UKG

Meeting the Unique Scheduling and Notification Needs of Fire-Rescue and EMS

When it comes to staffing fire-rescue and EMS employees, paper-based or semiautomated processes and communications just aren't sufficient to manage complex fire-rescue/EMS schedules and communication needs.

More than merely inefficient, nonautomated processes can negatively impact safety, compliance, and service delivery; lower morale; and burden command staff with hours spent on paperwork and manual calling that could be better spent on training and incident management.

Enter UKG TeleStaff Cloud

The UKG TeleStaff™ Cloud solution uses intelligent, rules-based automation to create schedules that align employee qualifications, certifications, availability, and even work and time-off preferences with anticipated service demands — all while adhering to department, union, and HR rules and policies.

The result? Service-level demands are met with schedules that balance the needs of both the department and employees, ensuring optimal coverage by staffing the right people in the right place at the right time.

The top five reasons you need UKG TeleStaff Cloud:

Decrease scheduling complexity while managing compliance and safety risk and meeting service-level demands

Communicate quickly, intelligently, and reliably for immediate action

Provide fairness and transparency

Control labor costs

Increase employee engagement and productivity

Scheduling

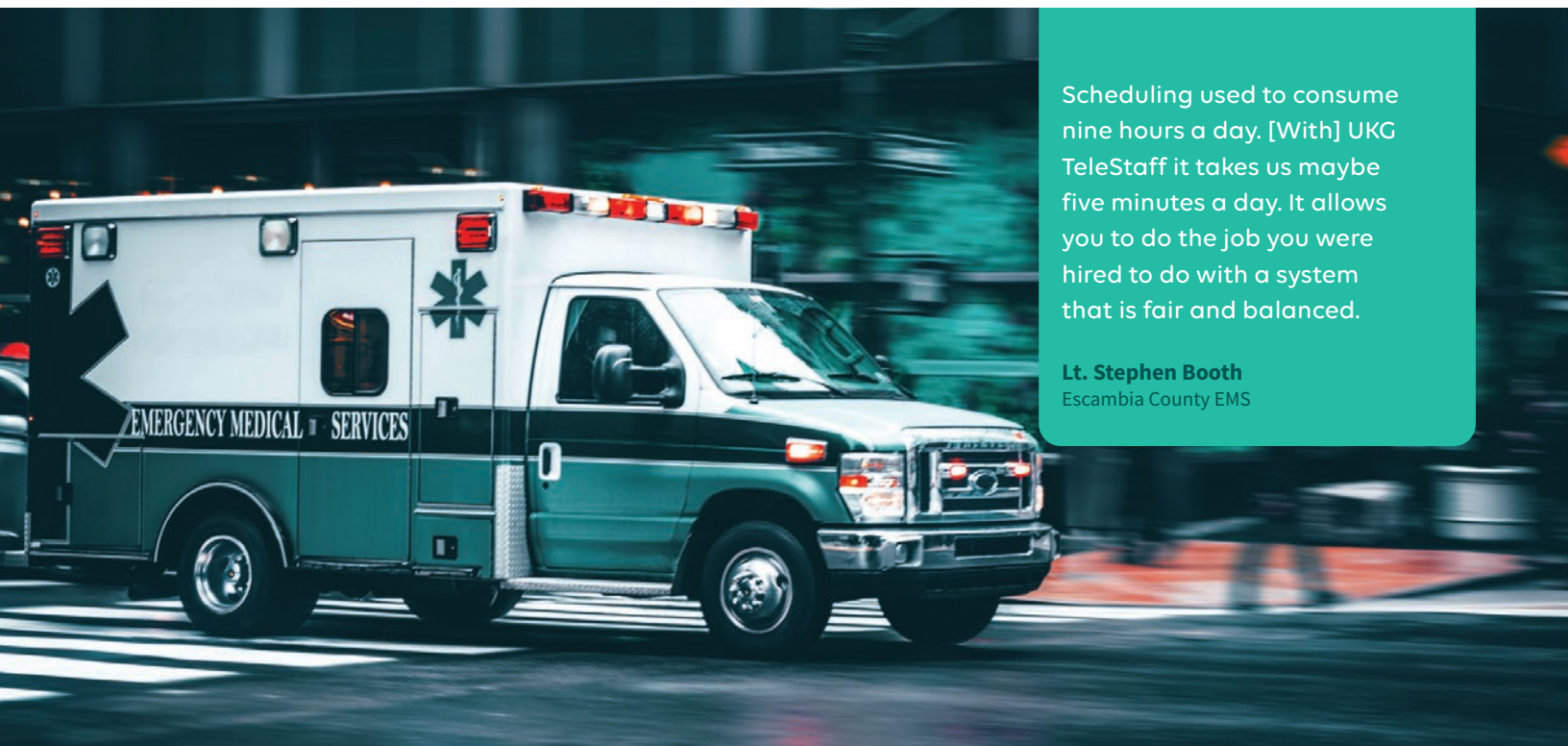## Simplify complex scheduling and minimize compliance and safety risk.

