



Case study

G4S reduces overhead costs and overtime with Quintiq employee planning solution



“Quintiq is the only planning solution that can deliver a cost effective and integrated solution, offering static, mobile and dispatching functions as part of one single planning system.”

– Peter Verpoort, National ICT Manager, G4S

G4S is one of the largest organizations providing security for people, property and goods worldwide. This multinational operates in over 100 countries and employs approximately 450,000 people.

Effective security requires clear processes, the right process management and highly available information and communication systems. With this in mind, the Belgian branch of G4S chose to analyze and optimize its processes. In order to benefit from integrated information delivery and to be more responsive to

address changing market conditions, the Belgian branch decided to replace its existing legacy information system with one integrated system.

The company chose SAP® software for supporting its primary processes, including order processing, financial administration and human resources. For its employee planning solution, G4S chose Quintiq. The Quintiq solution was the most flexible, and was one of the few solutions that allows customers to make changes themselves without the need for extensive programming.



“With Quintiq, we have better insight into the movements and pay of employees, leading to more visibility and control. In addition, we see savings on operational overhead costs and a strong reduction of overtime.”

Peter Verpoort,
National ICT Manager, G4S

For example, G4S wanted to add labor regulations to the system. Quintiq was able to offer various functionalities, including personnel planning and route planning, in one integrated solution. Other suppliers often offer separate software packages for specific functionalities, which makes the planning environment more complex and has a negative effect on user-friendliness.

Quintiq's flexibility also allows it to work well with other solutions. With the help of a third party specializing in SAP and Quintiq software, G4S was able to create an efficient interface between the two.

After selecting Quintiq, G4S started a project aimed at implementing SAP and Quintiq simultaneously.

All corporate information on employees, client contracts, employees' skills and knowledge and other details were stored centrally in the SAP system.

This system feeds the Quintiq application, which in turn delivers the planning. The G4S planners start with a contract plan, which provides insight into the people and resources required within a certain time frame. They also strive to reuse basic schedules when possible, which leads to cost and time savings. In the next phase, Quintiq assisted with the creation of a resource plan. The planning department can make a concrete employee plan based on many variables and can take into account customer requirements as well as the availability and optimal use of people and resources.



Integration leads to efficient monitoring and data processing

This employee planning is the basis for the operational planning that allows G4S to monitor customer service. Because security is always critical, the organization has to be able to adjust plans at any time. For example, a replacement has to be immediately arranged when someone calls in sick. When a burglar alarm goes off or a broken window is reported, the organization has to be able to act immediately. The Quintiq solution is used to automate this process as much as possible. For that purpose there is full integration with a Global Positioning System (GPS) and other systems required in case of a calamity.

These processes are fully electronically driven and therefore offer efficient monitoring capabilities.

One of the main advantages of the system is improved processing of a variety of data, including working hours and shifts. The planning system ensures that employees can enter their working hours efficiently.

One of the goals of the system is to reduce expensive overtime as much as possible. It also aims to prevent employees from working "under time," or being paid for hours they are not working. Data on hours are sent to the SAP system immediately after every shift for salary and invoice processing. In addition, the new system offers detailed management information. By integrating SAP and Quintiq, unified information is available and can be analyzed for detailed management reports.

The new information system based on SAP and Quintiq has already proven itself at the Belgian branch of G4S as a strong basis for their daily activities.

The positive experiences in Belgium have encouraged G4S to share their experience and results with other company units where, until now, no integrated systems have been in use.



Offices: www.quintiq.com/locations

Email: info@quintiq.com | **Web:** www.quintiq.com