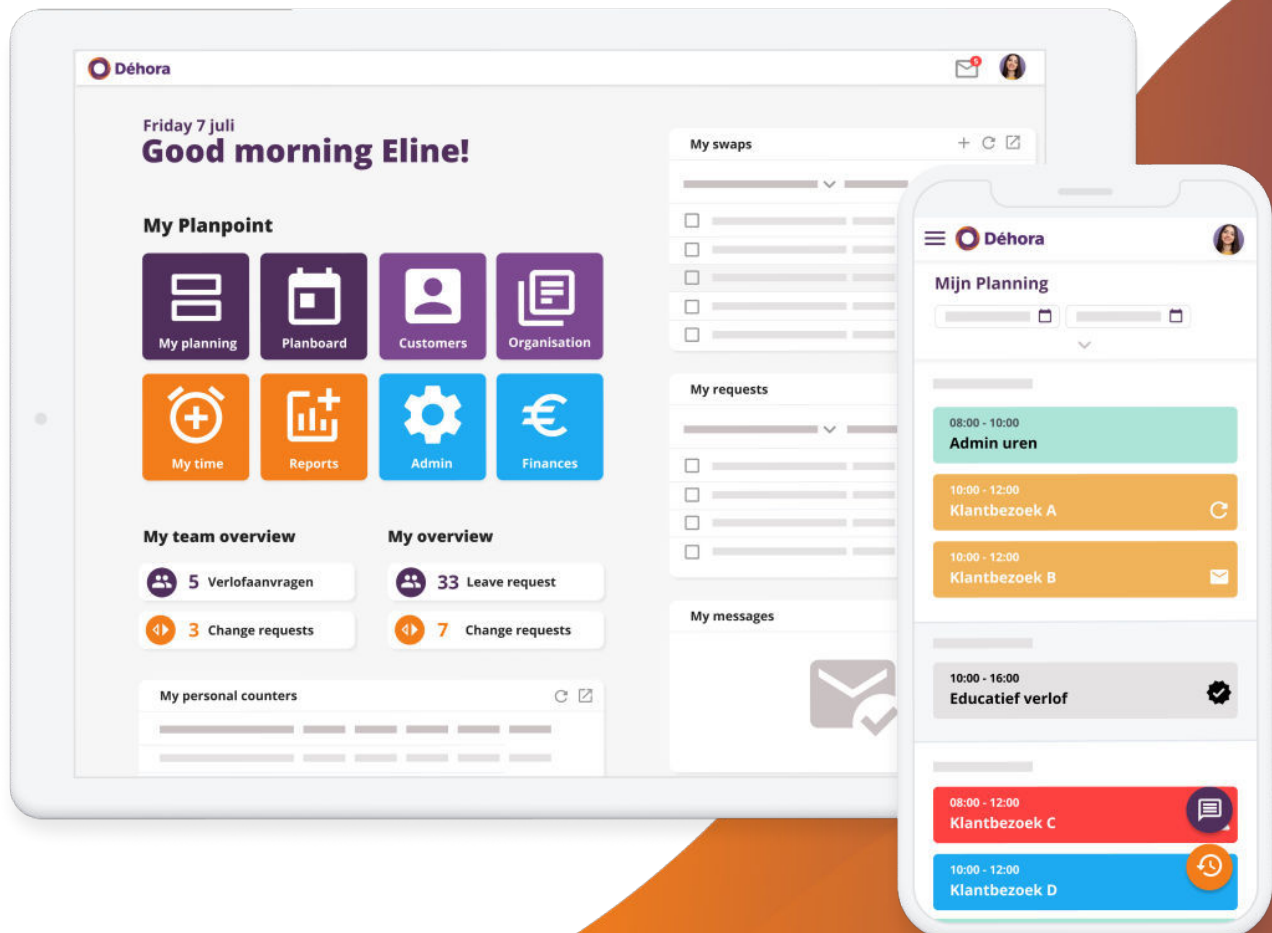


Planpoint WFM platform

# Planpoint

The most complete solution for your workforce management and employee scheduling.

Planpoint is a complete and scalable software for your employee scheduling and staff rosters, with numerous (decision) support functionalities. Manage, organize and plan your workforce in one place.



# Planpoint

## All-in-one workforce management platform

Planpoint is complete and scalable employee scheduling and workforce management software. Combine smart employee scheduling with supporting tools such as time tracking, records management, performance management, employee self-service, and much more.

### Tailored to your organization

Staff scheduling doesn't have to be a hassle at all. Thanks to Planpoint, you have the ideal solution at hand for keeping your staff scheduling, as well as everything else involved, in tip-top shape. Planpoint is designed to meet a variety of workforce scheduling requirements.

Thanks to an **innovative and modular approach**, Planpoint is suitable for virtually any type of organization, regardless of sector. For both larger and smaller organizations, with staffing levels ranging from 5 to +500 employees. Planpoint is scalable in size and functionality. What you don't need, you don't have to use. Moreover, Planpoint can handle almost any type of scheduling: cyclical schedules, tasks or assignments, projects, wish lists, self-scheduling, and more.

### Ready for the future

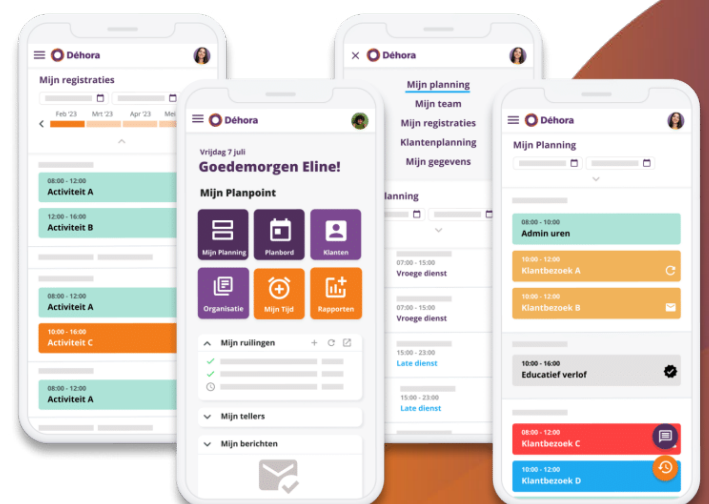
Planpoint is a cloud-based software based on modern and sustainable technology, with a "user-first" philosophy. Your schedulers, team leads and employees can easily use their mobile device or laptop to view schedules, check activity details or personal balances, book leave and even clock in or out. Thanks to our SaaS or cloud infrastructure, you as a customer always enjoy the latest versions and features, without having to install the soft-

ware yourself. Software updates and upgrades are performed automatically on our servers. As a result, you always work in an up-to-date environment and never have to waste time on costly upgrades.

### Powerful integration

As an organization, you probably use different tools and platforms. Good news: our WFM software is **designed to integrate seamlessly with the most common solutions** for payroll, time tracking, ERP, administration, and so on.

This is because it is important to us that you can choose the most optimal solution for your planning without sacrificing efficiency and ease of use in other systems. Planpoint therefore fits perfectly into your current, as well as your future HRIS infrastructure. Work more efficiently, smarter and without mistakes.



## For different work schedules

Scheduling software should fit seamlessly with your specific processes and your staff scheduling. Every schedule is unique, and one schedule differs significantly from another. Scheduling home care workers or service technicians requires a different approach than scheduling production workers or nurses. Each organization and each industry requires a specific scheduling approach.

Planpoint offers a solution to virtually any scheduling issue. Whether you need to schedule different shifts side-by-side or separately, Planpoint allows you to tailor your scheduling to your needs. Planpoint is adapted to your scheduling methodology, rules, agreements, and the organization of your teams or departments, not the other way around.

### Planpoint can be used for:

- ✓ Task planning / service planning
- ✓ Client scheduling
- ✓ Project planning
- ✓ Workplace planning
- ✓ Shift planning
- ✓ Planning of production lines

## Expert guidance

And you're never alone. Together, we ensure the perfect alignment between your Planpoint software and your employee scheduling or workforce management. Our teams know exactly what is required for the **successful commissioning of your new WFM software**. A dedicated team supports you during start-up or migration, but also long afterwards.

For each implementation, we use a structured, effective approach that we continuously improve and update based on best practices. A well thought-out implementation plan and close involvement of you as our customer are the key to success. In consultation, we set clear business objectives and pay attention to communication and creating support within your organization.



All-in-one solution

# A single overarching WFM system

Secure staff scheduling for all your different shifts, locations and teams in the same system. Combine different types of planning: tasks, shifts,...

