

## DAILY ROUTINES JUST GOT EASIER - FOR EVERYONE

*Wunderwear A/S is a retail chain that offers a wide selection of well known lingerie, swimwear and hosiery brands. They pride themselves on their large product assortment and helpful sales personnel. In January 2009, they invested in Tamigo, a new roster planning system. They now use Tamigo at their headquarters in Holte along with all 10 of their stores. Wunderwear's goal was to ease the burden of roster planning and time registration for all employees. And after just three months, the conclusion is clear: succes.*

### **An economically sensible roster plan**

In the fall of 2008 the company decided to scrap handwritten roster plans and timecards and replace them with an online system. They needed to simplify and streamline the time craving tasks of roster planning and wage calculation. "We wanted to optimize our staffing and at the same time free our sales manager's resources – not to mention the resources of our payroll department", says the company's director Peter Høyer. "We've achieved these goals with Tamigo", he concludes..

"We benefit from a long list of Tamigo's functions", says Peter Høyer. "Our sales managers get an overview of future staffing which really eases their administrative work. Manually creating a roster is both time consuming and difficult. Everything has to fit just right – the right number of hours for each employee, the right days off... Before we used Tamigo there was seldom time or overview to give much consideration to the economic aspect of the plan. We were often one employee too many or too few in relation to the day's sales budget", he continues.

Now that they use Tamigo they make economically sensible rosters. The system includes information about sales budgets, wage expenses and wage percentages. This means that Wunderwear's sales managers can calculate the cost of the rosters they create. And at the same time, the platform gives them a total overview over future vacation plans, education plans, purchases, etc – so planning can be optimized

### **More than just roster planning**

"Many of our work processes are much more efficient because of Tamigo", says Peter Høyer. "Changes in the roster are quickly registered. And our sales managers save time because they don't have to continually update and resend new rosters. By extension, Tamigo makes internal communication easier since important information is always accessible for the store's employees and managers."

Tamigo also involves employees in the planning process. Now, from the comfort of their own home, they can schedule vacation, trade shifts and receive schedules by SMS / text message or email. They find it both practical and fun! “Our employees have expressed a lot of interest in the system. They’ve been on board from Day One”, comments Peter Høyer.

And it isn’t just Wunderwear’s sales personnel that benefit from the system. Their payroll department saves time, as well. “Tamigo ensures consistent and efficient wage calculations. Payroll can quickly compare the roster plan with actual hours worked. They can also generate important absence and flex time reports. At the same time, we avoid the burdensome paperwork and the many phone calls regarding salary calculations”, continues Peter Høyer.

### **A user friendly system**

“A fundamental requirement for the system was that it be easy to use. And Tamigo is definitely easy to use”, says Peter Høyer. “The menus are clear. It’s easy for the sales managers to track statistics and send collective messages to everyone in the store. We started by training our own super user, who then trained the rest of our personnel. And in collaboration with Tamigo, we customized the system to our needs. That’s given us a good start”, he continues.

“Another big part of the success story is the great operational security. In fact, we haven’t experienced a single problem with the system. That in itself is impressive, and very important”, concludes Peter Høyer.