

Alberta Correctional Services Division Saved 41,000 Hours of Overtime with Shiftboard

Summary

Over the past decade, Alberta Justice and Solicitor General (AJSG) has demonstrated leadership and innovation in the world of corrections-related technology. The implementation of Shiftboard's employee scheduling software is just one example where technology has made significant improvements in business processes and increased operational efficiencies. Alberta Correctional Services Division (Alberta CSD) is responsible for the operations of 10 provincial correctional centers (eight adult and two youth centers). Alberta CSD prides itself on providing safe correctional environments and offender rehabilitation opportunities to enhance public safety. Alberta has the largest remand centre in Canada, with the capacity to hold over 1,900 inmates and have 800 staff in supervising roles. When implementing a modern, electronic staff scheduling system, Alberta CSD and their vendor had to consider the complexities of the 24/7 operations, variety of shift patterns, and complex business and union rules in the solution. Their manual, paper-driven and Excel-based processes required business transformation focus and effort to ensure success.

Challenge

Alberta CSD's legacy staff scheduling process for their numerous corrections officers did not provide Alberta with real-time visibility or detailed insights into the employees being scheduled. Existing payroll reports and daily roster sheets were inefficient in providing a consolidated view of which employees were working, where they were working, or how many hours they were assigned in a specific time period. Staff optimization, fatigue management, and the fair distribution of overtime presented a challenge. The lack of information using spreadsheets and manual paper processes made it extremely difficult to make informed business decisions or conduct cost-benefit analyses.

Results

- Eliminated 41,000 overtime hours in one facility
- Drastically improved business processes and operational procedures
- Significantly reduced admin hours spent on time entry and schedule management
- Deployment across 10 sites

Alberta's main goal was to improve their workforce allocation in order to drive down overtime costs. They needed a centralized solution that would simplify their complex staff scheduling operations, while ensuring competent, cost-effective employees were identified to fill open shifts. They wanted to spend less time managing employee schedules while complying with AUPE union rules. In addition, Alberta CSD needed a detailed history log for audit purposes.

Solution

Alberta CSD conducted an extensive RFP process involving a number of potential solution and software providers. After careful consideration, Shiftboard was the successful vendor for the largest remand center because of the software's ability to accommodate Alberta CSD's highly complex business rules and union requirements. Shiftboard was also chosen because of its customer-centric approach and ability to increase efficiency, reduce overtime hours, and audit functionality.

Results

After their first year of using Shiftboard's, Alberta CSD significantly reduced the amount of overtime incurred and avoided 41,000 overtime hours for a single facility alone. They've drastically simplified staff scheduling on every level, from the creation of new shift schedules to allocating employees more efficiently to improving communications. Because of their positive results, Alberta CSD is rolling out the solution to nine additional sites.

"Shiftboard's customer service customer service has been top notch. Their team is very responsive and high priority items are dealt with almost instantly. Their ability to deliver the right solution, training and support shows a true understanding of our business processes and organization goals. It is rare to experience this level of service from software vendors."

Stewart Williamson,
Business Transformation,
Alberta Justice & Solicitor General



About Shiftboard

Shiftboard is a leading provider of employee scheduling software for shift-based operations in mission-critical industries. Backed by Shiftboard's tailor-fit solutions, organizations can build adaptive workforce operations that increase operational agility, optimize labor resources, and accommodate workers' preferences, leading to improved efficiency and higher worker satisfaction and retention rates. To date, Shiftboard has supported over 600 million scheduled shifts for thousands of customers, including many Fortune 500 companies, providing the employment pipeline for \$62.5 billion in wages earned. For more information, please visit shiftboard.com.