## Organization-wide solution

Thanks to the innovative and flexible nature of our software, Planpoint can manage all services within your organization in one overarching system. Whether scheduling shifts, tasks or customers, all your services find their place within the same environment.

This means: one Workforce Management (WFM) software for your entire organization, a smoother implementation, smooth exchange of common information, no duplicate registrations or interfaces, and above all, more results. And this without costly customization.

Moreover, you can scale up at your own pace. You can start with one department and later add your other business units. The possibilities for your organization are endless:

- Home care and residential care centers
- Manufacturing and in-house technicians;
- All your city services in the same software: chore service, pool, library and child care;
- Workplace planning and training;
- Irregular shifts as well as day teams
- ...



Seamless integration

# Connect Planpoint to all your systems

As an organization, you use different tools and platforms: HRM software, payroll, invoicing, time sheets and so on. So we think it's extremely important that Planpoint fits comfortably and flawlessly with your current and future HRIS applications.




## Work smart and efficiently

Planpoint is designed to integrate with the most common solutions for payroll, time tracking, ERP and other back office tools. Thanks to this integration, you work smarter and avoid double entry of performance, hours worked and personal data. This saves you a lot of time, which you can spend on other tasks, and makes your organization scalable for growth and expansion.

## Open and modern technology

Planpoint is an open and modern scheduling software that enables secure data exchange at the database level and via REST and SOAP APIs. Our APIs are configurable at the functional level and feature comprehensive logging information.

We can interface virtually all tools with Planpoint, provided they are "open" to it. Currently, Planpoint has interfaces with the software listed below, among others. Is your software not yet listed? Do not hesitate to contact us.

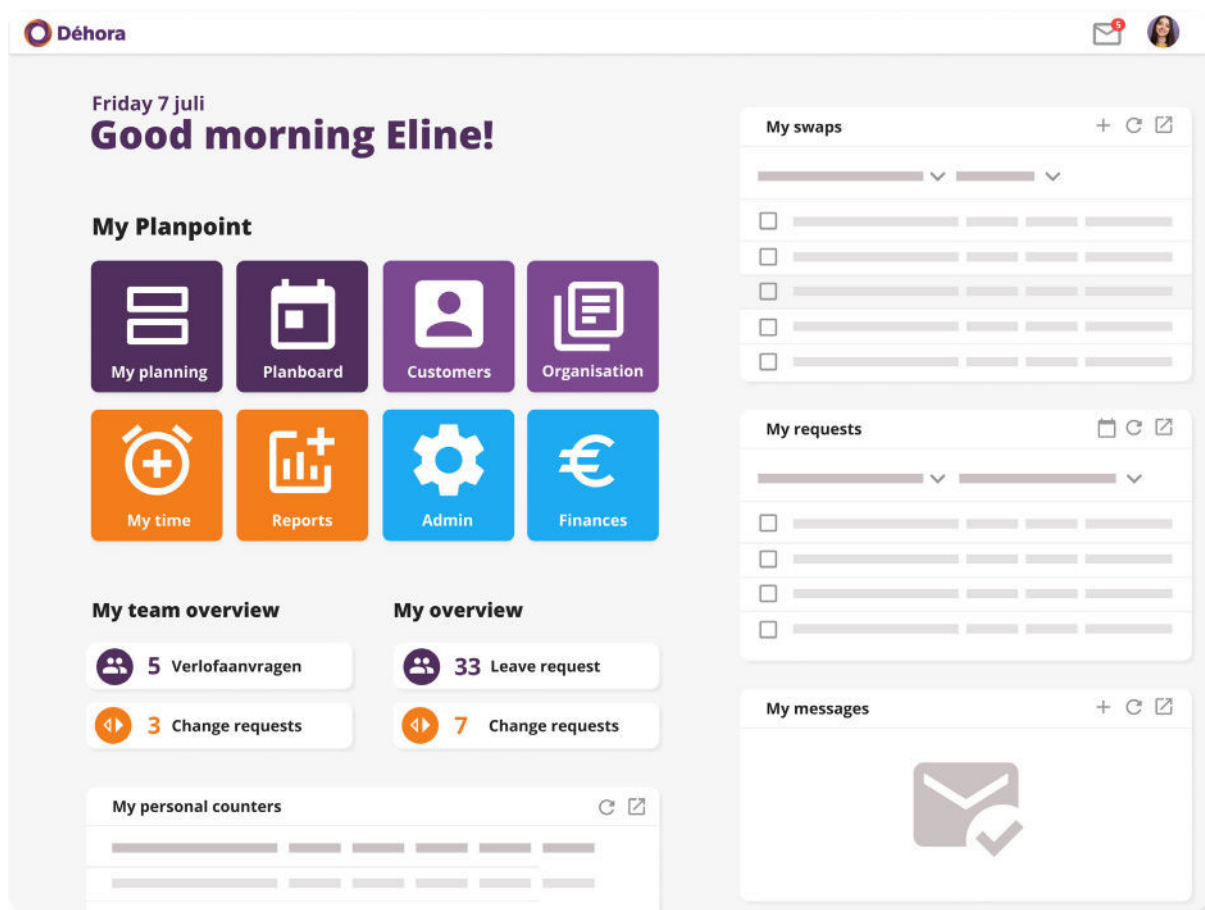
- 
**Payroll**  
 Automatically send performance, bonuses and absences to your finance department. Immediately linked to the correct payroll codes.
- 
**Time tracking**  
 Compare scheduled time directly with actual time worked. Process errors and discrepancies. Prevent administrative errors.
- 
**External terminals**  
 Link Planpoint directly to your physical clocks or registration terminals.
- 
**HR software**  
 Save time in personnel management. Import and export personnel data between different applications and data sources.
- 
**Ordersystemen**  
 Process information from orders, installations and jobs directly into your planning.

## Some of our current integrations

BelRAI	Syntegro	Partena	Beaufor
Vesta	Sodexo	Foxtrot (Alpha)	ADP
Cipal (Mercurius,	SDP	KSZ	GPS
Aphrodite,.. )	AFAS	GET	SD Worx
Attentia	Prottime	Liantis	Dileoz

## General functions and features

Planpoint offers you an arsenal of features to keep your workforce management in tip-top shape. Discover some key features of the Planpoint base platform here. Curious about more? We'd love to take you through an extended demo!



### Intuitive and user-friendly

At the heart of Planpoint is a **user-friendly and clear user environment**. Menus, filters and tooltips make it easy to find the information you need. Even if you are not super-technical, you can quickly and easily navigate through the various options and possibilities. Your planners, team leads and users will quickly find their way around Planpoint's capabilities.

### Planpoint home (portal)

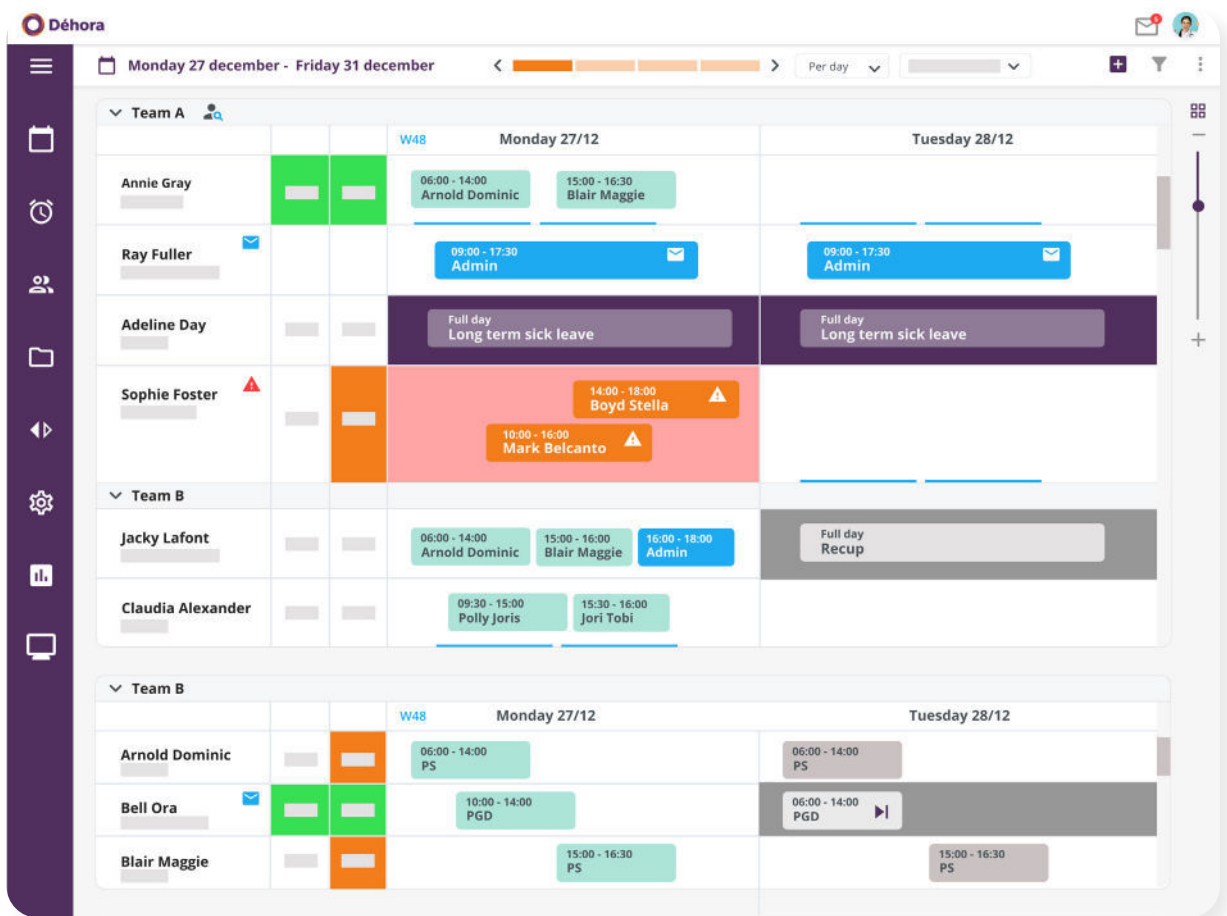
Planpoint Home is the home page of Planpoint. From this portal, planners, teamleads and employees can navigate (via Single Sign On) to different parts of your Planpoint environment.

