



Lawson Workforce Management

Scheduling and Staffing for Casinos



It's a complex challenge to manage a casino workforce. Casino managers strive to achieve exceptional customer service levels and manage labor costs. To maximize revenue potential, the right number of people with the right skills and proficiencies must be scheduled around the clock. Amid union and regulatory compliance requirements, continuous expansion, and staffing shortages industry-wide, the pressure is also on to improve employee retention and satisfaction.

Lawson Workforce Management helps meet these challenges. The suite automates paper-based and time-intensive staffing-and-scheduling tasks across the casino enterprise. In addition, the solution helps handle the unique and specific needs of departments such as Table Games, Slot Operations, Food and Beverage, Finance, Facilities, and Housekeeping.

Lawson Workforce Management provides the tools to help you attract and retain casino staff and contain labor costs. It comes with self-service features that casino managers appreciate, such as online schedule viewing, automated assignment swapping, time-off requests, and shift bidding. With the solution in place, casino staff can select schedules that work best for their lives, and casino managers can remain confident that enough people with the right skill mix are scheduled at all times.

Enhance Productivity, Lower Costs

Every job is easier, and faster, when you have the right tools. Lawson Workforce Management comes equipped with the utilities you need to simultaneously:

- Auto-generate schedules using the most comprehensive, flexible, rules-based system in the industry
- Balance needs, staff preferences, and budgetary constraints
- Proactively adjust coverage based on fluctuations in gaming volume, table covers, occupancy, and other workload measures
- View staffing levels, denote absences, move staff between assignments, and print up-to-the-minute roadmaps, rosters, and sign-in sheets
- Integrate existing human resources, time and attendance, and business-volume measurement systems
- Provide Web-based access to staff to streamline and track requests for vacation, early outs, and assignment swaps
- Conform to regulatory compliance and union rules
- Avoid unnecessary overtime and reduce over-scheduling

Key Components

The Lawson Workforce Management Suite includes the following scheduling- and staffing-related products and features:

CredentialManager — Staff Credential Tracking

Save time in managing and reporting on staff qualifications and proficiencies.

- Track skills, certifications, training classes, and gaming licenses
- Ensure desired staffing skill mix for superior guest service
- Notify users and management of pending expirations
- Integrate with your learning management and human resources systems to eliminate duplicate record keeping

DemandMapper — Graphical Demand Planning

Use a graphical display of your gaming floor to model the weekly spread before scheduling staff.

- Save and apply demand templates that define seasonal, holiday, or special event staffing requirements
- Create relief strings tied to roadmaps

ShiftMaker — Departmentalized Prospective Scheduling

Save time fine-tuning schedules.

- Create schedules with self-scheduling, preference-based, cyclic, or automated methodologies
- Use smart tools, including resource and float wizards, automated alerts, and overtime forecasting
- Match employee proficiencies, skill levels, and requests with operational needs
- Contribute to staff satisfaction, retention, and recruiting by providing an equitable scheduling methodology
- Set priorities for the order in which staff should be assigned, i.e. by seniority, job classification, equitability, relief role, and more
- Apply fair rotation rules across sections, pits, “dual-rate” jobs, food outlets, and more
- View visual, colored alerts based on continuous-conflict checking and dynamic staffing totals
- Feed payroll systems with scheduled or modified “non-clocked” time, such as sick time, leave, or training; send scheduled direct time for exception reporting

Self-Service — Portal for Personal Schedule Management

Increase staff satisfaction and retention by offering employees an intuitive, secure, self-service module for managing their assignments and time off.

- View and print schedules
- View notifications of schedule changes or approved swaps
- Bid on open shifts
- Automate assignment swapping
- Send messages to schedulers
- Request time off, early departures, or more work

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CentralStaffer — Real-time Centralized Staffing

Make cost-effective, real-time staffing decisions with an enterprise view.

- View real-time, house-wide actual staffing and compare it to forecasted staffing needs
- Re-allocate staff with the touch of a button to populate openings from sick calls and unexpected events — pulling resources from “extras,” on-call, or current assignments
- Call-off staff efficiently, based on real-time activity, taking into account “early out” requests, as well as forecasted overtime
- Print road maps, daily assignments, and sign-in sheets on demand
- Automatically update payroll with specific rate types based on actual job assignment for dual-rate employees
- Evaluate resource productivity based on any business metrics tracked in your organization: occupancy, covers, coin-in, player counts, and more

Integration, Experience

Lawson Workforce Management can integrate with Lawson and non-Lawson casino and financial systems used in your establishment. In addition, the solution can help connect such casino demand factors as player counts to staffing-resource and payroll-expense tools.

At the time of implementation, Lawson experts can partner with you to help:

- Establish a comprehensive interface plan
- Ensure linkage matches casino business processes and objectives
- Properly specify and implement interface requirements within time constraints

For further information about Lawson Workforce Management, or other Lawson solutions for casinos, call 1-800-477-1357, direct at +1-651-767-7000, international at +46 8 5552 5000.