

# CLICK REPLY™ LABOR MANAGEMENT



**IN ALMOST EVERY COMPANY THERE ARE SIGNIFICANT OPPORTUNITIES FOR INCREASED LABOR PRODUCTIVITY IN OPERATIONAL WAREHOUSE ACTIVITIES ABOVE AND BEYOND IMPROVEMENTS THAT CAN BE ACHIEVED THROUGH ADOPTION OF A WAREHOUSE MANAGEMENT SYSTEM. TO EXPLOIT THESE OPPORTUNITIES IT IS NECESSARY TO HAVE A LABOR MANAGEMENT PRODUCT TOGETHER WITH A LABOR MANAGEMENT PROGRAM.**

The gap between *time available* and *time required* is what every organisation must be able to observe, quantify and improve.

Preferred methods, continuous improvement culture and training are the elements which when addressed to processes and people, represent the foundation of a Labor Management program. Studying best practices, identifying and eliminating non-value added activities and actions, allow definition of the best way to perform a task, maintaining both safety and performance.

Operatives must be doing the right tasks in the most efficient, safe and precise manner. These principles drive efficiency and consistency in operatives' actions and lay the foundations for activity measurement.

Recording performance – good or bad – is, on the other hand, the first objective of a Labor Management application. Knowing in detail how long each task takes facilitates understanding of the impact of each activity on the entire process and enables maximisation of productivity by simply tracking results.

**Click Reply™ Labor Management** is the solution that **collects, traces, measures and monitors** activities within an operation to improve efficiency and reduce costs. It provides answers to the following questions:

- How much time is required for unproductive activities?
- Why do 2 operatives require different amounts of time to complete the same task?
- How much time is required to complete a task?
- How many resources are required to complete a given set of activities?

The solution provides information and understanding of activities performed in the execution of operational processes and the corresponding times, with real time **visibility** into work content at an appropriate level of detail and therefore the possibility to achieve a high level of control over specific results.

**Click Reply™ Labor Management** enables the scheduling of the workforce, the recording and monitoring of details and summaries of their presence, absence, late and early starts, both through integration of an external Time and Attendance system as well as through the use of simple and intuitive web functionalities of the system.



**Logistics Reply** is the Reply Group company leader in the provision of advanced Supply Chain Execution solutions, developed with its proprietary Click Reply™ and SideUp Reply™ suites and using the latest technologies available.

Click Reply™ is a solution that can be deployed on-premises or in the cloud, while SideUp Reply™ is a multi-tenant SaaS solution based on the cloud computing technology. The Click Reply™ suite consists of several integrated products:

- **Click Reply™ Warehouse Management:** a solution for the physical handling of materials and inventory flow management
- **Click Reply™ Yard Management:** a solution for the management of lorries and containers within the logistics site (loading/unloading area, receiving offices, loading bay doors)
- **Click Reply™ Labour Management:** a workforce management solution designed to maximise productivity and efficiency
- **Click Reply™ Warehouse Performance:** a solution for real time and self-service guided analysis of warehouse KPIs
- **Click Reply™ Warehouse Billing:** a cost accounting solution for warehouse logistics services

The solutions developed by Logistics Reply are now being successfully used worldwide, with customers in all geographical areas: North and South America, Europe, Asia, Africa and Oceania.



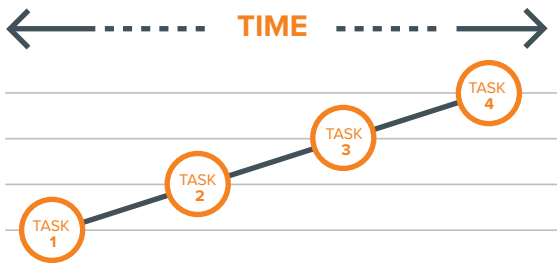
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Scheduling is performed in close interaction with the Manpower Planning functionalities through which the resource requirements for the following days, based on the known work volume, are identified and therefore the shortage or surplus of resources is determined.

Modeling of activities to be monitored is based on logistic processes but can be adapted to virtually any working environment in which the workforce is employed to carry out operational activities.

The Labor Engine component of the system, in real-time interaction with the Click Reply™ Warehouse Management system, translates the activities carried out by operatives into the model (*work and tasks*) configured in the system, in order to automatically collect all relevant information.



This information provides visibility into the work in process, how many locations they have visited, the amount of stock moved, which vehicle was used, which path they followed and the actual time for each task.

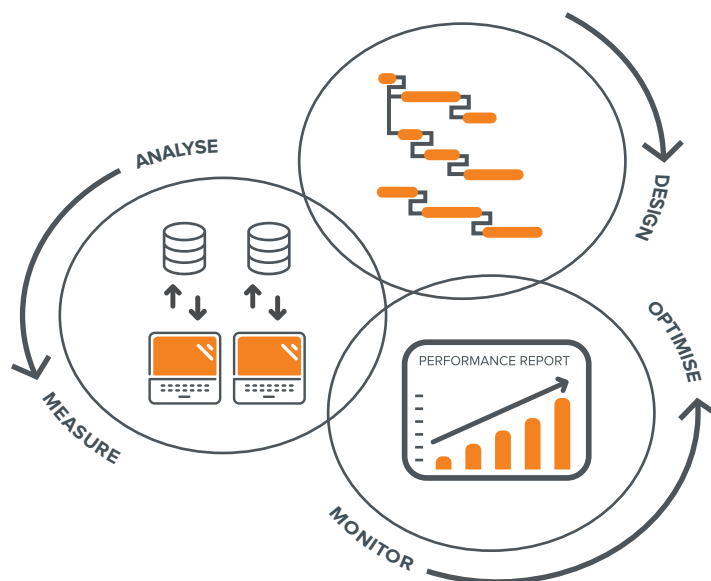
The system provides several intuitive and easy-to-use tools, providing visibility and control over the information collected, according to multiple dimensions of analysis (warehouse operatives, work teams, shifts, processes, activities, indirect work) both to control in real time the state of work in progress and to analyse historical trends.



Through dashboards, monitors, consoles, statistics and reports, summary information is readily available, which facilitate the performance of multiple search or analysis combinations in greater granularity.

To enhance user customisation in terms of data presentation, organisation and analysis, the user can also, for example, create his/her own dashboards, organise his/her favourites, choose the theme of the system, save the most frequently used search filter combinations, organise table fields and therefore always have the most relevant information to hand in the preferred personalised format.

**The Click Reply™ Labor Management application is based on a 3-Tier architecture and exploits web 2.0 technologies and advanced graphic presentation and management tools. The solution supports multiple web browsers and internationalisation/localisation. Finally, it is intuitive, easy to use and accessible on the Cloud.**



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