



# A Customized Workforce Management Solution for a Global Mining Company

## Industry

Mining

## Location

India, Indonesia and Africa

## Employees

10,000+

## Products Used

- HRIS
- Attendance & Shift Scheduling
- Leave
- Time Tracking
- Workforce Planning

## Key Outcomes

- Improved resource utilization and ensured smooth operations
- Provided real-time visibility and tracking of employees
- Increased operational efficiency and overall productivity
- Resulted in significant cost reduction and improved profitability



Empxtrack has streamlined our process, saving us time and enhancing our productivity. The E-Attendance and Leave system has revolutionized our approach. I am thoroughly impressed with Empxtrack's user-friendly interface and ease to use. The real-time attendance tracking ensures accuracy and has significantly reduced our manual effort and errors. The detailed reporting and integration with our existing systems was smooth. The customer service is very supportive.



**Amit Kumar Mishra**

**Assistant Manager - HR & IR | Thriveni Group**

# OVERVIEW

Thriveni Earthmovers specializes in mining natural resource commodities. They were looking for a customized workforce management solution to streamline their operations and maximize resource utilization, including drivers, operators and vehicles.

Due to the substantial size of the workforce, they faced challenges in managing employees' attendance, leave, and shift schedules. Hence, Thriveni decided to implement one of the most customizable workforce management systems for mining operations, tailored to their specific needs.

## THE CHALLENGE

The client has a large workforce operating in continuous 24/7 setting with employees working in 8-hour shifts. They faced significant challenges in optimizing resource utilization.

- **Optimizing Seat Utilization:** Ensuring that all vehicles were occupied throughout operational hours to avoid unnecessary costs associated with idle resources.
- **Complex Shift Management:** Manually managing multiple shift patterns (general shifts, rotational shifts, and ABC shifts) for thousands of employees was a challenge.
- **Shift Patterns and Rostering:** Preparing shift rosters for a large workforce manually, was a time-consuming task. The client faced difficulties in implementing a rotating shift pattern like CBA within their organization. This pattern aimed to provide employees ample rest time between shifts. The challenge involved creating shift schedules that met operational demands while supporting employee well-being, thereby ensuring sustained productivity and morale.
- **Efficient Attendance Tracking:** Ensuring employees adhere to their assigned shifts to maintain operational continuity and regulatory compliance. Identifying the number of workers assigned to a specific shift compared to those who actually reported on time was essential, yet challenging.

- **Streamlining Leave Management:** Implementation of an automated leave tracking software was necessary that could seamlessly integrate with shift scheduling and attendance tracking. Managing employee leave requests such that operations don't get hampered and employees get enough time off, was another concern. Maintaining employee satisfaction was essential for ensuring a satisfied, balanced and productive workforce.
- **Workforce Flexibility:** The client provides drivers and operators the flexibility to change their shift and vehicle, and the option to assign their shift to a colleague. Automating this process was crucial to provide workforce flexibility.
- **Monitoring and Analysis:** Implementing robust monitoring systems to track seat occupancy in real-time, analyze utilization patterns, and generate insights to continuously improve operational efficiency was essential.

## THE SOLUTION

Thriveni Earthmovers had already established a strong partnership and trust with Empxtrack, relying on our solutions for managing various HR processes. Empxtrack had also developed a custom spot attendance check solution for the client, further strengthening their confidence in our product and team's capabilities.

Our team clearly understood their challenges and designed a customized workforce management solution for them. Empxtrack workforce management solution streamlined shift scheduling, optimized resource utilization, and improved attendance tracking accuracy. Its successful implementation enhanced operational efficiency and supported workforce management effectively.

