



IKEA

SMART - A leader and specialist in workforce management solutions

Ikea implements SMART with success

Ikea is one of the most successful multi-national retailers in recent years. Founded in Smaland, an area of Sweden recognised for its hardworking and imaginative people. Due to poor soil conditions, people have had to learn how to optimise their resources; this philosophy has stayed with Ikea and makes up part of its strategy.

Since its first store in Sweden, Ikea has had unstoppable growth in most countries worldwide thanks to its formula of 'Lean, Simple, Quick'. Currently in Spain there are 8 shops and around 4000 employees. For Ikea, innovative leading edge solutions are essential in order to create an adequate structure for the size of its business.

The workforce: a key factor

As with any company like Ikea, the workforce is one of the most important elements of the organisation. It is an expensive component and is difficult to plan and organise. The optimum management of the workforce directly affects the group's profitability.

Moreover, since it is a multi-national company with long opening hours, large stores and a variable flow of customers, it has not been easy finding the right systems to manage it's workforce.

Ikea's objective

The objective was to find a Web system which was user-friendly and combined shift planning and time management. It had to be able to manage large numbers of employees in one database and be compatible with other systems.

After a detailed evaluation process, Ikea chose SMART eHL as it's solution to manage its workforce and save costs.

A SMART solution

SMART is a multi-national organisation, which has been a leader in workforce management systems for over 20 years. It has more than 500 customers and more than 10,000 active business units in 12 countries worldwide, covering all sectors.

eHL is a completely integrated solution combining planning, time and attendance and access control. Since it is a 100% Web solution it is perfect for multi-site companies like Ikea.



eHL is proactive; it ensures compliance with union agreements

eHL is a powerful, sophisticated and proactive tool. It enables flexible configuration and is easy to learn and fits in well with the needs of all customers and their union agreements.

It is proactive; it advises supervisors of any non-compliance with set union agreements or with company rules. It can also send key reports automatically – for example monthly reporting to supervisors with key data on a team for a set period.

Advantages achieved

Ikea will recoup its investment quickly thanks to the great time saving which eHL offers. The technological change has required new working procedures to be adopted with the objective of cost saving.

As it is a web solution, the decentralisation of tasks results in significant improvements in efficiency with regard to the daily management of the workforce. Supervisors are responsible for their teams covering the planning and management of exceptions - this results in information being correct and quickly available.

With the implementation of SMART eHL, Ikea is able to have monthly productivity reports. Due to the powerful calculation engine the system can perform a complete reconciliation of annualised hours, involving planned hours, unplanned hours and real hours worked.

In a company like Ikea where absenteeism can affect client service, it is fundamental to have information in real-time on absenteeism. It also enables easy reconciliation of authorised absence, no authorised absence and time which the employee has to make up to the company.

The ability of being able to include staff planning within SMART has resulted in a saving of full time and part time resources as they no longer need to input this information manually. These people can now spend time on tasks which are more valuable to Ikea.

eHL has eliminated many manual processes and has significantly reduced administration time. Now many processes are performed directly within the application – for example the authorisation of exceptions, reporting of hours not planned, and exporting of time to payroll.

The philosophy of SMART is to free up time for the human resource supervisors, eliminating tasks which do not add value to the company, in order to dedicate time to more strategic work which creates value for the company.

SMART is a leading provider of web-based solutions for workforce management. For over two decades, we have been helping our customers to achieve agility and cost efficiency from their greatest asset – their people.

SMART's integrated solutions for workforce management provide efficient people management anywhere in the world. Developed using Microsoft .NET technology, our zero-foot-print web solutions are flexible, reliable, scalable and easy to implement.

From time and attendance through to workforce planning, scheduling, absence management and comprehensive automated reporting, the SMART solution suite offers a wide breadth and depth of functionality. Whether fully installed on site, delivered as a managed or hosted service, the architecture enables organisations to focus on specific areas of priority, and reconfigure the system to meet new challenges.

The core systems are of leading-edge design, enabling planning, data capture, alerts and authorisation to take place anywhere and everywhere you need it. Web-based advanced self-service, touchscreen kiosks and mobile activation via telephony and PDA, ensure that employees can interact with the system wherever they may be.

For further information on how any of our solutions can help your organisation, call +44 (0)1438 822 222 or visit www.smart-workforce.com

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Making People Count.