3 – 6 November 2009**

Online Symposium

### **[Forum Retail](#)**

**24 – 25 November 2009**

Milan – Italy

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## Imprint

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