

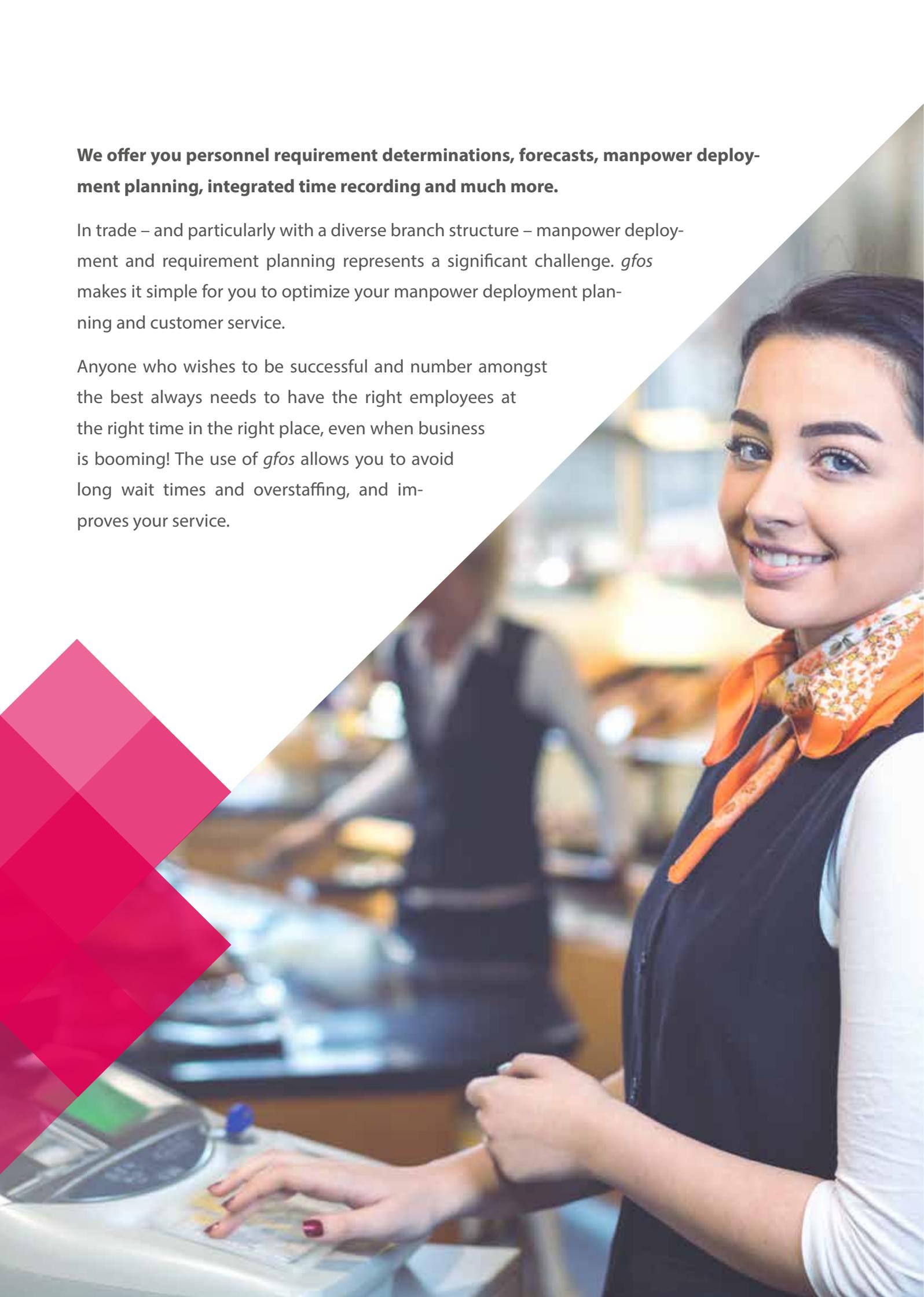


**GFOS - YOUR SOFTWARE PARTNER
FOR TRADE**

We offer you personnel requirement determinations, forecasts, manpower deployment planning, integrated time recording and much more.

