



## PLANNINGFORGE AT G4S FRANCE

### Business Issue

The old passive planning process did not support the efficiency improvements in operations management. A more pro-active approach was to provide greater capacity to improve, control and harmonise three key management axes: optimized organisation of working time, guaranteed quality of performance and personnel satisfaction.

### Solution

Deployment of customized PlanningForge Enterprise Planner across France, accessed from centralized servers. G4S-specific customizations include specific reports, an interface to Microsoft Excel for off-line, team-based planning, and comprehensive back-office integration.

### Why PlanningForge?

As a growing company, Group 4 Falk was looking for a flexible tool able to handle its business related constraints in a 24H/24, 7/7 mode. "We were very quickly won over by the capacity of PlanningForge adapt to our

### COMPANY

G4 Securor France

### SECTOR

Security & Guarding

### PROBLEM

Difficulty to realize efficiency improvements

### SOLUTION

PlanningForge Enterprise Planner & in-house development.



vision and our way of working”, says Ludovic Tourneur, Project Manager G4S. “To manage the many potential risks involved in this project (size of our company, sector and geographical diversity, resistance to change, ...), we also valued the strong collaboration between our own team and e-BIS Software (a PlanningForge partner) to bring this project to fruition.”

## Results?

Today, 4 branches, 26 agencies, and 7.500 employees are managed with PlanningForge. They benefit from time savings, reliability of input, traceability and transparency of information. Other key contributions include:

- The establishment of the schedules is automated; it takes account of the diversity of the contracts, the specific qualifications and the accreditations by site, the time slots of availability and the various working statuses (permanent and temporary contract).
- The 'Call on - Call off' system allows real time monitoring of personnel presence on various sites and reaction to the absence of security agents .
- The automated input of attendance times and absences facilitates the payroll process. Personnel statistics are transmitted monthly to the group administration.

G4S: “We were very quickly won over by the capacity of PlanningForge adapt to our vision and our way of working”

- PlanningForge allows us to calculate our needs based on activity levels and thereby to manage recruitment and non permanent workers
- Personnel stability has been increased through better working conditions brought about by better management of operating cycles and legal rest requirements.

## IT Systems Background

Data for all agencies and 7.500 employees is centralized on only one server location in Rouen. Connections to PlanningForge Enterprise Planner are made over the WAN via a server farm of 10 Citrix servers. Integration with the internal management tool (AS/400) avoids double input and accelerates the accounting process, while the pay is facilitated and accelerated by export of hours worked to the existing software programs.

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