The portal also provides users with personalized widgets and KPIs, making important information related to requests, personal balances and work schedules immediately visible. Exactly what a user can see or do depends on their assigned permissions and user roles. Planpoint home is also accessible for mobile use via smartphone or tablet (see below).

## Modern staff scheduling

Create, modify and publish staff schedules with ease. Create the most optimal staff schedule in no time thanks to **smart (and unique) features for planners and managers**. Create rosters based on employee availability, your specific business requirements, your minimum staffing levels, personal preferences, employee-customer relationships, and various other factors relevant to your organization.

Visual notifications, color codes, tooltips and labels support you in creating the best possible schedule. Work schedules can be published in a snap, and then accessed by your employees online via smartphone or web.



## Planning boards tailored to your schedule

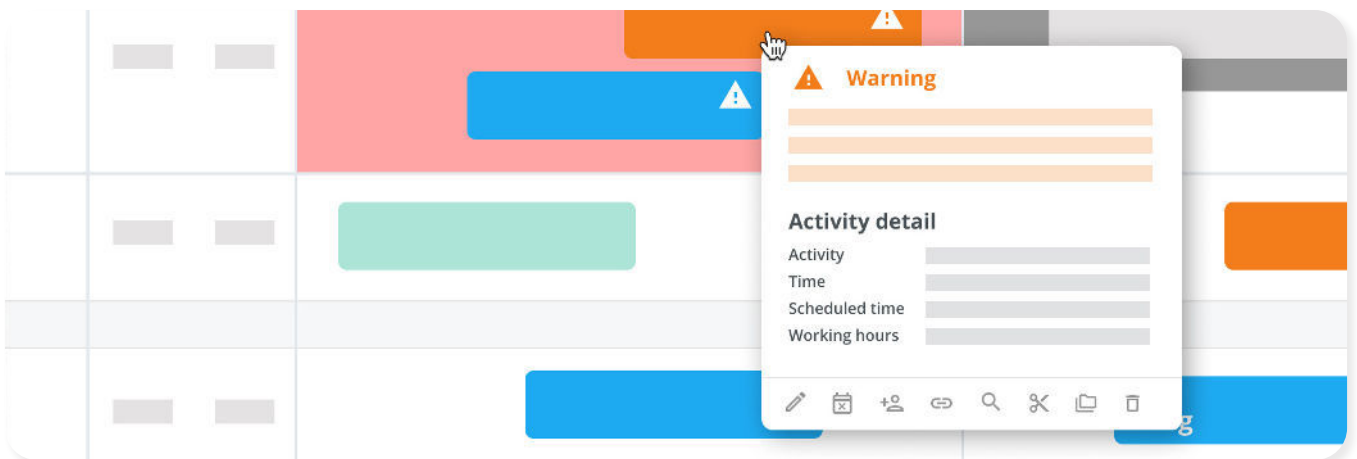
In Planpoint, your schedules and your planning boards are customized **based on your specific planning methodology or work schedule**. Always keep an overview of tasks, services, rounds, clients or shifts. No more separate planning software per business unit or department. Even a "rotated schedule" is possible.

Furthermore, each planning board is individually customizable thanks to handy filters, search functions and other display settings. Customize your view (horizontally or vertically), differentiate based on employees or shifts. Each schedule view can be exported to .pdf or .xls.

## Automatic (rule) checks

Planpoint automatically checks for compliance with rules. Examples include legal status regulations, collective bargaining agreements, legislation, or organization-specific agreements regarding work and working hours. These rules can be flexibly configured per organization and per country. Rules can be set as 'hard' (mandatory) or 'soft' (recommended) rules.

Benefit from real-time checks on overlapping shifts, maximum consecutive working days, rest periods and other schedule-related issues. Violations are immediately visible during scheduling in your scheduling board - allowing you as a scheduler to immediately make the best and right decisions.



## Powerful and indispensable scheduling functions

Your employee scheduling in Planpoint includes numerous (decision-supporting) functions that make the job of planner or manager much easier. This leaves you more time for other essential work. Here is an overview of some useful features:

- 📅 Cross-regional, departmental and team planning
- 📅 Visualization of overstaffing and understaffing
- 📅 Customizable planning periods
- 📅 Rotated schedule (planning from an assignment)
- 📅 Walk-in function for interns or colleagues
- 📅 Real-time notifications: ideal employees, relation,
- 📅 Rule violations, appointments, competencies,....
- 📅 Find most suitable employee
- 📅 Find most suitable assignment
- 📅 Open posts (tasks) or open shifts overview
- 📅 Schedule single activities or todo's
- 📅 Day-automate (substitution mechanism) with proposal of alternative planning in case of changes
- 📅 Scheduling overview per team, clients, services,...
- 📅 Manual or automatic publication
- 📅 Publication in successive roster phases
- 📅 Self-scheduling
- 📅 Time calculations per activity
- 📅 Rotated schedule: employees / clients
- 📅 Leave cascade (with or without approval)
- 📅 ...



## Employee management

With employee management in Planpoint, you get a central hub where all your employee data is kept in one place.

In this clear environment, you can manage not only personal and contact information, but also details of employment contracts, absences, financial data such as bank account numbers, qualifications, leave counters, work regimes and other crucial employment information. All this information is seamlessly integrated into our complete Workforce Management (WFM) platform, allowing you to switch effortlessly between the various modules and functionalities.

Moreover, you don't have to worry about double entry, as Planpoint integrates effortlessly with external HR systems.

## Reports and KPIs

With our advanced reporting function, you can dive deep into all possible data of your workforce planning and gain valuable insights. This allows you not only to plan better, but also to manage your workforce management smarter. All reports are easily exportable to .xls or .pdf, for example.

Our reports even go beyond just numbers. It allows you to compare data from different planning layers, such as the actual planning versus the published planning, or the wish rosters compared to the actual team roster.

Customized reports are also possible. After all, we understand that every organization has unique needs, so we can develop customized reports to meet your specific requirements.



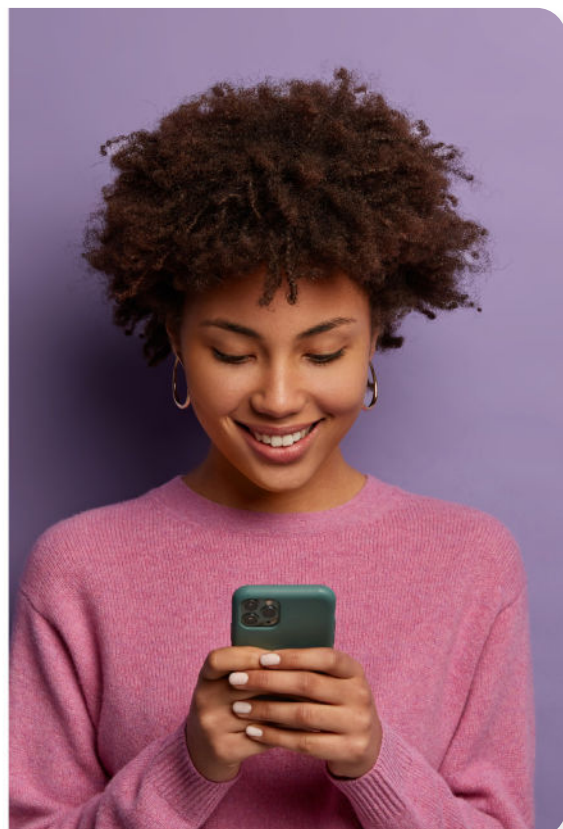
### Welcome to Planpoint

User name

Password

**LOG IN**

[Forgot your password?](#)



Employee self-service

# Boost staff engagement

Engage your teams while streamlining your workforce planning. Planpoint comes standard with a user-friendly and interactive platform (ESS) for your teams - via web or smartphone. From now on, your employees can also take on scheduling tasks themselves.