In trade – and particularly with a diverse branch structure – manpower deployment and requirement planning represents a significant challenge. *gfos* makes it simple for you to optimize your manpower deployment planning and customer service.

Anyone who wishes to be successful and number amongst the best always needs to have the right employees at the right time in the right place, even when business is booming! The use of *gfos* allows you to avoid long wait times and overstaffing, and improves your service.



Workforce management with *gfos*

What does it mean?



WE HELP YOU TO
ALWAYS FIND THE
BEST DAY TEAM.

Our HR software solution *gfos.Workforce* provides comprehensive inter-location support for the holistic planning processes of your headquarters, all branches and even your logistics department.

gfos.Workforce ranges from the time recording module with integrated workflows through manpower deployment planning up to comprehensive workforce management.

The objective of our workforce management software is to make more intelligent and efficient use of your human resources. Personnel costs are reduced by avoiding expensive overtime and idle time, and employee motivation and customer satisfaction are significantly improved.

Personnel requirement determination & forecast

Your personnel requirements in a nutshell

In trade, flexible opening hours and personnel requirement fluctuations are everyday issues. The manpower deployment planning system from *gfos.Workforce* allows you to compensate for these fluctuations in a cost-optimized manner.

This process is based on a detailed analysis and consistent consideration of all factors affecting requirements. On the basis of collected past data and prognoses for your future work volume, e.g. customers, cash transactions, receipts, planned turnover predictions, or results of customer frequency mea-

surements, a forecast is prepared as the basis for your manpower deployment planning. The relevant information can be imported into the personnel requirement determination system from upstream systems. The aim is a precise calculation of your requirements within a flexible time frame. This forecast then forms the ideal basis for extremely needs-optimized manpower deployment planning.

By a consistent comparison of the predicted work volume with the actual hours logged, the quality of the forecast (and hence of the manpower deployment planning system) increases continuously.



Automatic manpower deployment planning

Complex planning made easy

On the basis of factors such as anticipated work volumes, seasonal fluctuations, permitted manpower costs and illness-related absences, your optimized personnel requirements and assignments are calculated. This takes into consideration both historical data and events that have an immediate influence on turnover and customer frequency figures. The degree of planning precision can be set according to your wishes.

Amongst others, the following solutions are possible:

- Hourly planning in the branch sector
- Shift related planning in the storage sector
- Flexible time frames
- Daily planning
- Clock-based planning
- Adjustable scalability, down to 15 minute increments
- Planning of special functions

The automatic manpower deployment planning proposal is generated for your personnel, taking into account planned absences, break time regulations, requirements, and the provisions of legislation and collective labor agreements. Overstaffing and understaffing are balanced out on the basis of historical, current and future data. Alongside the provisions of legislation and collective labor agreements, the individual working hours arrangements (daily, weekly, monthly or annual working hours) agreed with the respective employees are taken into consideration, as are qualifications, time balances and employee preferences.

Our collective objective: fair, cost-optimized planning to increase the productivity and motivation of your employees, and hence the satisfaction of your customers!

Time management

More time for the key business

The integrated workforce time recording system processes all events in real time. An overview of the current attendance levels of your employees or analysis of historical data is available to you anytime at the touch of a button.

Standardized interfaces to all conventional payroll and controlling systems facilitate complete integration into your existing software infrastructure.

In addition, the following data are automatically synchronized:

- Management of all absences
- Assignment of replacements in the event of unscheduled absences
- Defining working hours / models
- Reconciliation of planned and actual working hours
- Calculation of all balances and any current and future balances
- Calculation of all time-related bonus wage types
- Determination of times and/or wage types



Planning book

Because your employees are close to your heart...

The integrated planning book allows your employees to record their personally preferred working hours. Your employees also have the opportunity to offer to swap their shifts on a shift exchange system.

The software will automatically check the necessary employee qualifications. This creates a basis for satisfied and motivated employees.