With UKG TeleStaff Cloud, you can create and maintain a virtually unlimited number of schedules supported by multiple shifts and rotating positions as well as future-deployed and special event assignments while ensuring adherence with your department's unique union, HR, and fatigue rules. You can automatically staff the right employees based on skill set, certification, qualification, and availability to help ensure compliance and enhance safety.

UKG TeleStaff Cloud also gives employees direct access to their schedules. They can expedite tasks such as shift trades and time-off requests and even bid for preferred shifts, vacation time, and overtime. This helps streamline and shorten approval processes while improving morale.

In addition, UKG TeleStaff Cloud makes fatigue management easier with schedules that take limitations on scheduled hours or job rotation into consideration — helping to minimize compliance risk and ensure that the right employees are staffed safely.

UKG TeleStaff Cloud provides the tools and visibility you need to:

- Produce effective schedules and rosters based on your unique needs and rules

- Put the right person in the right place at the right time

- Minimize compliance and safety risk through rules-based automation

- Maintain minimum staffing levels based on service-level agreements

> Scheduling used to consume nine hours a day. [With] UKG TeleStaff it takes us maybe five minutes a day. It allows you to do the job you were hired to do with a system that is fair and balanced.

Lt. Stephen Booth
Escambia County EMS

Communications

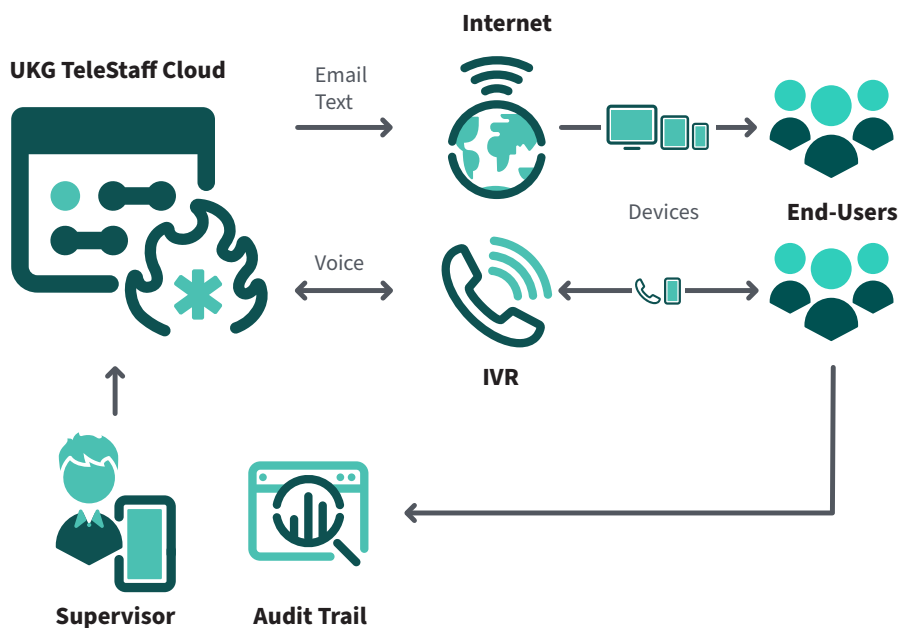## Connect quickly, intelligently, and reliably for immediate action.

Whether for routine staffing or deployment for a major emergency response, a fast and reliable notification system to fill positions, conduct recall, or relay important messages is critical for emergency services organizations.

