



Case Study

core | ROSTER

CoreRoster

“Metroline have selected the CoreRoster solution for its extensive rostering functionality and transportation specific features. In particular we were impressed with CoreRoster's ability to match staff deployment with business needs utilising real-time Business Intelligence.”

Norman Law - IT Projects Manager, Metroline

CoreRoster Case Study:
Metroline



Metroline is one of London's leading companies, currently running 12% of London's buses. Metroline's principal business is the provision of bus services under contract to London Buses, operating through an area that extends from North to West London and includes Central London and the City. With 10 garages operating 82 routes, Metroline carries 181 million passengers every year covering almost 31 million journey miles each year.

Key Objectives

In an industry typically known for high staff turnover and low wages, Metroline were conscious that any move towards an employee-focused organisation would not only increase their employee and customer satisfaction but would ultimately positively affect their bottom line. Metroline identified employee scheduling as an aspect of their HR management that was becoming increasingly complex and time consuming for supervisors, and was costing the organisation money in terms of employee wages and overtime.



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What was done

Core provided Metroline with a state of the art employee scheduling solution, effectively streamlining and simplifying their entire rostering process. Before switching to CoreRoster, Metroline were carrying out all employee scheduling manually, using Excel spreadsheets. This proved very time consuming and left a lot of opportunity for human error. Unnecessary cover and overtime were inevitably scheduled due to the complexity of manually rostering staff, resulting in increased associated payroll costs. Through the implementation of CoreRoster, Metroline have reduced staff costs, increased their level of customer service and improved staff productivity with one simple and effective solution.

The Benefits

Since the implementation of CoreRoster, Metroline have significantly cut their staff costs, as a result of their reduction in their total overtime. Staff turnover and unplanned absenteeism have also decreased as working hours are now more employee friendly. Supervisors and managers have cut their time spent creating rosters substantially and can now easily arrange cover in crisis situations as they have organisation wide access to the skills and expertise available to them at all times. As a result of these improvements in staff levels and quality, the benefits have filtered down to the customer and ultimately resulted in a better standard of service and satisfaction. In addition to these tangible benefits Metroline can now rest assured in the knowledge that they are complying with the EU Working Time Directive and are meeting their health and safety requirements at all times.

Core have developed industry specific editions of the CoreRoster solution for the Transport, Healthcare, Retail and Construction sectors. If you would like to know more about the CoreRoster solution please contact:

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