



COMPANY

Interparking (Fortis Real Estate)

SECTOR

Real Estate, Facility Management

PROBLEM

Difficulty to reduce costs while ensuring compliance with working hours



PLANNINGFORGE AT INTERPARKING

The parking business

Interparking Belgium manages car parking areas located throughout the country (pay desks, security and maintenance). Depending on the locations, the work can be shifted on a 24/24 and 7/7 basis, but it also depends on workloads which vary seasonally, weekly and by event.

Goals

The main goals were to control the costs of permanent and temporary personnel while respecting their working hours (full time & part-time), qualifications and aptitudes and personnel habits and preferences.

The derived goals were:

- Consolidation of management functions per district and for the whole company.
- Better insight into the different key performance indicators, for example the necessary man count
- A tool for planning the staff requirements in the long term
- Implement site specific planning process while applying company wide procedures (ex: holidays)

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- Saving of time spent on planning and improvement of the quality of planning
- Simplification of the administrative management of resources (absences/services/wages)

Implemented functionality:

- Creation of the workload diagrams on the basis of historical data
- Qualification and aptitude matrices
- Schedule cycles and the different bank hours related to each worker
- Holiday planning
- Back-up staff planning taking into account the anticipation of absences (illness, leave, overtime)
- Automatic allocation of people depending on their level of qualifications and specific aptitudes, the type of contract, working hours or their preferences for specific sites, ...
- Automatic rotation of people on tasks based on the individual counters.
- Manual replacement
- Use of the Web interface for the smallest locations

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