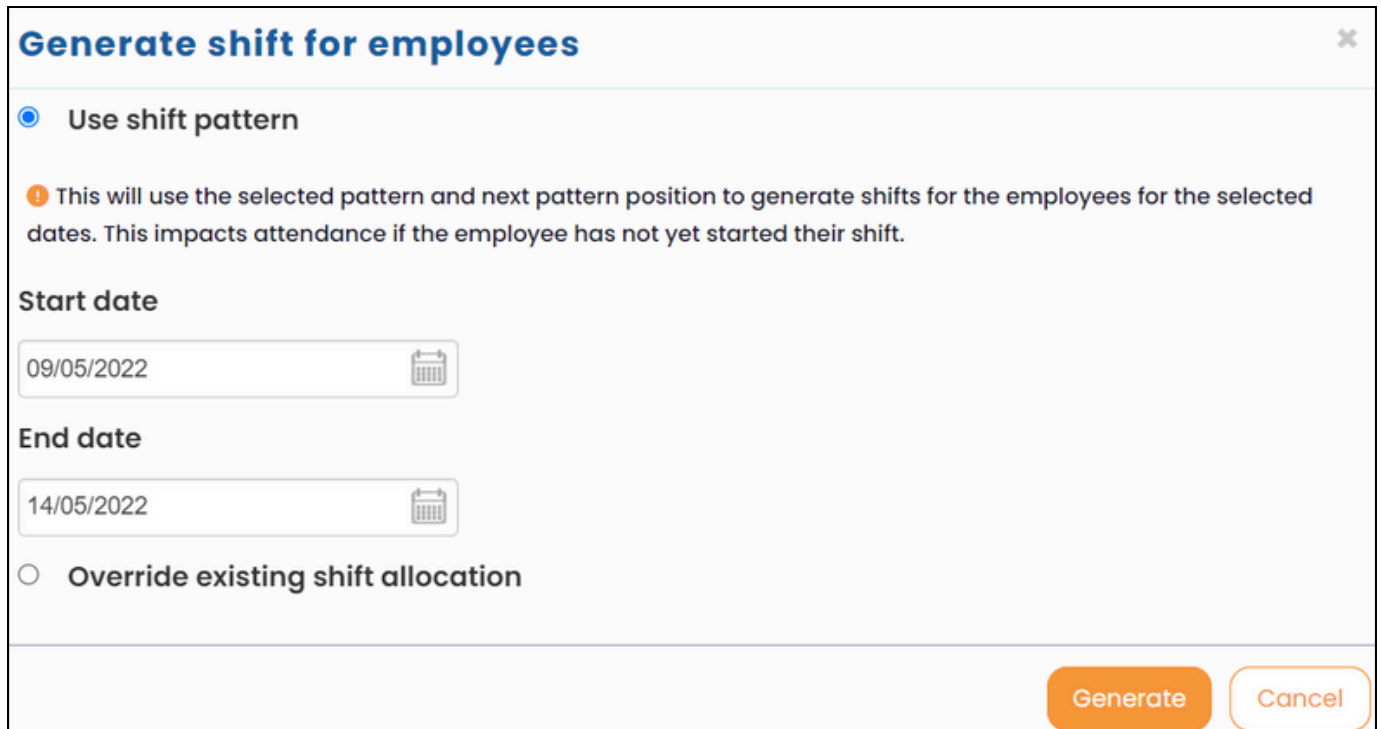


I highly recommend Empxtrack workforce management solution to any organization looking for a robust attendance/Leave management solution.  
Thank you, Empxtrack, for providing such an outstanding tool!

**Amit Kumar Mishra | Thriveni Group**

Key features of the solution include:

**Automated Shift Rostering:** HR and managers were now able to create and manage shift patterns effectively. Automated schedulers generated shift rosters based on predefined rules and patterns, ensuring fairness and efficiency in shift allocation.



**Generate shift for employees** ✕

Use shift pattern

⚠ This will use the selected pattern and next pattern position to generate shifts for the employees for the selected dates. This impacts attendance if the employee has not yet started their shift.

Start date

09/05/2022

End date

14/05/2022

Override existing shift allocation

Generate Cancel

Image: Generate shifts for the selected employees for a time period

**Flexibility to Employees:** With Empxtrack's automated staff scheduling, employees got the option to choose their shifts and seats based on their preferences or availability. They could also assign shifts to their colleagues whenever required. This increased employee satisfaction and morale.

**Proper Seat Allocation:** The client used vehicles like JCBs and trucks, and the WFM system ensured that each vehicle was assigned a driver without overlapping shifts. This prevented operational downtime and optimized resource utilization.

**Attendance Accuracy:** Empxtrack time and attendance tracker enabled employees to clock in and out electronically. As a result, supervisors were able to record employees' attendance before each shift to ensure sufficient staff for running the operations smoothly.