UKG TeleStaff Cloud intelligently finds the best-fit resources to notify and then sends voice, text, or emails for you using a built-in, state-of-the-art interactive voice response (IVR) system. This frees command-level staff members from this burdensome task so they can address the critical work at hand.

Notifications can be sent to individuals or groups for open shifts, overtime opportunities, or emergency recall, allowing for immediate employee response. And the system tracks it all, creating a complete audit trail of who was contacted, the type of contact made, when the contact was made, and more.

UKG TeleStaff Cloud opens the lines of communication:

- Integrates built-in communication capabilities with scheduling functionality
- Makes the right contact based on the situation
- Supports bidirectional exchange of information
- Sends voice, text, or email notifications
- Provides an audit trail of all outbound communications and employee responses

UKG TeleStaff Cloud finds, notifies, and staffs the best-fit resources for you using built-in communication capabilities.

Fairness and Transparency

Make sure your schedules are always equitable and impartial.

With UKG TeleStaff Cloud, you can create schedules and allocate overtime and special event work in a manner that's fair and equitable while adhering to all union mandates, HR policies, and department rules. Every staffing decision is validated against the rules to enforce fairness and impartiality.

Overtime controversies in particular can be eliminated when overtime is allocated according to your qualifiers and rules. Whether your department allocates overtime by who has the least amount or by seniority, UKG TeleStaff Cloud accommodates your policies to help make the process fair and transparent.

In addition, UKG TeleStaff Cloud delivers whenever, wherever access to employees — via mobile, laptop, or desktop applications — for greater insight into scheduling practices and processes.

UKG TeleStaff Cloud delivers easy, single-source access to real-time information:

- Automatically enforces all union mandates, HR policies, and department rules
- Empowers employees with self-service access to schedules, accrued time-off balances, bidding, and more
- Increases visibility into abuse trends for taking corrective action

With UKG TeleStaff, overtime is awarded on a consistent basis with consistent rules now.

Capt. Dale Rolfson
Indianapolis Fire Department

Managing Labor Costs

Streamline processes, optimize resources, and gain valuable budget visibility.

With fire-rescue and EMS departments facing challenges such as budget cuts and resource constraints, you must be able to create precise, error-free schedules; track all labor costs; and contain and reduce overtime for accountability to the citizens and communities you serve.

Error-free UKG TeleStaff Cloud schedules minimize costly over- and understaffing that can result in unplanned overtime expenses. You can also track, analyze, and report on all labor data across your department to improve planning, to identify trends, and to forecast and justify your future budgeting needs.

UKG TeleStaff Cloud scheduling helps you manage costs and gain visibility into operations:

- Eliminates costly scheduling errors by identifying and avoiding over- and understaffing

- Pre-approves or suppresses overtime to help control costs

- Measures usage and tracks and reports on all labor costs by a variety of factors

UKG TeleStaff to the rescue!

UKG TeleStaff has been used for rapid response to many FEMA-declared emergencies, including the September 11, 2001, attacks; Hurricane Katrina; and the Gulf Coast Deepwater Horizon oil spill.

With UKG TeleStaff , you can quickly locate, notify, and deploy the right employees for immediate response. Afterward, you can create labor and management reports to identify all reimbursable and nonreimbursable emergency-related costs. And for FEMA-declared emergencies, the UKG TeleStaff FEMA reporting module prepopulates FEMA reports with labor data for expedited reimbursement.

Employee Engagement and Productivity

Free up command staff and give employees more control.

UKG TeleStaff Cloud lets you successfully automate all the processes related to scheduling and workforce management for your entire department — from the command-level staff that manages scheduling to your firefighters, paramedics, and EMTs on the front lines. It's truly a win-win scenario: The system helps free up command staff time while empowering employees with more control over when and where they work.

Complex, time-consuming scheduling processes are streamlined to reduce command staff's administrative workload. UKG TeleStaff Cloud allows open and efficient communications across the entire organization for enhanced decision making and productivity — and provides employees with greater visibility into shift, position, vacation time, and overtime bidding.

UKG TeleStaff Cloud automates scheduling and other tasks:

- Frees command staff for more valuable activities
- Rewards employees with more control over schedules and bidding
- Minimizes noncompliance risk by centralizing the bidding process

UKG TeleStaff Cloud automates position, shift, and vacation bidding, freeing up command staff time and boosting employee engagement.