Your employees will recognize that the software introduces transparency into the planning process. It can thus be seen at a glance who has worked when, and it can be demonstrated that the planning process is fair and equally distributed for all employees.

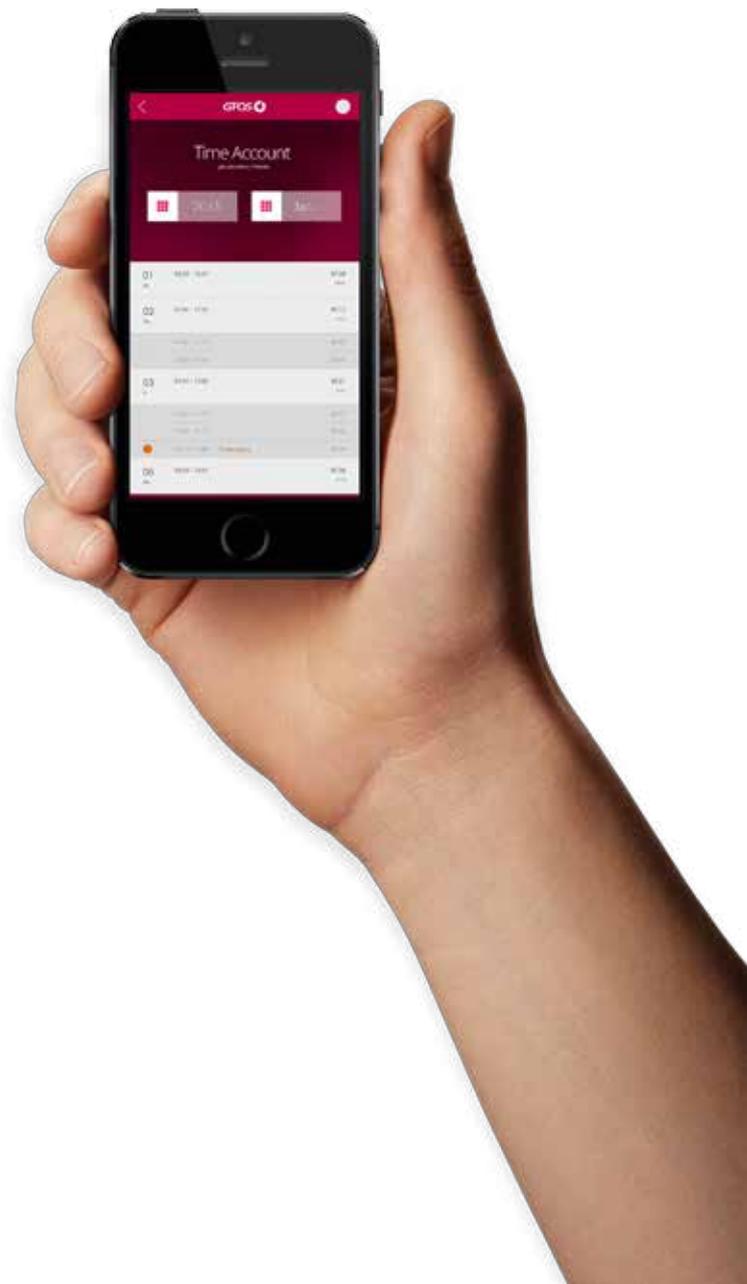


Mobile

Retaining an overview when on the move

The use of our mobile module allows your employees to log working times and project times, allocate cost centers and apply for vacations, directly from their smartphone or tablet. An evaluation of current time balances can also be accessed at any time using mobile devices. Furthermore, your branch and district managers can create entire duty rosters on tablet PCs, or examine recent attendance and absence data.

The work schedule allocation can be made available to your employees using the mobile web app, so that they can see immediately when and where they are scheduled.