## Available anywhere, anytime

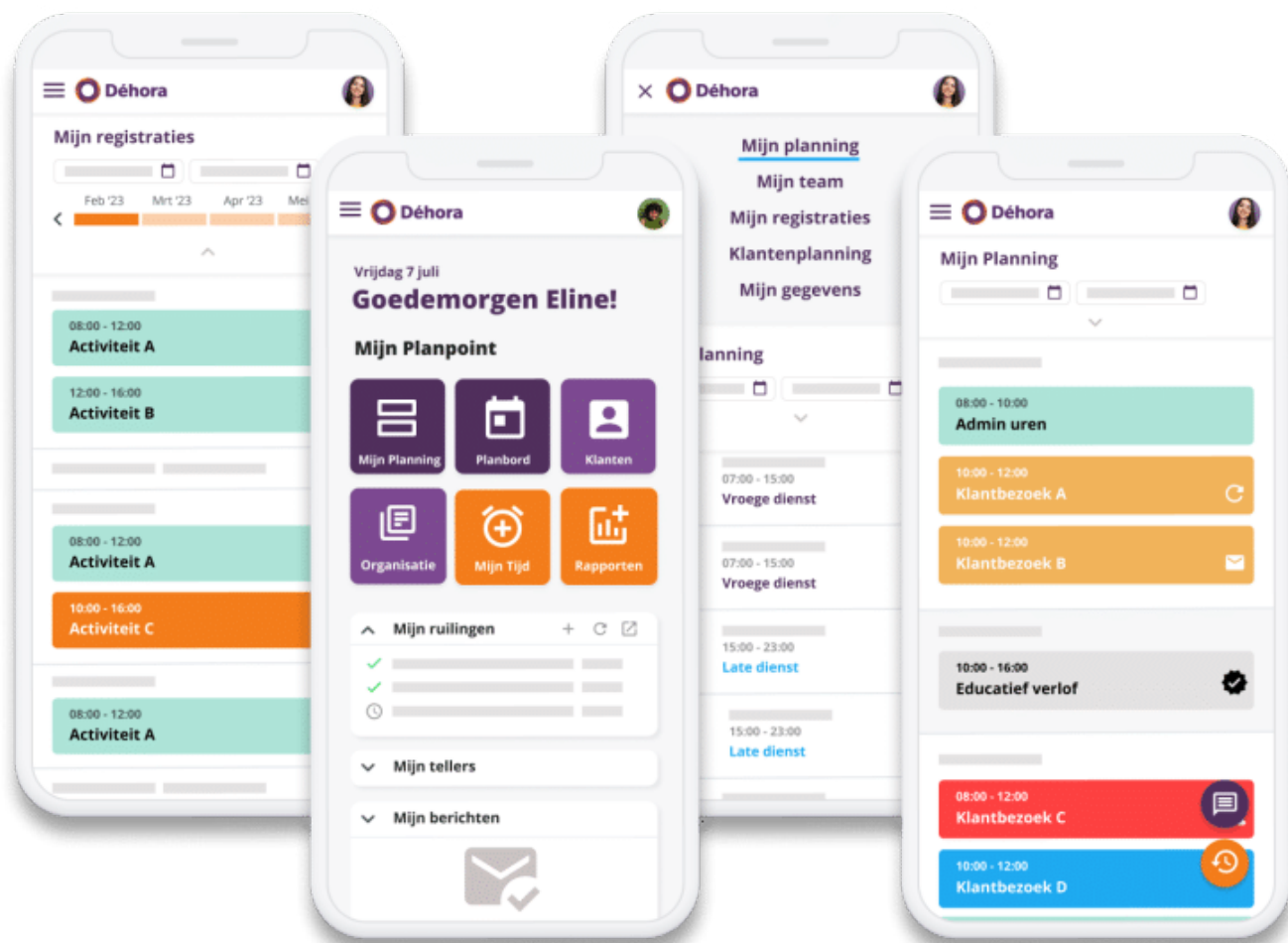
Via My Planpoint, your employees have direct access to their staff schedules and HR information, via both smartphone and laptop. Your employees can view their own work schedule or team schedule, and consult personal balances (vacation, leave and compensation hours, etc.).

Based on rights and roles, you can allow employees to swap shifts among themselves, capture time and tasks, submit their own roster preferences or request their own leave (via leave cascade).

## Powerful mobile features

Planpoint mobile also provides your employees with a number of practical mobile features that can be useful when performing work at a client's site or on the road.

Your employees can log off tasks or service orders, add additional information about an activity, add receipts or photos, view the "route of the day," have customers sign off, digitally track performance and much more. Speed up and simplify your planning as well as your internal processes thanks to employee involvement.



Option

# Time and attendance

Let your employees clock in and out using their own smartphone or your own devices. Quickly compare scheduled time with actual time worked. Manage hours and exchange information with your payroll without any worries. Simple and clear!

## Time tracking via smartphone

Combine time tracking with smart time management thanks to seamless integration within the Planpoint WFM platform. Employees can clock their **hours worked, tasks or assignments** via smartphone, kiosk (see below) or your own physical terminals. Recorded times, presences and performed tasks are automatically maintained in Planpoint for management in real time.

## Extensive management of hours

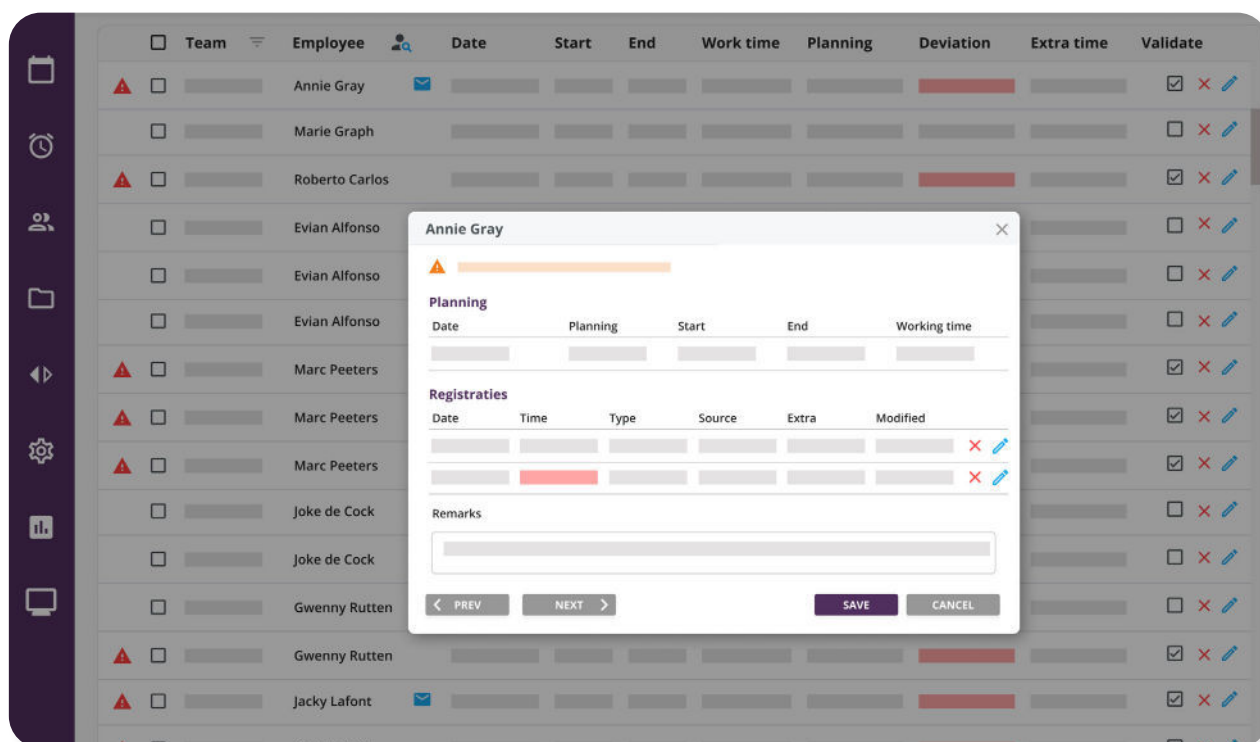
Check and approve deviations or overtime as team leader. With Planpoint, you get instant insight into the differences between planned and recorded working hours. As team lead, you are also always up-to-date with a real-time overview of who is currently working, who is absent and which open shifts still need to be filled. Dashboards, views and reports give you a clear and understandable picture of all hours, absen-

ces and costs. Even set up flexible smart rules to track down targeted deviations and errors.