Furthermore, the system enabled automatic tracking of overtime, ensuring accurate payment for employees.

**Leave Management:** With Empxtrack absence management system, employees could easily request and manage their leaves requests. This was seamlessly integrated with the shift roster ensuring adequate coverage and minimal disruptions. The leave management solution provided real-time visibility into employee absences for better planning.

**Analytics and Reporting:** Multiple reports were customized to meet client requirements. These reports helped HR, supervisors and the leadership to gain insights and address attendance issues proactively.

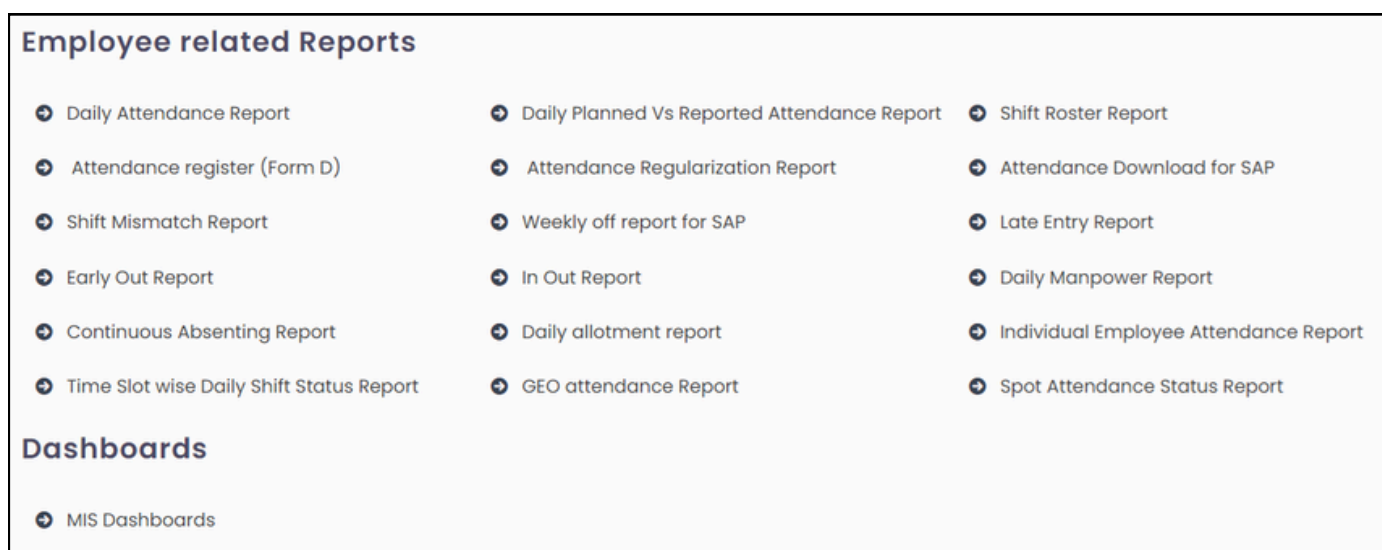


Image: Customized reports to analyze employee data



Empxtrack really helped us to map our business challenges through its technology. We had a good experience. The implementation of the Attendance and Leave software was quick and smooth. The combination of experience, technology, and expertise made it a joy for us to work with the team.

**Suraj Kumar Biswal, Thriveni Group**

# RESULTS

The implementation of the workforce management solution resulted in several significant benefits:

- ✓ Improved resource utilization during operational hours
- ✓ Minimized idle time of resources and optimized costs
- ✓ Enhanced employee satisfaction by offering flexibility
- ✓ Boosted morale and reduced absenteeism
- ✓ Streamlined shift scheduling and management
- ✓ Saved time and effort in managing complex shift schedules
- ✓ Provided real-time attendance data to supervisors
- ✓ Reduced administrative overheads
- ✓ Ensured smooth operations without disruptions
- ✓ Increased operational efficiency.
- ✓ Improved overall profitability in the company
- ✓ Multiple customized reports to gain insights into employee data

**Disclaimer:** Maintaining the security of our client data is our prime responsibility. The images shown in this case study regarding the workforce management, contain dummy data.


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