> UKG TeleStaff has proved to be a great resource for all our staffing needs. Our end-users enjoy the ease of it to access their specific calendars and work assignments. It is the most user-friendly program we've ever experienced. It saved us.
>
> **Battalion Chief Jim Birrell**
> Monterey Park Fire Department

Core Enterprise System Integration

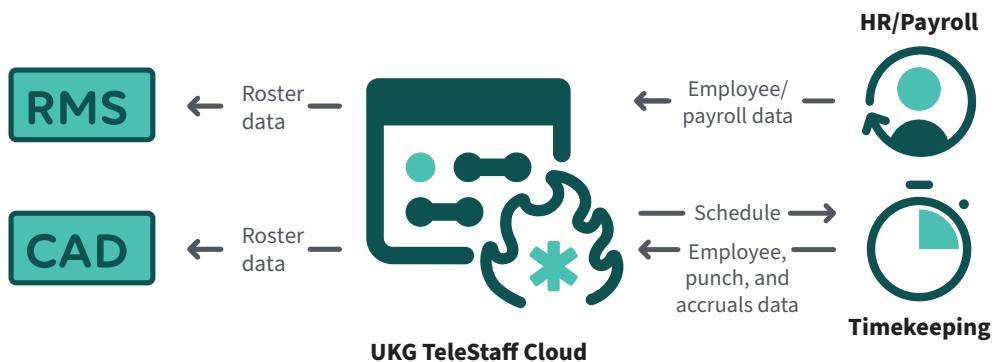## A solution that works seamlessly with your core technology.

UKG TeleStaff Cloud offers powerful interface tools to integrate with virtually any HR, payroll, CAD, RMS, and timekeeping system you may be using. You can easily exchange employee, payroll, schedule, roster, and timekeeping data to save time, increase data accuracy, and improve workforce efficiency.

For municipalities that want to integrate scheduling and timekeeping from a single vendor, UKG TeleStaff Cloud integrates seamlessly with UKG Workforce Central®, UKG Ready™, and UKG Dimensions™ to provide a comprehensive platform of timekeeping, workforce management, talent management, and HR/payroll capabilities.

Through bidirectional integration, schedule, employee, accruals, and punch data is automatically synced across the systems. You can also easily view accrual balances from UKG Workforce Central, UKG Ready, or UKG Dimensions in UKG TeleStaff Cloud, and easily export payroll data to payroll systems.

UKG TeleStaff Cloud integrates with a wide range of systems:

- Easily interfaces with third-party HR/payroll, CAD, and RMS systems
- Syncs seamlessly with other UKG™ systems
- Saves time, increases data accuracy, and improves efficiency

Easily integrate UKG TeleStaff Cloud with your existing systems and share real-time data across multiple departments.

Detailed Reporting

Gain actionable insight into your workforce for better decision making.

UKG TeleStaff Cloud provides built-in, real-time reports with the most requested and recommended metrics — as well as a reports builder that allows you to create custom reports based on precise data. Key reports include:

Multiday Roster Report

See who is working and not working within a date range; analyze and control minimum staffing levels at a glance; realign resources to control overtime costs; easily schedule trainings, meetings, and floating or extra days.

Accrual Report

Displays all employee names with organization-defined accrual codes showing each employee's balance, earned/remaining hours, and taken/in-period hours.

Cost Report

Displays the estimated costs associated with each work code used over a given date range.

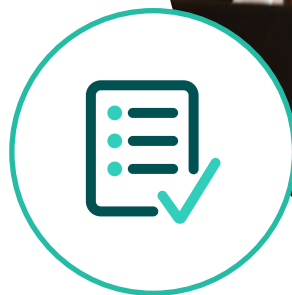### Expirations/Certification Warning Report

Tracks specialty expiration dates and displays other types of expiring activities and documents, such as physical exams and driver's licenses.

Payroll Report

Shows how many hours of each organization-defined pay code are used during a user-defined payroll period.