## Performance management

Have the hours been checked and approved? And are all services booked? All different types of hours, such as sick and vacation hours or performance (with calculation of allowance), can be automatically forwarded to your payroll for fast and correct payroll processing.

Planpoint easily interfaces with virtually any payroll provider. Your employees' performance and wages can therefore be processed automatically, on time and without errors. Hours can therefore also be forwarded correctly for subsidy purposes, for example.



Option

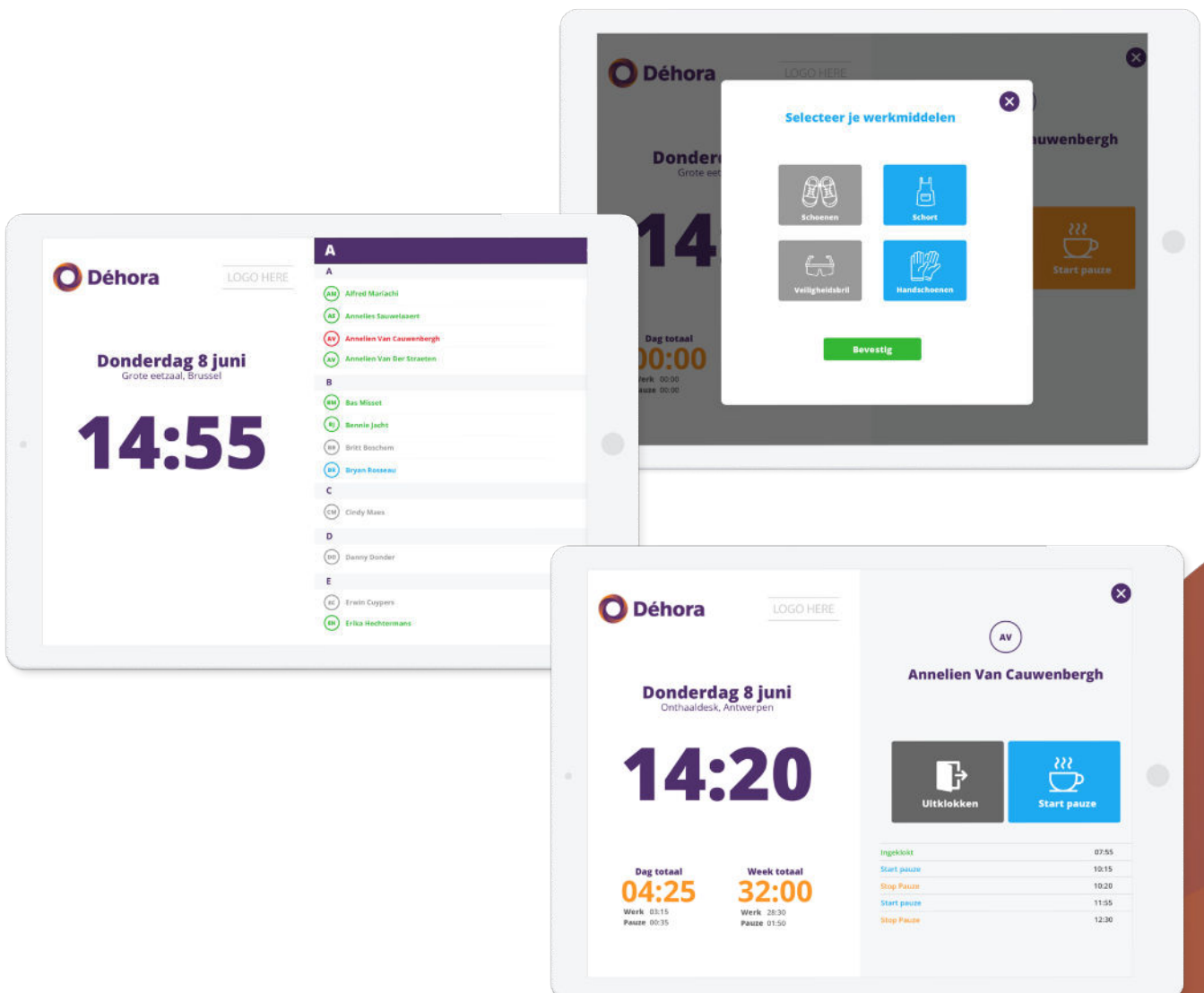
# Planpoint Kiosk

Want to offer your employees the ability to (also) record time via a physical terminal? Meet the Planpoint Kiosk! The Planpoint Kiosk is an affordable and innovative alternative to traditional, expensive time clocks.

## Online time clock system

The Planpoint kiosk is a user-friendly online timekeeping application installed on a tablet that you can place or hang at a central location in your organization: at your reception desk, at your entrance or exit, and so on. Multiple tablets are also possible. Through your wifi network, each kiosk is directly connected to your Planpoint software, where you can manage all hours, including those registered by your employees via their smartphones.

Your employees can easily punch in via a QR code or using their unique PIN - it's that simple! Record work time, break time, resources used and even means of transportation. The application itself exudes simplicity and ease of use. A Planpoint Kiosk is installed in no time. As an organization, you avoid the high cost of purchasing a terminal.



**Option**

# Customer and client files

With Planpoint, you also immediately have all of your customers' or clients' important information in one place, smoothly integrated into your entire WFM system. Say goodbye to the proliferation of information in different systems.

## Digital client records

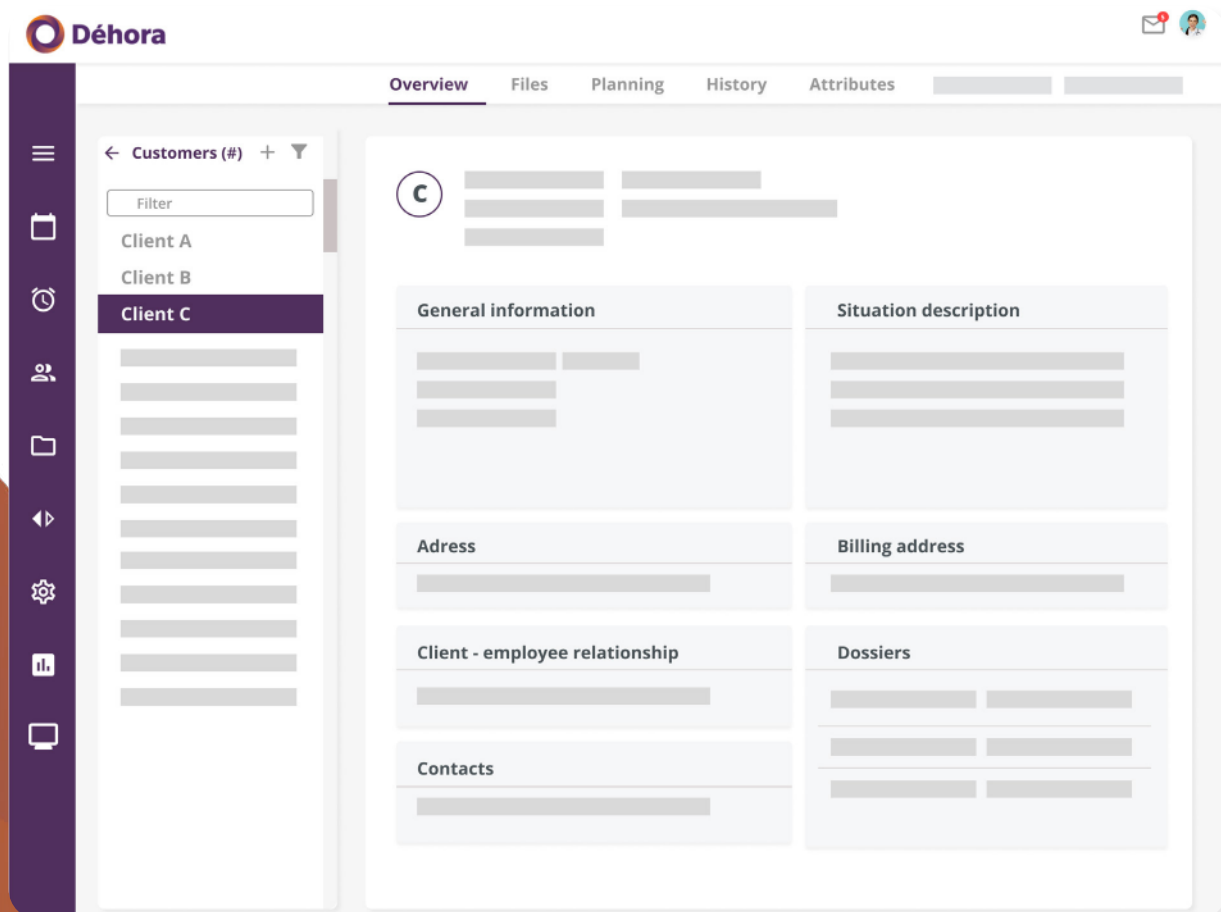
Planpoint offers an integrated solution for staff scheduling and customer or client scheduling. This is ideal for home care, home nursing or technical services with clients, for example. You no longer have to work with separate spreadsheets or files or constantly switch between different software or platforms.

