

## Case Story: Flügger A/S

Flügger is a listed company with approximately 1,400 employees and an annual turnover of 1.5 billion. Danish kroner. Flügger produce and sell paints and tools in the Nordic countries, Poland and China.

For several years Flügger was looking for a joint staff planning and time recording system for its approximately 300 stores. After a long and thorough selection process that included workshops with different suppliers and business visits include PDC StaffPlan customers fell election in November 2010 of PDC StaffPlan.



"PDC StaffPlan meet our demands and solve our challenges with workforce planning. PDC is a trusted and responsive supplier with good references in chain companies in the Nordic region. We are very pleased to collaborate with PDC and look forward to expand and develop in the future. "

Says Tomas Grönesjö.

### Common system of oversight and transparency

Flügger's biggest motivation for introducing a common system was to create an overview, consistency and transparency in the process of workforce planning, time registration and lønrapportering.

Before PDC StaffPlan the workflow was cumbersome and characterized by different methods across shops and countries. Each store manager had his own way of making work plans, records and reports. There was very little time to send documents and Excel spreadsheets from the stores to the salary account holders. Some business managers forgot to submit time reports and then the hourly employed staff did not get paid. There was no effective tools, which ensured that the existing working time rules and laws of the different countries were respected and that employees were given the allowances and benefits to which they were entitled under the collective agreements. All this Flügger wished to improve with a single system - for the company as well as for the employees.

"It was important for us that there was consensus on the decision, and that all parties and countries agreed in vendor selection,"

says Tomas Grönesjö, project manager at Flügger.

Flügger emphasized a rapid implementation in the peak summer months of 2011. PDC Consultants trained a team of expert users from Flügger and accordingly they were responsible for the internal training of business managers around the world. PDC StaffPlan was rolled out in Denmark first and then in Sweden and Norway during the spring of 2011.

"PDC StaffPlan is user friendly and the system has been very well-received in the stores. The system enables us to grasp the plan over long periods and optimize hours over the statutory 16-week periods. Shop staff must be at work at the right time for the sake of the business, but it is also important that we respect the rules. PDC StaffPlan helps us with this. When the rules change, so it is easy to introduce. It is a huge benefit, and it has already saved us a lot of work and many mistakes. ",

Says Anders Daugstrup, regional manager Flügger Denmark.

## Cost savings through flexible workforce planning

Today, all store managers in Norway, Denmark and Sweden make work plans and time records in PDC StaffPlan.

Flügger is convinced that there is lots of money to be saved through flexible work planning. E.g. in Sweden, the union rules allow to assign up to 45 hours a week to a full-time employee as long as you don't exceed his annual number of hours. This means that in practice you can plan several hours a week during high season in summer and fewer hours in low season in the winter. Accordingly you can save money on the use of replacements or substitutes and reduce or eliminate overtime.

## Less payroll administration and fewer errors

Another benefit of the introduction of PDC StaffPlan are fewer errors in paid work and less administration on salary account holders in each country. Flügger uses different pay systems in the countries and one of the requirements for PDC StaffPlan was that the system should be able to provide data and integrate with country-specific payroll systems. So far StaffPlan integrate ti Visma Salary in Norway and Agda Salaries in Sweden. Work is underway to create integration to Oracle Salaries in Denmark.

## Valuable management information

PDC StaffPlan contains many useful data that can easily be extracted and converted into management information. Flügger constantly working to optimize staffing in each store to the current customer flow. There extracted eg staffing profiles on an hourly basis per store from PDC StaffPlan and these data are compared with data for customer flow in each store. "We use data from PDC StaffPlan actively for business analytics and performance measurements, and we get a lot out of," says Anders Daugstrup.

## Plans for the future

The plan for this year is to implement PDC StaffPlan to the warehouse and production in Kolding, in Flügger-owned stores in Poland and in the Flügger-owned chain store PP Mester Maling. Flügger look forward to this implemented, so they can benefit even more from the system.