UKG TeleStaff Cloud delivers the real-time data you need to:

- Access extensive labor and management reports for better decision making and in-depth insight into operations
- Create custom reports using built-in tools
- Export reports to HTML and XML formats
- Schedule and email reports to keep managers up to date

Technology and Deployment

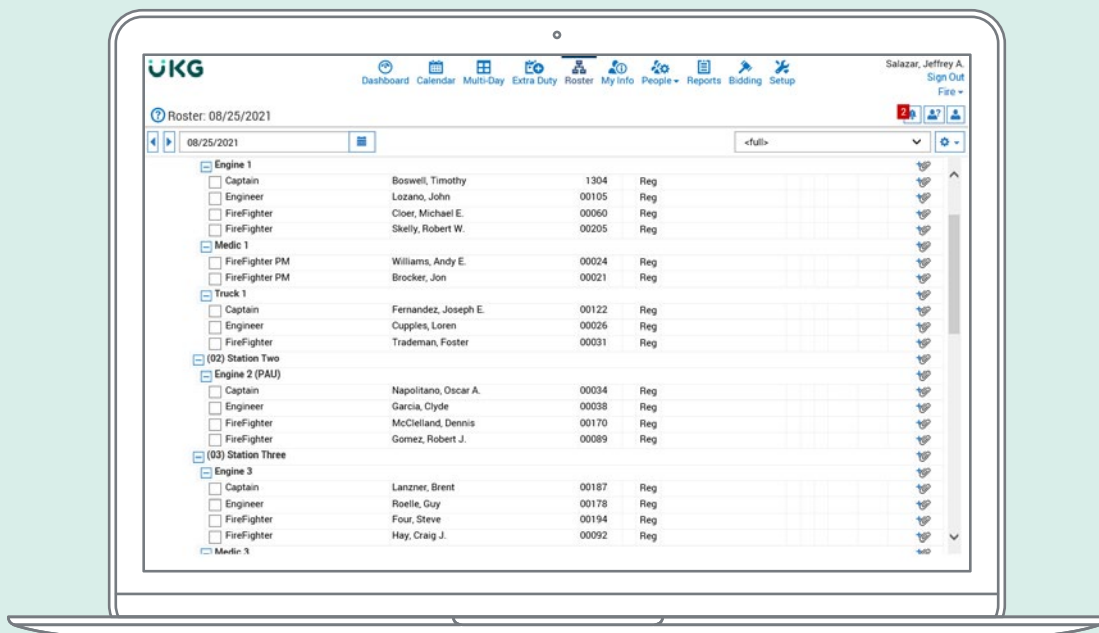## An effective solution that is easy to install, maintain, and own.

While UKG TeleStaff Cloud is designed to help you improve your scheduling efforts and results, it is also built on a flexible yet powerful architecture that supports vertical and horizontal scalability, failover, clustering, and load balancing.

As a 100% web-based solution, UKG TeleStaff Cloud works in any HTML5-enabled web browser. Through a responsive user interface design, it easily adapts to different screen sizes across various devices — mobile, laptop, and desktop — and delivers a simplified workflow for users. No browser plug-ins or add-ons are required to use UKG TeleStaff Cloud , which simplifies deployment and support complexities. This flexible architecture allows organizations to segregate system functions across multiple servers.

UKG TeleStaff Cloud also supports the most popular databases, including Microsoft SQL Server. It uses a leading-edge system for its interactive voice recognition component, and offers software as a service (SaaS), UKG private cloud, and on-premise deployment options.

UKG TeleStaff Cloud supports your technology needs today and tomorrow:

- 100% web-based solution utilizing HTML5 technology
- Employs a responsive user interface and simplified workflow for users
- Provides a flexible yet powerful architecture
- Meets IT requirements for a highly available and easy-to-maintain application

About UKG

At UKG (Ultimate Kronos Group), our purpose is people™. Built from a merger that created one of the largest cloud companies in the world, UKG believes organizations succeed when they focus on their people. As a leading global provider of HCM, payroll, HR service delivery, and workforce management solutions, UKG delivers award-winning Pro, Dimensions, and Ready solutions to help tens of thousands of organizations across geographies and in every industry drive better business outcomes, improve HR effectiveness, streamline the payroll process, and help make work a better, more connected experience for everyone. UKG has more than 13,000 employees around the globe and is known for an inclusive workplace culture. The company has earned numerous awards for culture, products, and services, including consecutive years on Fortune's *100 Best Companies to Work For* list. To learn more, visit ukg.com.

Put UKG for Fire-Rescue and EMS to work for you:
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Our purpose is people

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