Moreover, Planpoint can be seamlessly linked to, for example, your payroll, your CRM, the Crossroads Bank for Social Security, etc., to retrieve all important client information directly. A link with an ERP system or asset management software is also a possibility. In short, with Plan-

point you have all the information you need to plan optimally in one place.

## Always at hand

With Planpoint, your customer information is always at your fingertips, wherever you are, and it is directly accessible in your planning board and in your employees' work schedules. Your employees can easily retrieve the required information for a client or job from their planning on location, using a mobile device.



## Customer management

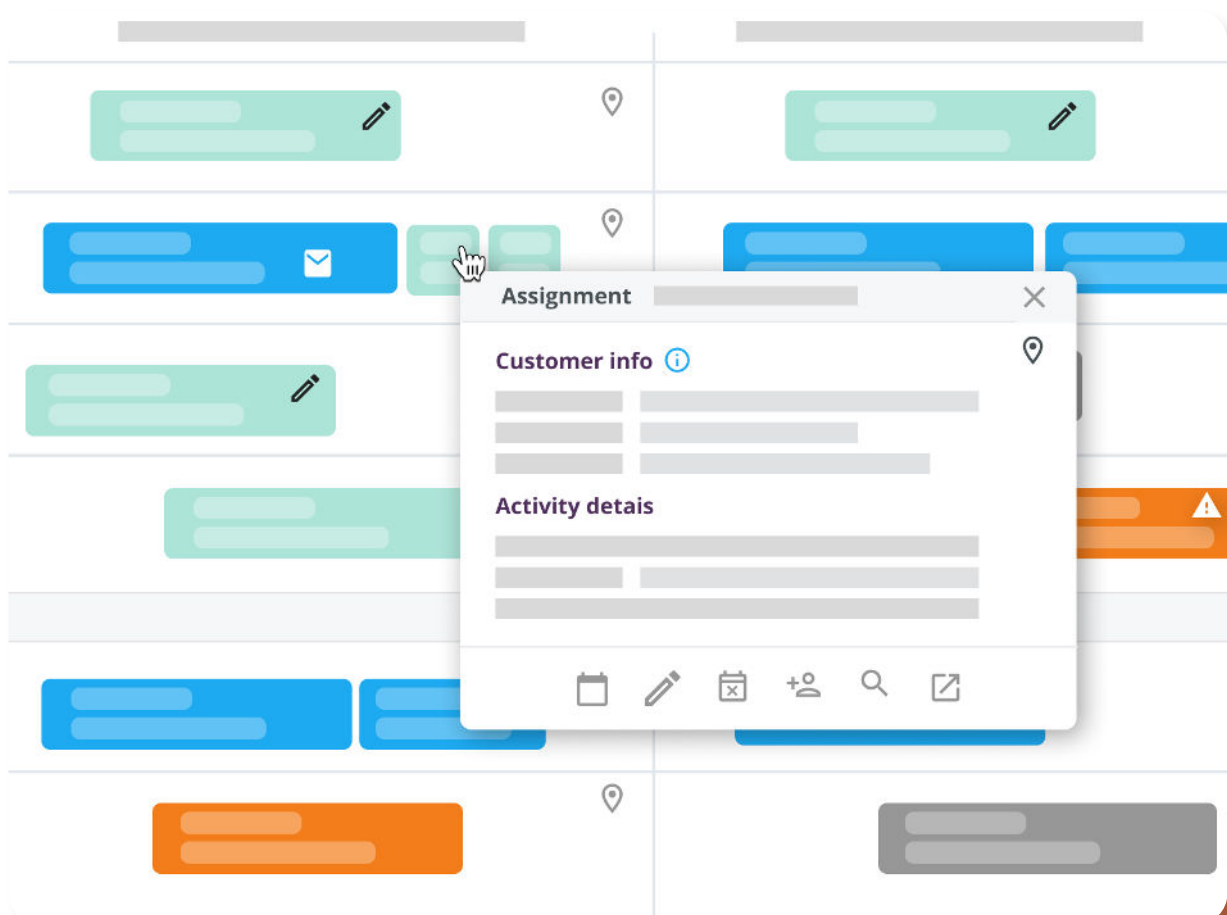
Client management within Planpoint is quite extensive. Your clients and all associated records are set up based on your specific work and your information needs: address data, financial information, certificates, secondary (emergency) contacts, social supplement, care plan, orders, and more.

And Planpoint goes a little further in terms of the most optimal staff scheduling. Record various individual characteristics for each client,

make notes about the relationship between your client and your employees. Even make use of positive or negative activities.

Finally, customers or clients can be divided into groups based on zip code, neighborhood or address. Keep track of documents, photos or files. In short, Planpoint provides optimal support for professional follow-up and planning of both clients and assignments for your customers.

- 📄 Extensive profile per customer: personal data, financial information, emergency contact, social supplement, emergency contacts,... and custom fields
- 📄 Custom fields or lists
- 📄 Individual maintenance or care schedules
- 📄 Setup of positive and negative items
- 📄 Relationship with employees (positive - negative)
- 📄 Individual characteristics per client
- 📄 Situation outline per customer or client
- 📄 Classification by zip code, region or district
- 📄 Integration with CSF or other systems
- 📄 History and detail of activities
- 📄 Integration social supplement
- 📄 Waiting list management
- 📄 Automatic calculation of contributions



**Option**

# Workplace planning and management

For many organizations, the location or workplace (room, hall, etc.) of the tasks or services is also very important. Planpoint provides optimal support for your work schedules as well as the allocation of work and people to a workplace.

## The right person in the right place

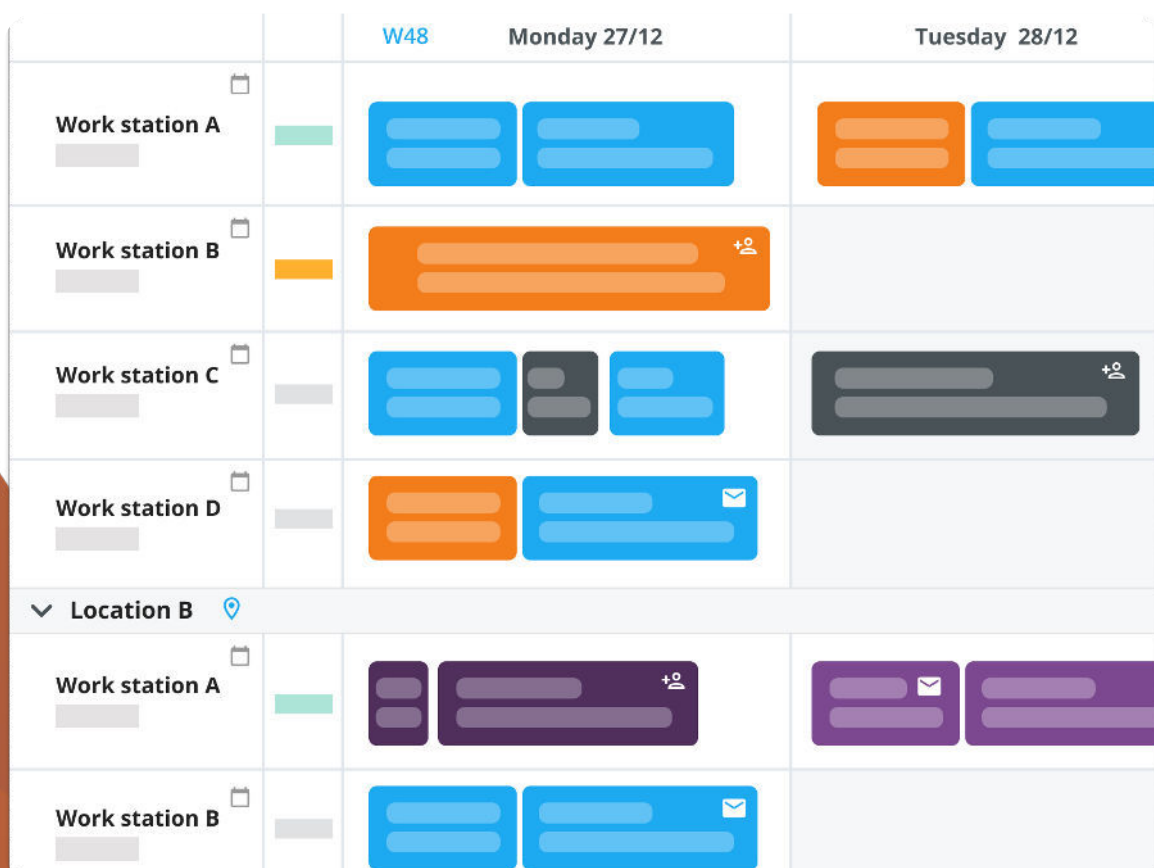
Usually, you schedule an employee on a task, shift or shift. With workplace scheduling in Planpoint, however, you can also determine at which of your (physical) locations these activities should take place. Planpoint provides a solution for companies looking to increase productivity and save costs through optimized workplace allocation.

