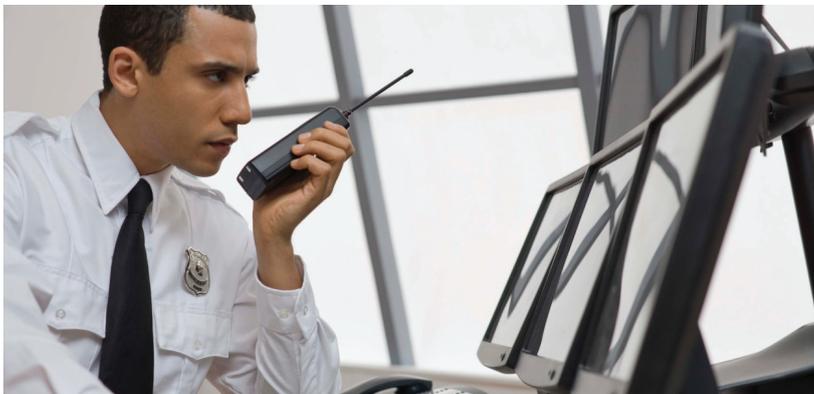


## Deliver Service That Supports Greater Client Retention

Contract services organisations are facing pressures from all sides. From increasing competition and razor-thin margins to higher-than-ever expectations from clients, organisations that provide contract services need to get top performance from their workforce to ensure service level agreements are met or exceeded and costs are controlled.

For contract services organisations, time really is money. An accurate accounting of all hours worked can make the difference between making a profit or losing money on a contract. And when a worker is absent, your ability to identify a best-fit, best-cost replacement worker and get that employee out to the job fast is the difference between being hit with a penalty and maintaining a positive, long-lasting customer relationship.

Kronos® for Contract Services gives you visibility into your service labour costs and performance, helping you meet service levels and retain customers. With real-time visibility into contract worker attendance and performance, you can deliver workers who are on time and productive, minimise overtime costs, and make quick adjustments to meet customer agreements.



### Key Benefits

- > **GET ACCURATE COSTING** for more profitable bids, satisfied customers, and repeat business
- > **DEPLOY THE BEST-FIT**, best-cost workers to do the job, and locate replacement workers quickly
- > **MONITOR PERFORMANCE** of dispersed workers to ensure service level agreements are met and razor-thin margins are protected
- > **MINIMISE COMPLIANCE RISK** with automated attestation and accurate data for monitoring time worked, meals, and breaks

*“We are light years away from where we were before the Kronos project started. We now have complete visibility to all employee attendance, working hours, and lateness across every location, with **all information available in one system and accessible across the organisation.**”<sup>1</sup>*

— Lisa Rouse, Head of HR, Operations Support,  
G4S Care & Justice Services

<sup>1</sup> “G4S Case Study,” Kronos Incorporated, accessed April 2, 2013, <http://www.kronos.co.uk/case-study/G4S.aspx>.

### Seeing your workforce clearly, in time to react

With a disparate workforce doing their jobs in the field, it's critically important to have visibility into their performance. Your goal is to maximise workers' productive time and minimise costly idle time; workers are profitable only when they are providing service to customers.

Kronos for Contract Services helps you maximise productive time by ensuring you hire and deploy the right workers to do the job. With real-time visibility into workforce costs and performance, your managers can make profitable bids to clients without sacrificing customer service. Real-time data and alerts that notify you when workers are approaching overtime thresholds allow you to make staffing changes to maintain profitability. Mobile tools allow you to respond quickly to employee requests and schedule changes so workers are focused on helping customers.

### Controlling costs in a competitive marketplace

Your workforce can make or break your organisation, and it also represents a significant part of your operating costs. Being able to minimise the costs of unplanned absenteeism, tardiness, overtime, and idle time are key to your ability to deliver more profitable service to customers.

Kronos for Contract Services gives you visibility into your workforce that allows you to proactively manage labour to budgets, so you can flag and reduce unnecessary costs. And by identifying the best-fit, best-cost, and most skilled workers for each job, you can improve profitability and customer service.

### Minimise compliance risk with accurate data

Ensuring that all time is paid accurately to workers can be challenging with a contract workforce, where workers spend their days out of the office and do not clock in at a central location. Kronos for Contract Services automates attestation, giving you a valuable tool for managing and monitoring actual



time worked and for monitoring meals and breaks. This gives you enhanced visibility into your compliance with labour laws, rules, and regulations that affect how you deploy your contract workers. With these rules automated, you can take steps to improve workforce efficiency and productivity.

### Solutions for contract services

Kronos solutions have helped contract services organisations around the globe gain visibility into their service labour costs and performance. Frontline managers and corporate decision makers alike have the tools and information they need at their fingertips to manage labour costs to budget, drive quality performance, effectively deploy workers to satisfy and exceed their client's expectations, and gain a true understanding of the cost of delivering services.

With our suite of products, Kronos can optimise employee hiring, deployment, performance, and satisfaction. And, most important, control labour costs.

Put Kronos for Contract Services to work for you:

0870 920 6000 | [kronos.co.uk](http://kronos.co.uk)