Optimization & consequences

More turnover, better service, lower costs

In many cases the use of *gfos* also supports the implementation of entrepreneurial decisions, e.g. specified requirement. For this you need transparent planning data and specifications. This will also result in a significant time saving for your personnel planners, which depending on the number of planning parameters to be taken into consideration can mean savings of up to 65%. Obviously it is thus possible to save personnel costs in the administration department.

The personnel costs of the individual branches can also be significantly reduced, because only as many personnel are used in the sales areas as are actually required. Cost-intensive overstaffing is thus avoided, and the personnel cost factor

is reduced overall. The branches are always optimally staffed, both qualitatively and quantitatively, meaning that the employees are neither bored nor overworked.

Employees are generally assigned to work at their preferred time. The planned and actual work assignments are displayed alongside one another and can be viewed at any time.



Performance bonus calculation in the logistics sector

Motivate your employees to high performance

In the warehouse, the motivation of your employees is often a prerequisite for the speed and accuracy with which they perform their tasks, e.g. in order picking. With our module for performance bonus calculation and bonus wage, personal or group-based piecework data, bonuses and supplements are determined and can be made available for the wage and salary system.

Employee-specific wage calculation means that every individual can be paid based on their performance. The performance bonus calculation components can be supplemented by an authorization concept that enables your employees to view their online perfor-

mance bonus calculation calculations at any time at the reply terminals. This transparency not only ensures higher data quality, but also contributes perceptibly to the acceptance of the performance bonus calculation system in your company – in addition to which, this allows your employees to influence their own income, within certain limits.



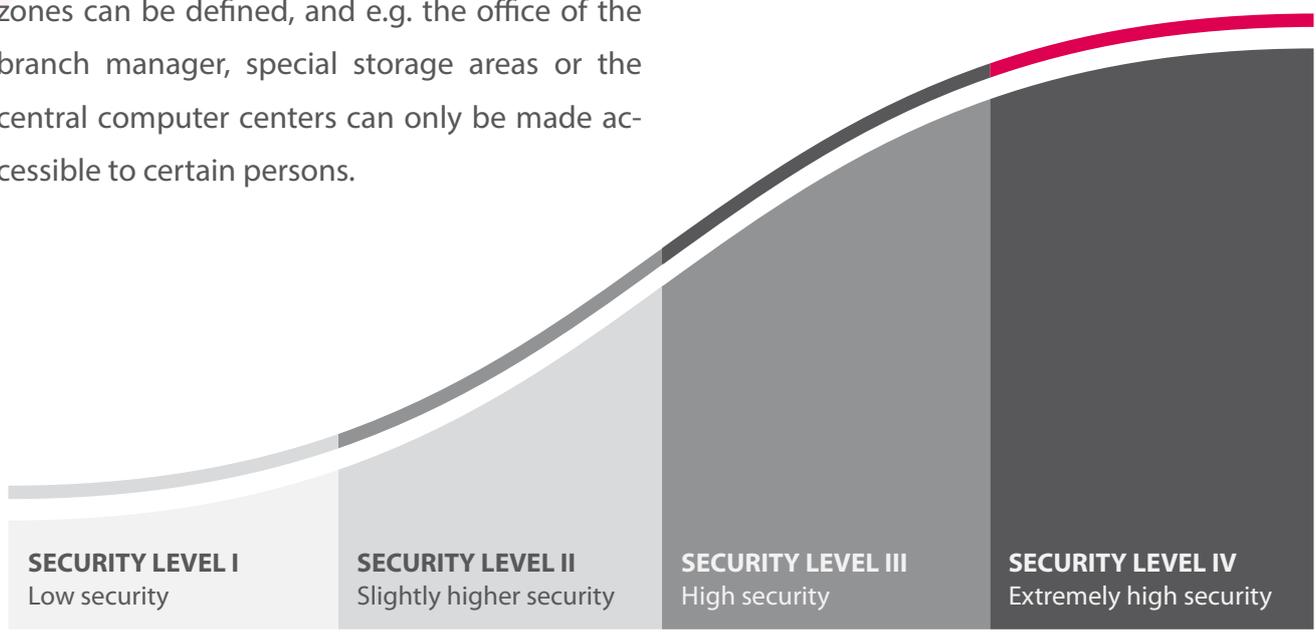
Access control

We offer you entirely keyless solutions

With *gfos.Security*, you can control the entire perimeter security of your headquarters, warehouses and branches without the need for keys, meaning that key handovers are no longer required in the branches. Deliveries to your branches can also be securely ensured with *gfos.Security*, at any hour of the day or night.

gfos.Security can be extended from a simple door-opener to a complex security system.

