

# Workforce Management for Utilities

Manage your labor more effectively to drive productivity and profits

Today's utility industry faces growing competition, demanding 24/7 operations, an aging workforce, and safety concerns associated with employee fatigue — all of which make it increasingly difficult to maintain profitable, productive operations and meet ever-evolving compliance requirements. Given these formidable challenges, it's not surprising that utility organizations are looking for new ways to reduce costs, boost efficiency, and stay one step ahead of the competition.

UKG for Energy can help. Our innovative workforce management solutions provide the complete automation and high-quality information utility organizations like yours need to control labor costs, minimize compliance risk, and improve workforce productivity and safety for competitive advantage and bottom-line results.

## Hire and onboard qualified workers to fill open positions

The aging utilities workforce loses more and more employees to retirement every year. As a result, the race is on to backfill positions and maintain a fully staffed and high-performing workforce. But without a fully automated and integrated hiring solution, filling open positions quickly and effectively can be a challenge. UKG for Energy makes it easy to source, screen, hire, and onboard best-fit employees with optimal speed and efficiency. Applicant prescreening tools help you to identify those candidates that meet minimum requirements for experience, skills, certifications, and more. Availability matching allows you to determine if a candidate is able to work needed shifts. And candidate pooling enables you to create a ready pool of qualified applicants to fill positions as they open up, to keep your operations running smoothly and productively.

### Key benefits

**Source, screen, hire, and onboard** qualified employees quickly and effectively

**Identify and deploy** the right employees and contract labor to promptly restore service outages

**Gain real-time visibility** into the utilization of both labor and equipment resources

**Apply fatigue management guidelines** during scheduling to minimize safety concerns

**Put UKG solutions to work for you:**

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## Automate processes to minimize time theft and payroll inflation

When it comes to time and attendance management, too many utility organizations still rely on outdated manual processes and disparate systems. The downside? These traditional timekeeping methods are inefficient and error prone, potentially exposing an organization to compliance risk. UKG for Energy automates processes for capturing time transactions and calculating employee pay. As a result, our integrated solutions help you to minimize errors and put an end to “buddy punching” and other forms of time theft that can inflate payroll and send your labor costs soaring.

## Respond to emergencies with optimal efficiency

When an emergency occurs you need to find, notify, and deploy the right employees — right away — to restore service as soon as possible. UKG for Energy automates crew callout, scheduling, and emergency notification to optimize responsiveness. It automatically identifies which employees to contact and deploy — quickly and accurately — in accordance with collective bargaining agreements and organizational staffing policies. At the same time, integrated inbound and outbound communications accelerate deployment by letting your workforce receive and respond to scheduling notifications instantly via phone, email, mobile device, tablet, computer, or pager. All this enables faster response to service outages to safeguard both revenue and customer satisfaction.

## Manage contract labor more effectively

Many utility organizations hire contract labor to help restore service during outages or to fill in during unplanned absences. But it’s not always easy

to know how many contractors you need to meet fluctuating demand or which ones have the required skills and certifications. UKG for Energy provides automated tools for identifying and deploying properly certified replacement labor so you can maintain productivity, customer satisfaction, and compliance. What’s more, powerful job costing capabilities enable you to accurately predict the costs of scheduled jobs using standard wages so you can utilize contract labor effectively while avoiding labor budget overspend.

## Minimize safety and productivity concerns with fatigue management

For utility companies, employee fatigue is much more than a “bad night’s sleep.” When employees work too many hours, back-to-back shifts, or excessive overtime, it can lead to serious occupational safety risks — not to mention millions of dollars in lost productivity, absenteeism, and costly rework. UKG for Energy provides configurable tools that allow organizations to set



# 80%

of Fortune’s Top 5 Energy Companies are UKG customers

hours-of-service limits to keep employee safe, alert, and productive on the job. Fatigue management guidelines are automatically applied during scheduling so managers can assign employees to shifts without worrying about limitations for consecutive shifts or requirements for rest between work sets.

### **Gain real-time visibility into labor and equipment resources**

Without the ability to control labor cost variability and account for every labor dollar spent, it can be difficult to maintain your profit margin — never mind increase it. But without an automated workforce management solution, you can neither capture indirect time nor allocate it to specific jobs, projects, cost centers, or customers served. UKG for Energy enables you to track all labor tasks and associated expenses so you can reconcile 100 percent of payroll to production hours. You'll gain valuable insights into:

- Utilization, performance, and quality fluctuations
- Premium pay, wage rate, and overtime fluctuations
- Planned versus actual production fluctuations
- Equipment downtime and delays

With real-time visibility into labor and equipment resources, you can gain critical insights needed to make informed decisions that improve efficiency, maximize safety, and control costs.



Our purpose is people

**Building on 70 years of experience from two leaders in HR solutions, UKG combines the strength and innovation of Ultimate Software and Kronos®. Individually, we've always put people at the center of everything we do. Together, we're committed to inspiring workforces and businesses around the world, helping to pave the way forward for our people, customers, and industry.**

### **Track and manage employee leave for ongoing FMLA compliance**

Maintaining compliance with the Family and Medical Leave Act (FMLA) is no easy feat. Complex policy decisions and the need for timely claim-related communications can make FMLA administration challenging — especially if you're handling the process manually. UKG for Energy centralizes and automatically enforces configurable rules for FMLA eligibility and usage, taking into account federal and state law, union rules, and organization-specific policies for paid and unpaid leave. In addition, the solution provides a complete audit trail to help minimize compliance risk.

### **Improve business results through better workforce management**

To stay competitive and boost the bottom line, you need a better way to manage labor. UKG for Energy provides the automated tools and real-time information required to optimize workforce utilization and control labor costs for higher productivity and profits.