



PDC RMS

Workforce Management
To Emergency Management Services



PDC RMS



The “Emergency Management Service” (EMS) business is based on providing assistance to the general public in medical emergencies – 24x7x365. The traditional view of EMS as simply transporting patients to hospital is no longer accurate. Often, you do much more than this. Many of your staff have the skills to save patients’ lives or other specific skills required in an emergency situation.

Whether you are transporting people to hospital, or otherwise providing assistance, you have some serious challenges to overcome to continue providing a reliable and high quality service. Resources are squeezed and commissioning arrangements change.

It is a challenge to balance the contractual demands with the costly, and scarce manpower and other resources. This is not easily achieved. Not only do you need the proper staffing with the proper qualifications available. You also have to be able to manage and control the use of staff, vehicles and other equipment towards the economically optimal outcome.

PDC RMS streamlines the entire staff and resource scheduling process, which translates to better customer care, better work plans and less overtime, less administration – while assuring that all manpower needs are met and ultimately within budgets.

Scalable System

PDC RMS is a robust and scalable system designed for medium sized and large EMS businesses. The system has proven its value and strengths in Sweden and Spain.

Meet EMS Planning Needs

PDC RMS is tailored to the EMS business’s needs for workforce planning in a world characterized by contractual requirements to preparedness and demands.

Consistency and Structure

The planning officer gets a user-friendly and efficient planning tool and additionally PDC RMS creates structure in the enterprise through standard methods for planning, communication of plans, payroll accounting and reporting.

Compliance to Collective Agreements and Regulations

PDC RMS manages hundreds of rules and conventions - both in the individual business and across national borders. The system ensures that all employees are treated equally under the current rules and that everyone gets proper remuneration under the concluded agreements.

Key Figures and Management Information

With PDC RMS documentation of the roster plans, useful statistics and management information is available at all levels.

Key figures are calculated continuously based on roster plans, turnover and other imported data. Realized and projected earnings as well as absenteeism rates are easily compared and can be used by the shop manager in his planning or by the area manager in the ongoing follow-up.

At a corporate level PDC RMS forecasts of future labour costs are an important input for monitoring and follow-up. Data from PDC RMS can easily be transferred to the group’s data warehouse.

Easy Planning

What is the need for manpower and how many? Is there a need for extra help during the summer holidays? PDC RMS makes the future as well as the daily planning simple by providing effective

planning tools, search tools and relevant information available in an uncluttered picture. If you break a rule or convention the planner is immediately warned, so the plan can be adjusted.

You can plan on many levels - either generally with just duty hours or in detail by assigning specific tasks to employees.

Better Plans - Improved Service

The key to providing good service is that the EMS provider has adequate, qualified staff to serve the public. PDC RMS assists in making good roster plans, and the planning officer can create a plan where tasks are matched with employees' duty hours and qualifications. When the planner has updated available key figures, he can act proactively and adjust the plan, eg if the expected preparedness requirements are changing.

Satisfied Employees and Reduced Absence

PDC RMS enables the staff to wish for duty hours and time off. These wishes are directly visible to the planner and therefore can easily be considered during planning. When employees are involved in the planning process the sense of responsibility and satisfaction increases. This shows eg. in reduced absence due to sickness.

Easy Communication via Web, MobileWeb and iPhone

Work plans are easily distributed to the staff. Employees can see their own plans and department plans on StaffWeb, MobileWeb or iPhone. Thus, they always have the updated plan ready at hand. Ongoing changes are communicated in the same smooth manner and the employees can receive an SMS or email when changes occur. Likewise, the staff can also swap duties or send messages to the planner.

Control with Salary Expenses

PDC RMS enables lower labor costs. The planner can easily grasp long time periods and apply the conventions' opportunities to distribute employees' working hours. This avoids unnecessary overtime and overstaffing. The system continuously calculates the salary impact of the roster plan and compares this with budgets.

Overview of Hours, Holiday, Time-off-in-Lieu, etc.

Selfmade accounts for time-off-in-lieu, overtime etc. are common in many stores. With PDC RMS they are no longer necessary because the planner can register these data in the system. Thus, you always have an updated overview of each individual's hours, time-off-in-lieu and vacation balances. These balances are also available to the employee so planner and employee always have the same picture of the current plan and balances.

Sharing of Staff

Having several stations within a manageable geographic area, it is natural to exploit each other's resources and thus keep costs down to external replacements or overtime.

Using PDC RMS, stations can borrow staff from each other. Re-classification of salaries is made automatically and the employee immediately appears in the roster plan where he will take duty - while staffing profiles are updated for both stations.

Time Registration or Integration with Clocking Systems

Employees can register their hours via PDC RMS. Alternatively, PDC RMS can integrate with an existing clocking system in the business. When time registration or a clocking system is used, it is natural to let these records form the basis for the final payroll in PDC RMS. This helps to simplify administrative routines and reduces errors.

Integration to Payroll Systems

Once the plan is implemented and adjusted to the actual working hours, the collected records are transferred to the company's payroll system. Again, automation reduces the risk of error entries significantly and saves time on administration.



Benefits:

With the ultimate goal of securing preparedness the immediate benefits of PDC RMS are:

- Cost savings on salary
- Administrative relief
- Improved service level
- Satisfied employees
- Reduced absence due to sickness

Who we are

Since PDC's founding in 1984 we have worked closely with airlines, airports, ground handlers and slot coordinators on utilizing their scarce resources as effectively and economically as possible.

We have developed a unique technology that allows us to deploy rules and AI methods for resource optimizing and efficient decision support. This gives companies a competitive advantage when applying our planning and scheduling solutions. PDC has a highly trained team of developers and consultants with substantial experience within resource optimization, planning and scheduling.

Last but not least, we have a dedicated and capable team of supporters with a broad domain experience from working many years in the aviation business.

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