Schedule an employee at a specific workstation, local or branch office. Link specific activities or work to a project, employee and location directly from your work schedules. Divide different workstations into geographic clusters.

## Occupancy per workstation

In Planpoint, you can also easily set occupancy requirements per location and determine minimum and maximum occupancy for each workstation.

The result? A smart and optimized allocation of workstations. You maintain real-time visibility into occupancy status, so you're immediately aware of situations of over- or underutilization in a room or workstation. Add equipment or assets. You can also indicate one or more preferred workstations per employee.



## Option

## Understanding workload and pressure

Measure your employees' time use at the task level and also provide insight into physical and mental strain. Translate task and time information into your most optimal staffing requirements and utilization.

### Staffing needs and time

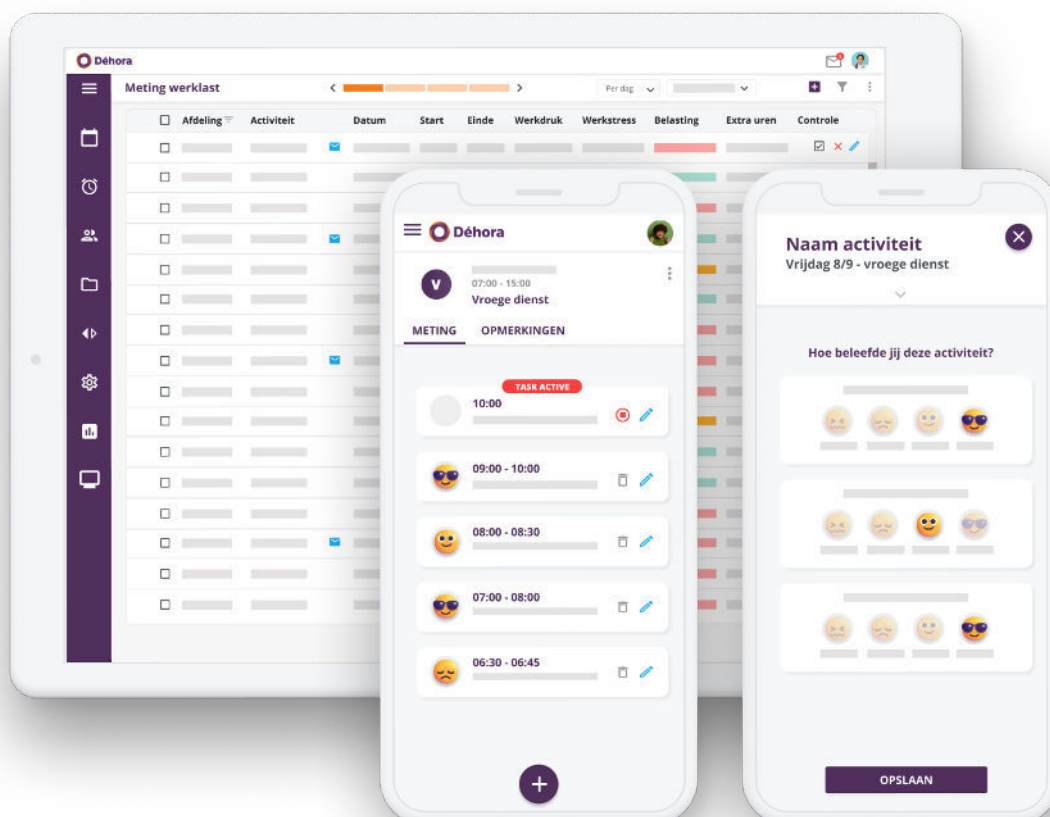
Exactly how much time do your employees need to complete specific tasks? Moreover, do you have enough staff and time to perform all the planned work? To measure is to know!

**An objective task and time study**, performed by your employees via Planpoint and their smartphone, provides essential insights. This data enables your organization to improve staffing levels, standard times, task organization and workload, for example. All collected information can be easily imported into Excel or business intelligence software. You can perform the analyses yourself or engage our expertise.

### Work perception and stress

In addition, your employees' perception of time and workload can provide valuable information. Employees can indicate whether they perceive the workload as high or acceptable. It is equally important to find out if there are specific tasks that your employees perceive as **mentally or physically taxing**.

These insights can help you identify possible bottlenecks in your work processes and redistribute tasks to better distribute the workload. This enables you to take targeted measures based not only on figures, but also on the well-being and satisfaction of your staff.





Option

# Digital self-scheduling

Planpoint also brings self-rostering and sustainable flexible working within reach of your organization. Increase your strength, make work schedules flexible and increase employee satisfaction.

## Fair self-rostering

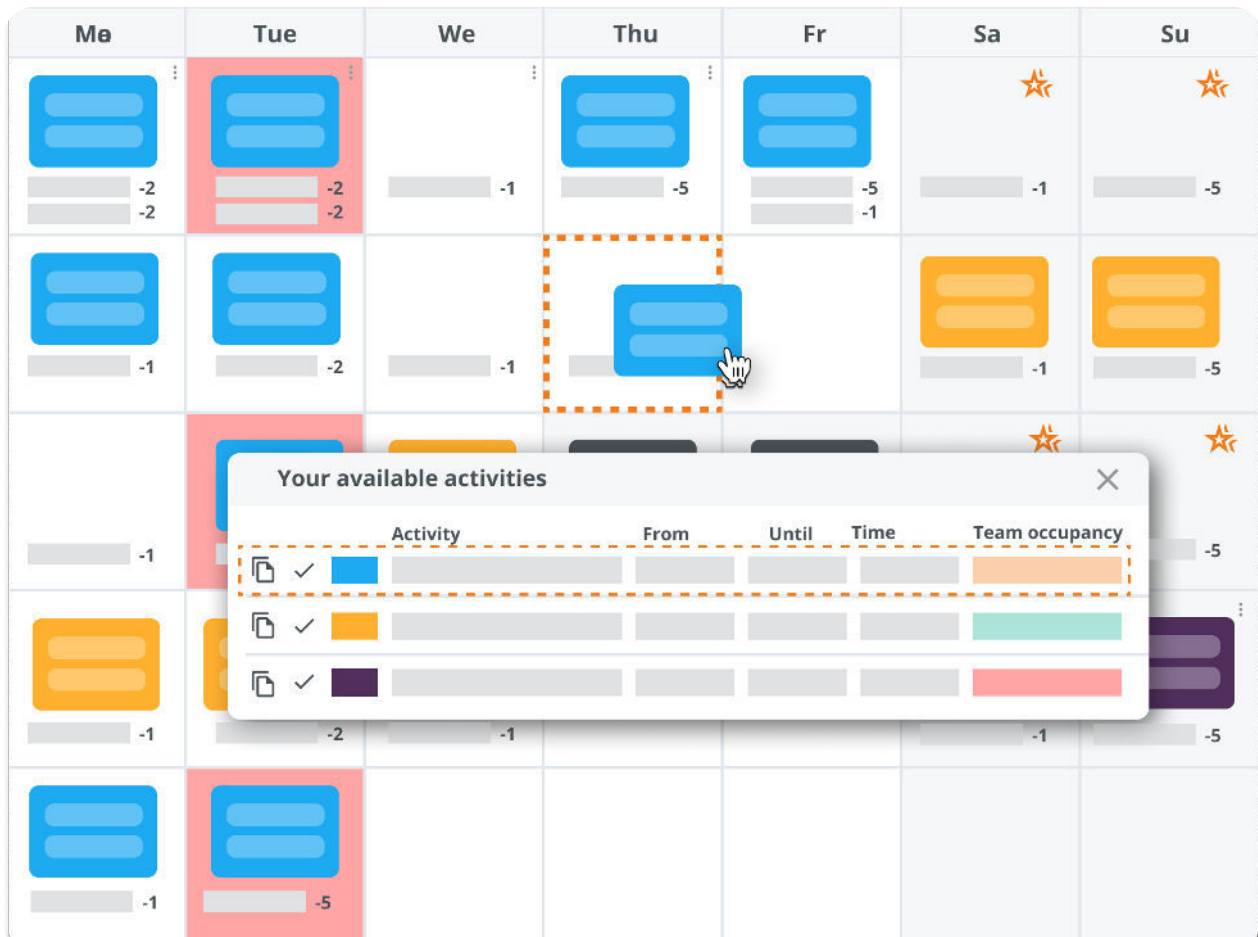
Thanks to Planpoint, self-rostering, also known as co-scheduling or multi-rostering, becomes simple, transparent and efficient. Your employees draw up their own schedules for each period, taking into account the occupancy requirements of the organization or team. Using planpoint, this self-rostering process is fair, transparent and optimal.