Depending on security requirements, security zones can be defined, and e.g. the office of the branch manager, special storage areas or the central computer centers can only be made accessible to certain persons.



Consulting

We never abandon you

An important requirement for long-term success are efficient, lean processes. This is where our consulting promise comes into play.

Tailored solutions for individual requirements are our objective. We never present you with off-the-rack concepts, but develop consulting concepts together with you that are tailored to meet your requirements. Optimal solutions result from the combination of our consultants' methodological competence and your employees' wealth of experience.

In close cooperation with your project team, we visualize and analyze your company processes in the first stage. We then develop a comprehensive, structured optimization plan in close consultation with you.

But once the plan has been created, we do not abandon you with it. We support you through its implementation and beyond, because we take responsibility for our solutions.



Technology Consulting

We offer the "All-inclusive package"

GFOS Technologieberatung (Technology Consulting) supports customers in the implementation of our software solution *gfos* in existing system infrastructures and ensures that all systems are reliable in operation.

Our knownCloud makes it possible to use the GFOS hosting service.

GFOS
knownCloud.

The modular and hence flexible structure of the *gfos* product family is a needs-based expansion of functionalities, and can be implemented at any time.

The following additional modules can be practical:

- Project management
- Qualifications management
- Workshop management
- Education planning



internetstores success story

Young, team-oriented, creative

An idea became a success. Although many doubted that success would materialize, René Marius Köhler stuck to his idea and in 2003 he founded the online shop fahrrad.de, laying the keystone for internetstores GmbH. Today the company already has 250 employees and is set for further growth.

"As a multishop e-commerce company that will soon own 20 online shops, we are active in a variety of different sectors. The focus of our shops is quite clearly in the sectors of bikes and outdoor goods throughout Europe. Annual growth rates of up to 80% speak for themselves", says Burkhard Wagner, IT and project manager at internetstores. The extremely rapid growth in the workforce was too much for the existing IT systems, meaning that a solution needed to be found in order to keep up with the growth and the requirements of the company. The Esslingen-based company today relies on the workforce software solution from GFOS mbH in Essen. "The forwards-thinking and sustainable solution impressed us with its highly customizable parameters. We were able to entirely adapt the software solution to the special features of our company, and thus have a standard software application that has been individually adapted to our needs", explains Wagner.

Increasing efficiency through workforce management •

There are a wide range of employment types and working time models at internetstores. Claudia Pursche, HR employee and key user of the *gfos* system, finds it easy to map the required flexibility using the *gfos* solution system: "Alongside our permanent employees, who include recipients of both salaries and hourly wages, we have part-time staff and persons in marginal employment. We want to be a particularly attractive employer for our employees. We therefore do our very best to accommodate the wishes and requirements of the people who work for us. Our day-to-day business practice therefore includes a wide range of models to be mapped."

Amongst other major awards, in early 2011 internetstores received the "Top Job" award, and is thus on the list of the best employers in Germany. As an integrated component, the manpower deployment planning system is used. Because this accesses identical data structures, all relevant information is interactive and available online. Interface problems are thus avoided from the outset. "Today around 120 employees are scheduled using the manpower deployment planning system in all operational areas, such as warehousing, production, shipping and incoming goods. With the introduction of a software-based manpower deployment planning system, we wanted to structure our shift scheduling system in a future-proof manner, because



we are set for growth", declares Markus Knöller, operations manager at internetstores.

