

WELL-MANAGED TEAMS DELIVER TRUSTED CLIENT SERVICES

Red Badge supports loyal employees with EmpLive



“Employees now have confidence in their managers and in their pay knowing they have more visibility of their rosters and timesheets and their leave — it’s all centralised.”

— Business Support and Improvement Manager

Goals

- 1 Engage large and diverse workforce across multiple locations with user-friendly and accessible mobile software**
- 2 Support client and employee relationships with reliable rostering and time and attendance processes, and a centralised data source**
- 3 Relieve administrative burden for managers to focus on large-scale projects and initiatives**

Challenges

- ➔ Mistakes caused by a complicated rostering process involving whiteboards, spreadsheets and phone trees created significant roadblocks for growth potential
- ➔ Disjointed communication and information channels strained employee experiences, resulting in high turnover rates
- ➔ Lack of a centralised database and limited visibility required managers to manually follow up on complaints or inquiries, causing frustration for employees and clientele

The ask

A user-friendly and efficient solution for managing and rostering staff working in multiple remote locations

Technology that enables accurate information and visibility in real-time to improve client and employee experience

The solution

Adopted EmpLive in 2018 to make it easier for managers to oversee diverse employee groups

Streamlined and automated rostering processes so that events were covered by the right person in the right place, and at the right time

Accurate and efficient time and attendance processes offered managers comprehensive data in real time to make informed decisions for their employees



Happy employees, happy clients, happy managers

✓ Improved employee experience

Employees now access their rosters, leave applications, availability and event information from anywhere at any time using the EmpLive mobile app. The ease of access to a centralised database has strengthened employees' engagement and confidence, resulting in higher retention. They have successfully shifted the method of communicating their shift offers from SMS to mobile push notifications. In 2021, employees sent an average of two SMS and 24 push notifications versus 27 SMS and three push notifications in 2019.

✓ Satisfied clients

EmpLive's powerful rules engine allows Red Badge to roster the right staff for the right events based on their experience, training, availability and qualifications. Clients can be confident that their events are staffed with trained and prepared professionals who can mitigate issues if they arise.

✓ Reduced wage costs

EmpLive's rostering and timekeeping automation reduced wage costs by 8%, with no headcount reductions. These cost-saving and time efficiencies allowed Red Badge to be less reactive and more focused on strategic business goals. These cost savings enabled the company to add 20 new positions to their staff, centred on people and culture.

✓ Streamlined management

Before implementation, Red Badge required managers to be at physical event locations to account for their staff. Now, managers can pull from data-based reports, geo-location tracking and mobile app interactions to gain a complete view of their employee's activities, making it easier to manage large or multiple projects at once.

"The managers are more efficient. They can work on bigger projects and on multiple projects at the same time. They can also ensure that the client is going to get the right people at the right time."

— Business Support and Improvement Manager

Learn how EmpLive makes it easy to manage diverse and multisite workforces with confidence.

Visit wfsaustralia.com/workforce-suite/emplive to learn more.