



Synerion™
COMPREHENSIVE WORKFORCE MANAGEMENT SOLUTIONS



THE SYNERION HOSPITALITY SUITE



EMPOWER WORKFORCE MANAGEMENT ESSENTIALS

The hospitality industry is labor intensive, competitive, dynamic and greatly affected by seasonal fluctuations. A high level of staff turnover and absentee rate, as well as a casual, part-time, seasonal workforce and use of outsourced staff, make it difficult to meet HR budgets while providing the level of service your guests expect. Consequently, in order to rise above your competitors and to ensure your continued success, it is imperative that you stay on the cutting edge of technology that enables you to better manage and control your labor costs without having to compromise the quality of service you provide your guests.

Synerion's workforce management (WFM) solutions enable you to effectively manage and streamline your workforce, while at the same time increase employee productivity and maintain guest satisfaction, without jeopardizing your hotel's financial performance.

“Since we started using the Synerion Hospitality Scheduler we have seen a consistent reduction in our labor costs. We were able to save 3% of our labor costs compared to last year and our expectations are that we will be able to save an additional 2% this year – and not at the expense of our great service!”

David Blum, Group HR, Isrotel Hotels



MOST COMPREHENSIVE WFM SOLUTION FOR EFFECTIVE MANAGEMENT

Specially designed for the hospitality industry, the Synerion Hospitality Suite is the most comprehensive and integrated WFM solution in the market. It effectively addresses such issues as forecasting, planning, scheduling, employee time and attendance and absence management, all of which integrate seamlessly into your payroll system. Synerion's solutions enable you to address the main challenge faced by labor-intensive hotels – finding the right balance between customer satisfaction and operational costs, and achieving more profitable results.

With the understanding that labor is the largest or the second largest budget expense, the Synerion Hospitality Suite is designed to effectively manage and leverage your employee performance to lower costs and improve customer service.

The Synerion Hospitality Suite includes:

- **Synerion Hospitality Scheduler** to match staffing needs to actual variables that affect labor demand, such as expected occupancy levels, seasonal variations and booked events, in order to prevent situations of overstaffing and/or understaffing. It also takes into account individual employee availability, budgetary considerations, labor regulations, and the specific needs of each department and location. The Synerion Hospitality Scheduler also provides a comparison between the planned budget and the schedule. Moreover, an alert engine enables you to identify deviations and discrepancies at the departmental level, before they occur, resulting in reduced overtime expenses and prevention of penalties for non-compliance with labor laws.
- **Synerion TimeKeeper** centrally manages time and attendance tracking, and is designed to calculate the hours worked according to your company's pay-policies. This includes translation of potential overtime hours to days/ hours-off, holidays, bonuses etc. Synerion TimeKeeper assures compliance with labor laws, pay rules and policies, and complex federal, state, and union regulations.
- **Synerion Absence Management** balances employee time-off against business operational needs. It manages complex eligibility requirements such as family, medical leaves and pro-rated vacation policy.
- **Synerion Time Costing** tracks both labor time and costs to a specific department and profession and consolidates the information with the attendance reports. It collects, analyzes, and monitors labor distribution and job allocation.
- **Synerion iBrowse**, our employee and manager self service system, allows for the updating and viewing of attendance, absence and costing data, as well as submitting of requests (e.g., planned absences), and granting approvals.
- **Synerion Analytics**, our business intelligence system for managers, analyzes the data accumulated in Synerion systems based on key performance indicators (KPIs), allowing you to respond to lags with immediate corrective action.



CUSTOMIZABLE WFM SOLUTIONS TO ADDRESS YOUR NEEDS

Flexible in design and seamlessly integrated with your HR and payroll software, Synerion offers you customizable WFM solutions to meet your present and future needs.

Synerion WFM solutions for the hospitality industry are engineered to answer the global needs of international hotel chains to deploy local implementations of systems in the various countries in which they operate. The Synerion Hospitality Suite is a global solution that enables you to implement locally, whether at a distant location or in a different country. Synerion's WFM solutions not only to speak your local language, but they also support your local business environment to assure compliance with local labor laws and regulations.

The insight Synerion has gained in over 25 years of experience with hundreds of hotels throughout the world, has allowed us to develop a wide range of solutions that meet the needs of the hospitality industry, as well as the unique requirements of each hotel.

Comprehensive in nature, yet modular in design, Synerion WFM solutions grow with your organization to provide lasting value for your short and long term needs.

“The Synerion TimeKeeper biggest saving compared to our forecast budget was in the Food & Beverage and the Rooms Housekeeping divisions. In both we were able to save at least 10% of payroll due to better tracking attendance hours compared to the schedule and accounting for breaks and unpaid times.”

Adel Ibrahim, Director of Finance,
Ritz-Carlton Montreal

KEY BENEFITS OF THE SYNERION HOSPITALITY SUITE

- Most comprehensive WFM solution for the Hospitality industry
- Matches staffing needs to actual variables that affect labor demand, such as expected occupancy levels, seasonality and booked events, to prevent over- and under-staffing
- Ability to identify gaps between the budget forecast and the planned schedules before such deviations occur
- Ability to reduce labor costs by offering a list of recommended employees based on rate, hours worked and vacation balance, in order to provide managers with the “entire picture” to support scheduling decisions
- Reduced risks and prevention of penalties by means of an alert engine that warns of deviations from work hours, number of shifts, rest time between shifts, number of consecutive days worked etc.
- Enhanced customer satisfaction by means of maintaining high levels of service.



ABOUT SYNERION

Synerion, formerly Lavie TimeTECH, is a company that specializes in delivering workforce management (WFM) software solutions and services. Synerion provides the Hospitality market with the most comprehensive WFM solutions to effectively forecast, plan and manage staffing demands, to increase employee productivity and guest satisfaction, without compromising financial performance.

With over 25 years of workforce management experience, Synerion has more than 5,500 installations worldwide, tracking over 4,000,000 employees in a wide range of industries. Synerion has developed a fully integrated customizable WFM offering that supports the Hospitality unique requirements to increase efficiency and maximize business performance. From forecasting to planning, time and attendance, and time costing, Synerion's advanced modular WFM solutions grow with your organization to provide lasting value for short and long term needs.



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