The size of the planning units varies widely. The main focus of the Esslingen-based company is on uniform workloads and handling the pronounced seasonal peaks. The planning process takes into consideration the equal rights of the individual employees. This ensures that no employee receives special treatment in the allocation of shifts, and that the distribution of the early and late shifts takes place on an equal basis. "Only employees who enjoy their tasks will identify with their employer. This also includes equality and appreciation", emphasizes Knöller.

Conclusion • "The objectives specified for the introduction of the *gfos* software were all achieved. The system has paid for itself within 12 months through efficiency savings in the HR department alone. From the project planning phase through to budgeting, everything worked out smoothly and was confidently supported by GFOS."

■ DOWNLOAD

Download the complete reference report. Simply use this QR code:





Noweda success story

Pharmaceutical trader Noweda is on top of things

In recent years the healthcare sector has been in a state of constant change: reforms and cost-reduction measures have imposed great challenges on doctors, pharmacists, hospitals and the pharmaceutical industry. For pharmacists, this can ultimately be a matter of survival. In order to nevertheless supply the population with the required medicines in a safe and timely manner, they require a reliable trade partner. For more than 70 years, this task has been performed by Noweda, an association of pharmacists with its headquarters in Essen, with 14 locations and more than 6,500 member pharmacists throughout Germany. Today Noweda has over 1,900 employees, who ensure that pharmacists are supplied with medicines corresponding to the latest standards. The size of the company and its decentralized structure mean that Noweda needs a secure and reliable personnel organization system. Hours worked, absences and vacation days thus all need to be managed for varying working time models. Overall this means 181,000 hours per month: an insuperable administrative task without technical support. On the other hand, security plays a central role in the pharmaceuticals trade. It needs to be decided here who will receive access authorization for the company premises and the medicines store, and to whom the doors will remain locked.

The new system • A search was therefore conducted for a standard software application capable of modeling all of the specific requirements of Noweda. The pharmaceutical trade company finally found what it was looking for from the Essen-based software manufacturer GFOS. "The complete package here was just right. The price and performance of the *gfos* system convinced us", explains Andreas Kock, HR manager at Noweda. The system specifications made the requirements of the pharmaceutical trader clear: the company works with a variety of time models, such as fixed working hours, flexitime models and shiftwork. Modeling fixed working hours is relatively easy for time recording software. The time recording system of GFOS can also additionally integrate flexitime accounts without difficulties. For every employee with flexitime, a time account is set up centrally, to which the core hours to be worked are then saved. The time when the employee comes and goes is monitored by means of the employee ID cards, using clock in/clock out postings at the time recording terminal. "What differentiates *gfos* from other solutions is the enormous flexibility it allows in precisely reproducing all of our time models", explains Martin Exner, *gfos* delegate at Noweda.



Security first • Alongside the time recording component, the access control system was also replaced by *gfos*. "Particularly in the pharmaceutical industry, it is enormously important to protect the premises against unauthorized access, because medicines are always attractive to thieves", reports Exner. So by replacing the access system, Noweda not only wanted to transfer the existing access functions to *gfos*, but also above all to intensify the security checks. "Not every site had a security check system at that time. This was to change. With *gfos*, we wanted to bring all branches up to the same security level", says Kock, explaining the objectives.

Conclusion • "The *gfos* systems met all of our expectations in full, as a result of which we also intend to tackle the introduction of the manpower deployment planning module in the medium term. Significant advantages have transpired, particularly in the field of time management: we have harmonized the time and payment data in all branches through the use of identical arrangements, creating an overview and time savings."

■ DOWNLOAD

Download the complete reference report. Simply use this QR code:



An excerpt from our references

Our customers in trade speak for us

ALDI NORD

DEHNER

AWG MODE

EGV

BUGATTI

FRISTO

C+C PFEIFFER

GEHE PHARMA HANDEL

CELESIO

INTERNETSTORES



MIGROS

OHG SELGROS

MÜLLER

SCHUSTERMANN &
BORENSTEIN

MYTOYS

SPAR^{AT}

NETTO

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NOWEDA

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