



FACTS IN BRIEF

The Client

ExpoHire is one of Australia's largest exhibition hire companies, operating in Melbourne and Sydney with a full time staff of 90 and up to 200 casuals. The company has an annual turnover of \$20 million and works in two divisions - custom stand fabrication and exhibition equipment hire.

The Challenge

ExpoHire needed to overhaul its scheduling to payroll system which was previously done manually for an employee base which fluctuated between 90 and 300 personnel. Labour costs are ExpoHire's largest business expense and the manual system did not allow for analysis of Key Performance Indicators nor provide any budget forecasting for forward planning.

The Solution

ExpoHire implemented Inzenius 1.5 in May 2003 and upgraded to Version 1.6 in October 2004. Inzenius provided ExpoHire with a labour logistics solution tailored to the needs of the exhibition industry. The industry has fluid staff numbers working on multiple projects at any one time, under various awards and workplace agreements which aggregate working hours over the entire week with days off rather than penalty rates for overtime.

Business Benefits

Inzenius saved ExpoHire hundreds of thousands of dollars within the first 18 months of its deployment. It allows ExpoHire to break down into task areas the work done by each casual employee on each project to determine which areas are profitable and which need improvement. Inzenius has also helped ExpoHire to retain key casual staff due to the certainty of working hours its forward planning capability enables the company to extend to its casuals.

About Inzenius

Inzenius is an international company that has developed the newest labour logistics software system - and the most advanced in the world - providing multi-million dollars savings to labour intensive organisations in industries such as hospitality, health, services and utilities. Inzenius is the first product of its type to combine the scheduling to payroll process for greater visibility, flexibility and control of labour costs. As an internationally patented system, Inzenius delivers best practice human capital management.

For Further Information: info@inzenius.com



Inzenius helps ExpoHire to get on with the show

A leader in the exhibition industry, ExpoHire, has slashed its labour costs by hundreds of thousands of dollars in 18 months by implementing Inzenius to overhaul its scheduling to payroll process.

ExpoHire was one of Australia's first exhibition hire companies and, with an annual turnover of \$20 million, is one of the nation's largest.

Labour costs are the company's largest business expense and, by using Inzenius to forward plan labour logistics, ExpoHire has gained a competitive advantage that most other event hire companies cannot match.

Inzenius is a labour logistics system which streamlines the scheduling to payroll process for greater efficiency and visibility by forecasting labour costs taking into account various employee awards and automating the transferral of timesheets to payroll.

The Challenge

ExpoHire sought a labour logistics solution to upgrade its scheduling system which catered for 90 full-time staff and up to 200 casual employees. Scheduling had originally been a totally manual process but more recently ExpoHire used a custom program that was devised in-house.

The in-house program gave no visibility of staff availability and did not allow for analysis of Key Performance Indicators nor provide any budget forecasting for forward planning. This meant ExpoHire's mainly casual workforce did not have the benefit of knowing, weeks in advance, what their working hours would be.

ExpoHire Administration and Human Resources Manager, Mr Con Fountas, said the in-house system mainly reduced the manually-compiled schedule to a timesheet without producing any costings which would have facilitated comparison against a budget.

"We could get that information but it was very time consuming so it wasn't an exercise we conducted very often. Because of this, we never had a clear picture of our labour costs," he said. "Now we can do a schedule costing on the fly and determine, prior to committing to a project or completing the work, exactly how much it will cost us in labour. This has been a huge benefit for us."

The Process

Initially, ExpoHire sought a labour logistics solution as part of a new Enterprise Resource Planning (ERP) system but found all available ERP products lacking when it came to scheduling and payroll functionality.

"We had seen a number of payroll packages as part of the ERP evaluation process and we weren't impressed. None of them were event-based which was a key requirement for us because in our industry





scheduling revolves around exhibition projects where employees work 24x7 rather than the standard shifts of other industries."

The Solution

ExpoHire started its Inzenius implementation in May 2003 and synchronised it with Microsoft Axapta, the company's chosen ERP system, as both solutions operate on SQL Server. This means ExpoHire can extract and export its labour logistics records to Axapta to formulate journals on a monthly basis for streamlined record keeping.

"The developers were very receptive to our feedback and have been here on-site entering timesheets for us. They acquired first-hand experience of our industry and have built quite a bit of extra functionality into the new version for us," Mr Fountas said.

Business Benefits

Inzenius enables ExpoHire to break down, into task areas, labour costs on each project to show which areas of the business are operating

efficiently and which are a drain on resources.

"The biggest cost in our business is casual or variable labour. Being able to break that down into the tasks those employees perform on-site, such as doing electrical work, assembling furniture or building custom stands, means we can analyse the more profitable areas of the business and focus on improving processes in those areas which are less profitable," Mr Fountas said.

"We can provide better feedback to our project managers on a day-to-day, operational basis because Inzenius gives us access to granular, more meaningful information."

Inzenius gives ExpoHire a direct advantage over its competitors in its ability to attract and retain better quality staff due to the unprecedented level of work time certainty offered to casual employees.

"The forward planning capability Inzenius gives us is an enormous advantage because it means our casual staff can know their schedule in advance which gives them a chance to plan their lives," Mr Fountas said.

"In this industry, where staff can work at any hour of the day, any day of the week, people like to have an understanding of what's coming up. It's difficult for companies in our position to retain staff because, historically, there has been no real way to forecast schedules.

"Because we have Inzenius, we can offer our highly-valued casuals schedules planned ahead of time so they know what their working hours

will be and when they will have time off. It gives them a better quality of life and so they prefer to work with us.

Schedule costing forecasts and the ability to enter start and finish times has also helped ExpoHire to better manage its resources and cut labour costs.

"There is a direct cost saving involved in being able to enter start-finish times and produce timesheets with planned employee schedules as opposed to a bit of a free-for-all where staff would go out and do the job then come back and tell us how long it took," Mr Fountas said.

Mr Russell Bode, Managing Director of Inzenius, said ExpoHire's progressive approach to managing its fluctuating workforce had delivered unsurpassed benefits to the company in terms of cost savings, efficiency gains, staff loyalty and high customer service levels.

"By having the foresight to implement Inzenius, ExpoHire has again demonstrated its leadership in the event industry," he said. "Their employees are happy and very much onside, their processes are streamlined and their operational costs are minimised."

As a flexible and scalable system, Inzenius is highly effective in a diverse range of industries where organisations have a labour force from 100 to 10,000.

