

P R E S S R E L E A S E

Staff Scheduling to Match Customer Footfall: Swiss Department Store Chain Manor Improves Customer Service and Productivity with InVision Software

Ratingen (Germany) 5 June, 2009 – Manor, Switzerland's biggest department store chain with a market share of more than 50 percent and with more than 75 department stores, uses [InVision Enterprise WFM](#) from InVision Software, a leading international provider of enterprise-wide workforce management (WFM) systems, for demand-oriented scheduling of about 8,000 employees. Using this tool, the retailer was able to increase customer service and staff productivity while taking into consideration the working time preferences and availability of employees. Effort spent on planning was also reduced by about 40 percent.

In order to consistently align [Workforce Management](#) with customer footfall and sales, Manor uses Invision Enterprise WFM to forecast the required staff numbers using drivers such as planned annual sales, budgeted daily sales, labor costs, number of expected transactions and number of sale days. Before scheduling the necessary staff in line with the forecast staffing requirement, up-to-date staff master data, including all contractual agreements and employment law regulations, is automatically imported into the [InVision Enterprise Server](#) via an interface from SAP. In addition, availability, personal appointments and planned absences of the employees are recorded. Once this data is in place, InVision's [AutoScheduler](#) module generates rosters that ensure optimum coverage of the forecast requirements with a single click. Around 1,000 departmental planners in the Manor department stores now receive a forecast of the expected customer flow in their sales areas as well as the corresponding work schedules of their staff. Again, this is delivered with a single click of a button. They can then use the tool to adjust these schedules manually in accordance with unplanned events, such as higher-than-expected customer flow, absences or lateness.

Patric Eisele, Head of HR Operations at [Manor](#), explains: "With automated planning using InVision Enterprise WFM, we have achieved time savings of almost 40% in the creation of schedules. Furthermore, with the integrated forecast function, we succeeded in automatically and efficiently creating customer-flow-oriented staffing plans. The helpful management tools such as the scheduling control and the graphic presentation of customer flow in comparison with the presence of staff on the sales floor enable our department heads to recognize bottlenecks quickly and make necessary adjustments directly to the staffing plans."

About InVision Software:

InVision Software is a world-leading supplier of enterprise-wide workforce management solutions which enable companies to optimize their staff planning and scheduling processes. InVision empowers customers to reduce personnel costs, increase productivity, improve employee satisfaction and to boost revenue by leveraging better customer service. Founded in 1995 and based in Ratingen (Germany), InVision currently employs more than 230 WFM specialists and has offices across Europe, North America, and South Africa. InVision Software AG (IVX) is listed in the Prime Standard Segment of the Frankfurt Stock Exchange. Among InVision's clients are numerous international blue chip companies, such as ABN Amro, Allianz, BMW, Deutsche Telekom, IKEA, Sky and Vodafone.

Further information at: www.invisionwfm.com

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