Wendia
POB Resource & Time Management

POB Resource & Time Management enables your organization to effectively manage its human resources. By distributing POB functionality to your remote workforce, this POB module allows all employees to register time and resources, regardless of location. Improve scheduling as you schedule personnel and utilize other human resources, applying all relevant information stored in the central POB system. POB Resource & Time Management optimizes resources, identifies redundant or lacking skills and avoids bottlenecks.

POB Resource & Time Management provides management with an indispensible tool to control total workload through prioritization, resource scheduling and precise tracking at all levels.

Benefits to Your Organization

POB provides management with an indispensible tool to control total workload through prioritization, resource scheduling and precise tracking at all levels. Efficiently recording time and resources used guarantees more accurate accounting and invoicing, as well as a more cost-effective recovery. POB Resource & Time Management integrates with all POB modules, as well as MS Outlook calendars. This ensures the information is effective and transparent throughout the organization.

Benefits to the User

POB Resource & Time Management provides users with a tool to control resources with maximum effectiveness and transparency. For example, users can find and book available resources with a required skill set by using this POB module. Service personnel can use the calendar to see and follow up on activities, incidents and problems. Consultants can register resources and travel expenses while HR management can manage personnel as well as each employee's skill set.

Resource Management for Competitive Advantage

Keeping your competitive edge has everything to do with effectively managing your service resources. It is vital that you have the tools to support planning processes. POB Resource & Time Management is a proven tool that will help you schedule and control your human resources in a consistent way that ensures your competitive advantage.
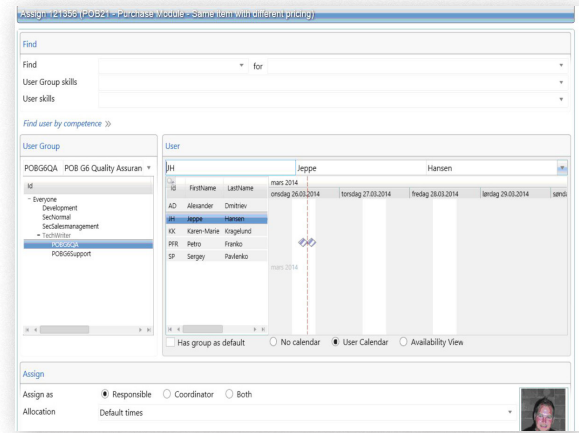
Resource Calendar and Resource Overview

POB enables your organization to control resources, personnel, and availability.

- Plan and schedule available time for human resources, including planning free time, vacation and holidays
- Define individual work hours as well as office hours and actual Service Hours in the Service Desk
- Manage resource usage and overtime
- Create and maintain a calendar, and automatically update it with planned, confirmed and used resources
- Always see complete and reliable information, due to the two-way
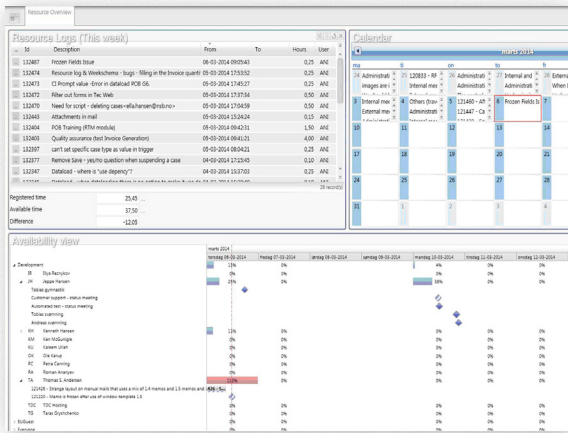
▲ Resource Overview showing time registrations, personal calendar, availability calendar

▲ Calendar and competence selection available when work is assigned

synchronization of tasks and appointments between POB and MS Outlook

- Use the same allocation types as in MS Outlook (free, tentative, busy, out-of-office)
- See in the Resource Overview window all allocations for a selected user or user group for a specified period. See when POB users are available for work within a specific period of time, as well as directly assign cases to POB users.

Resource Skills and Competences

POB helps suggest personnel with the best skill set to perform a certain task. Personnel skills may be based on Categories, CI Types, Customers etc., or by a three-level competence matrix. POB supports the processes to:

- Allocate assignment to relevant personnel or groups of personnel according to their skills and competences
- Report on skills and experience by groups or individuals

Resource Allocation

POB supports allocating resources efficiently by allowing you to:

- Allocate resources to any entity in POB where work is done, such as incidents, problems, RFC, activities, tasks etc.
- Report, plan and manage resource usage
- Use skills and availability functionality to find the most relevant resources

Integration with POB Service Level Management

POB enables consultants to record resources used on any project or activity and compare them with services connected to the specific customer or project. Project managers gain an immediate overview of all ongoing projects, and can approve or reject registrations and invoices before they are sent out to the customer.

Integration

POB Resource & Time Management is fully integrated with the rest of the POB family of products. You can:

- Plan and allocate human resources when assigning incidents to any group or individual
- Assign and plan skilled resources to projects and activities
- Follow up on due dates and budgets

Full Time Registration

With POB, you can measure logged time against work hours in order to support 100% time registration. Other features in the resource log handling include:

- Automatic time registrations based on business rules
- A simple week schema makes time and cost registrations simple for consultants and remote technicians

Monitoring and Reporting

POB's monitor function allows you to monitor any critical process, target, performance or service level, etc. The built-in reporting options enable you to create reports on any Key Performance Indicator, ensuring that all your business goals are achieved. With statistics and reports available online, you can continuously monitor customer satisfaction, service quality and profitability.

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SERVIEW CERTIFIED TOOL

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