nimbus

serco

Efficient staff scheduling framework to ensure safety and security for prison transport services.

Customer: Serco Group
Location: South of England | United Kingdom
Industry: Government; Citizen Services

Serco Group has extended its deployment of its contract with nimbus Time2Work to provide enhanced scheduling and mobility capabilities for the Prisoner Escort and Custody Services (PECS) contract across the South of England region. The total estimated value of the PECS contract Serco has with the UK Ministry of Justice is approximately £800m over a ten-year term.

At a glance

Challenge

- Real-time capture of vital scheduling data to understand the operational model at any given time.

- An integrated and secure platform which is built to manage business and Time & Attendance (clocking) thresholds to realise an automated and intelligent scheduling framework.

- Employee workforce connection via an app to assist in interaction between management and staff, relieving manual communication and enabling a real-time connection to the working environment.

The Challenge

Serco Group is motivated to make a positive difference for citizens across its broad global client base, with this ethos running deep throughout the organisation. Their mission is to deliver and transfer emerging best practice, service innovation, and performance improvements for the public services they manage.

With efficiency, safety, and reliability key to project success, it was imperative that a solution was deployed which could manage varying business and team requirements, no matter staff location.

Due to the highly sensitive nature of the contract, Serco understood the need to alleviate manual handling of scheduling, clocking, and employee data to ensure accuracy in outcomes, while placing the right skilled staff, at the right time on any given shift.

Additionally, with the move away from manual administration tasks, an integrated Workforce Optimisation solution would mean a better understanding and real-time view, at site level, of the complete operational framework - from location, to Time & Attendance, to cost outcomes.

At a glance

The Solution

Serco deployed the nimbus Time2Work Workforce Optimisation solution to facilitate and schedule 1,500 staff, ensuring the operation has "the right people at the right time" in order to safely and effectively escort and manage more than 20,000 prisoners per month - using a fleet of specialist cellular vehicles and in court locations across the South of England.

The nimbus solution provides data transparency, easy to understand scheduling, clocking and analytical information to better prepare the business for the future.

Future-proofed for tomorrow's needs, Serco has the capabilities and technology to transform its workforce operations.

Implementing the nimbus Time2Work solution has provided lasting benefits to Serco:

- Serco can view the central operational area on the ground at a site level, providing a real-time snapshot of staffing at any given point in the day.

- Based on the dynamic nature and operational needs of the courts, Serco can schedule to the forecasted demand and respond to the dynamics of daily operations, enabling the business unit to effectively and flexibly manage the use of staff hours.

- Facilitate pan-operation scheduling to enhance utilisation of staff hours.

- Technology enablement of key WFM processes such as capture of attendance (or clocking) data with defined business rule thresholds being set at various operational levels, reducing the need for manual administration overhead, allowing timesheets to be captured electronically within Time2Work and auto-approved based on the configurable rules.

- Employees in PECS can interact with the nimbus native application on iOS and Android mobile devices: provide their employer with their upcoming availability, see any upcoming training, and submit leave applications on the go.

At a glance

Result

- Modern technology platform to manage all scheduling interactions, with an in-depth view of the entire workforce operation.

- WFM technology means automated processes are implemented, giving time back to higher value tasks for managers, and operational staff.

- Project success further strengthens the partnership between Serco and nimbus, providing best-in-class services to clients.

Case Study October 2020

The Result

By migrating to an automated, integrated, and secure platform from nimbus Time2Work, Serco Group has led the way in adopting modern and compliant technology solutions for Government contracts.

Additionally, the modernisation of its scheduling framework has improved management processes while in turn enabling a better, and automated, connection to the working environment for staff.

The use of Time2Work has enabled operational managers to bring improved transparency and proactive planning to the way in which teams are managed, helping to assure the quality and timeliness of Serco's service delivery to key government customers and service users.

The ongoing success of the project highlights to effort nimbus plays in truly understanding the needs of clients' and their business operations, ensuring they are always supported.

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www.serco.com

About Serco

Serco Group plc's roots go back to 1929, becoming Serco Limited in 1987 and in 1988 was listed on the London Stock Exchange.

Serco is a leading provider of public services to government across the UK & Europe, ASPAC, North America and the Middle East. Serco provides services across five sectors: defence, justice and immigration, transport, health, and citizen services.

Serco is a FTSE 250 company managing over 500 contracts worldwide. Employing over 60,000 people.

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About nimbus

As one of Australia's fastest growing technology innovators, nimbus is at the forefront of the future of work, providing integrated tools to optimise human endeavour, drive positive business results, and create a "live anywhere, work everywhere" world.

Through future-proofed, cloud, patent protected software, nimbus transforms employee management capabilities for location-based, remote, and work from home staff with compliance, workforce optimisation, and business continuity solutions.

nimbus' suite of Software as a Service products are deployed by some of Australia's top ASX companies, and globally by organisations and Government in the United States, the United Kingdom, Mexico, Canada and the Middle East.