Planpoint provides maximum support in creating and processing accurate work schedules, taking into account company rules, skills, contract hours, regulations and personal preferences.

## Powerful in its simplicity

Your organization or manager specifies the desired deployment of employees for each planning period in Planpoint. This can be in the form of shifts, qualifications or hourly occupation. Your employees then start self-rostering in three successive steps.

Among other things, your employees draw up their ideal preferred roster. They register for "open" shifts in the relevant roster period and also indicate when they are not available. This can be done easily from home, via the website or smartphone, individually or together with the home front.



The screenshot displays a weekly calendar grid for self-scheduling. The days of the week are labeled at the top: Me, Tue, We, Thu, Fr, Sa, Su. Each day contains activity blocks represented by colored rectangles (blue, orange, purple) with numerical values below them, likely indicating occupancy or duration. A mouse cursor is hovering over a blue activity block on Thursday. A pop-up window titled "Your available activities" is overlaid on the calendar, showing a table with columns for Activity, From, Until, Time, and Team occupancy. The table lists three activities with checkboxes and color-coded bars.

Activity	From	Until	Time	Team occupancy
<input checked="" type="checkbox"/> [Blue]				[Orange bar]
<input checked="" type="checkbox"/> [Orange]				[Green bar]
<input checked="" type="checkbox"/> [Purple]				[Red bar]

## Together we make Planpoint even better

To stay relevant, we work on new Planpoint features and functions every day. As a customer, you get a lot of say in the improvement and development of Planpoint. Our customers' ideas and suggestions for improvement are worth their weight in gold.

### Our inspiration?

Every day, we make our Planpoint software even better for both current and future customers. We continuously introduce new features and improve existing capabilities. In doing so, we make your WFM solution sustainable and future-proof.

Ideas for new Planpoint features really do come from everywhere. We receive messages from end users and planners, we often speak with customers, and we rely on our own expertise. We also like to listen to organizations that are not yet working with Planpoint: what are they looking for in new workforce scheduling software?

### Your added value as a customer

And in this development, you as a customer are extremely important. Look, we really listen to our customers. In the first place because we consider a long-term relationship and cooperation extremely important. Secondly, because we learn a lot from user input.

Moreover, when further developing Planpoint, we take all ideas and suggestions for improvement seriously, no matter how "silly" they may sound. We want to hear how our customers like certain features and how we can further optimize usability, for example. Together with our customers, we strive for the best possible planning software and service.

### Regular and spontaneous contact

We maintain regular contact. Both before, during and after your Planpoint software goes live, you can count on your permanent contact at Déhora. It is pleasant to talk to someone who knows your organization and your sector. Involvement, personal, smooth communication and good service are extremely important to us.

At least once a year we officially visit you for a real "how's it going" conversation. To hear what is going on, how the cooperation is going and whether the working methods in your organization are still in line with Planpoint's operation.



## Security first!

Planpoint is developed in a secure and reliable technology, based on a strict development policy. And with multiple security layers such as multi-factor authentication. In addition, we are ISO 27001 certified service provider, and you will benefit from this.

### What is ISO 27001?

ISO 27001 is the worldwide reference in the field of information security. The ISO 27001 standard describes several objective criteria that service providers must meet in order to handle information in a secure and aware manner.

### What does this mean for you?

As a (future) customer, you rightly have questions about data protection. Our ISO 27001 certification removes all these concerns. We can demonstrably guarantee that we are taking data and technology security seriously and structurally. Planpoint customers can be confident that all company, customer and personal data is fully protected.

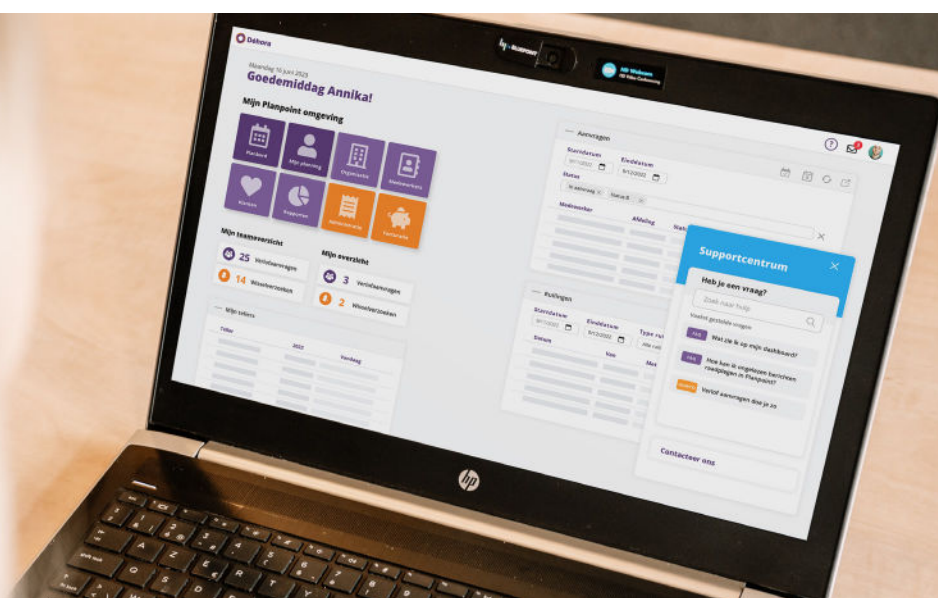
ISO 27001 certification is objective and independent proof. It is preceded by a very comprehensive audit by an independent and impartial body. Within Déhora and Planpoint, information security is also widely applied.

### No concessions

When it comes to (cyber) security, we never make concessions. We always strive for the most practical solutions for our customers.

For example, accounts and data are encrypted and protected against phishing, unauthorized access, attempts to use stolen login credentials for other accounts or account takeovers. Personal and customer data is stored securely and in accordance with GDPR regulations in Belgian and Dutch data centers. Data security is guaranteed by active monitoring and separated layers between users (within apps and browsers) and underlying systems.

Activity logs are kept of all activities in Planpoint. These record who performs which action (plan history) and which person requests data. This information can be retrieved as audit logs or separate GDPR logs.



# About Déhora

The Déhora Consultancy Group has been the worldwide expert in the field of workforce planning and workforce management since 1987. We assist organizations, large and small, in all possible sectors.

**Full-service:** We advise and assist in the full breadth of our field. Whether it concerns consultancy, research, training, planning software, secondment or recruitment & selection of (interim) planners.

**We are an independent consultancy:** our approach is always objective, expert and application-oriented. Characteristically, when looking for solutions we always consider both the employer and employee perspective and the interests of other stakeholders.

**Innovation is in our DNA:** It is our strength to adapt quickly to new environments and challenges. Our broad outlook, experience and expertise means that we can also apply knowledge and insights across sectors. Where necessary, we dare to think outside existing paths.



**Consultancy  
& support**



**Interim planners  
& managers**



**Software &  
services**



**Training  
& coaching**



**Recruitment and  
selection**



**Research**

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