

The main title "ISGUS NEWS" is written in a large, bold, grey, sans-serif font. To the left of the text is a graphic element consisting of two overlapping semi-circles, one orange and one pink, similar to the ISGUS logo.

THE MAGAZINE FOR YOUR TIME RECORDING AND STAFF SCHEDULING

## THE NEW NORMAL - DIGITAL WORKFORCE MANAGEMENT



### » ZEUS® X SAAS

New customer story from Luxembourg about our SaaS solution

### » MOBILE TIME RECORDING

The ISGUS App makes time recording mobile for smartphones und tablets

Dear reader,

The final quarter leading us towards year end has picked up speed with a spurt in activities. After 18 months, the first national Sales Conference was recently held for the first time since the outbreak of the COVID-19 pandemic where the audience was presented with a multitude of software and hardware innovations from ISGUS. Classroom trainings are progressively replacing webinar sessions and online training courses, and the first in-person exhibitions in the post-pandemic era with ISGUS presence took place in Vienna and Munich.

Nevertheless, everyday working life has significantly changed due to the pandemic and it will never be the same as before. In this edition of ISGUS NEWS, find out how ZEUS® Workforce Management permeates all areas of a company thanks to digital communication.

This applies across all industries in the private sector, but is equally true for the public sector. Read in this issue how

public authorities cope with the challenges of digitalisation and how ISGUS solutions may help to create modern, mobile and flexible working environments. Stay tuned and convince yourself of the manifold digital benefits you may achieve with ZEUS® Workforce Management in your company or administration.

Don't hesitate to contact our experts.

Yours sincerely,



Sylvia Martin-Knoch, ISGUS Export Manager



## WHAT'S NEW AT ISGUS? STAY IN TOUCH WITH US!

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» SOCIAL MEDIA



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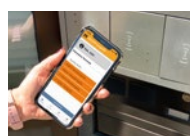
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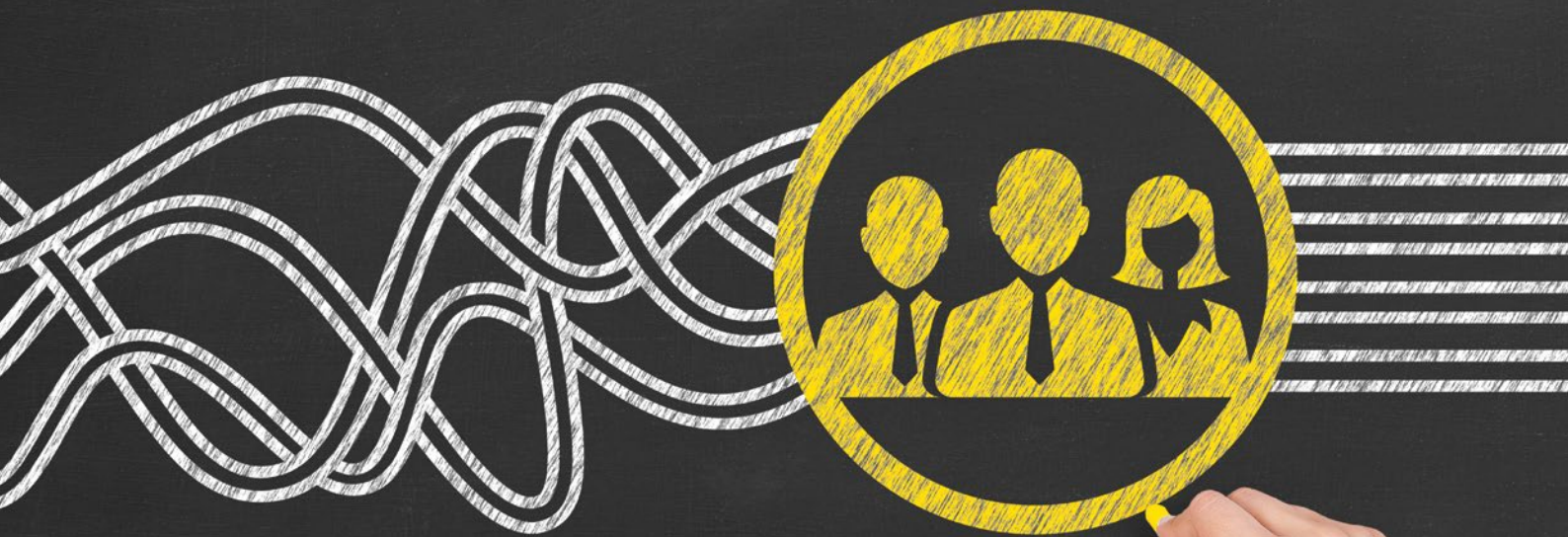
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ISGUS is one of the leading providers for digital Workforce Management systems worldwide. The hardware and software components from ISGUS perfectly complement each other to form a comprehensive system, with which all processes can be digitalised and automated ...





# ZEUS<sup>®</sup> WORKFORCE MANAGEMENT - COMPANY-WIDE, DIGITAL COMMUNICATION

**Digital Workforce Management is your companion into the digital working world. Flexible workforce scheduling, stationary and mobile recording of working hours and a significant streamlining of standard processes help you make tomorrow's work more efficient.**

ZEUS<sup>®</sup> Workforce Management solves numerous processes in a holistic, automatic and legally compliant way. Employee Self-Services and automated workflows relieve the HR department from manifold routine tasks, like personnel data maintenance and updating, reducing associated time-consuming queries to a minimum. Automatic notifications make the printing of reports a thing of the past and data transfer to payroll accounting is done digitally and securely via professional payroll import data services .

### **Company-wide, digital communication**

One of the characteristics of digitalisation is the fast and simple communication between man and system.

This is precisely how digital Workforce Management has made its way into all areas of business organisations.

In areas where coordination, queries and occasionally difficult interpersonal situations are part of the day-to-day business, workflows and interactive notifications handle digital communication clearly and without conflict. All workplaces, smartphones and tablets, as well as the ISGUS terminals of the IT 8210 and IT 8260 series are fully integrated into these services and, thus are available to each and every staff member.

Particularly in those areas of the company where workforce deployment is planned, shifts are scheduled, business trip requests are created or travel expenses are recorded, and wherever teams organize themselves, digital communication ensures a seamless workflow and speeds up processes.

The same applies to corporate security based on the digital Security Lock Plan and the Visitor Management mo-

dule, and it is also true for companies in industrial manufacturing benefiting from production data capture integrated into the ISGUS solution.

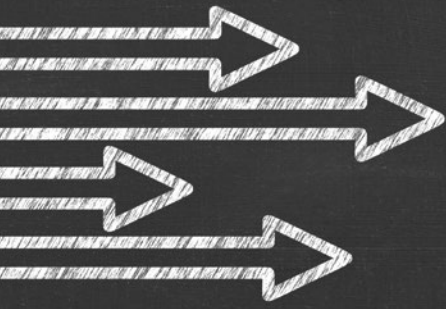
### **Legally compliant Workforce Management solution**

Too much is at stake to move in a grey area when it comes to working time organisation and workforce scheduling. Our solutions individually adapt to your specific business needs and offer you today the necessary transparency and legal certainty allowing you to focus on your core business. This is all the more true when the ISGUS solution is used as Software as a Service in the data protection-compliant and highly reliable ISGUS Cloud, eliminating the need for administrative tasks and financial upfront costs.

Digital Workforce Management accompanies both entrepreneurs and employees in the ongoing digitalisation process and is an essential aspect in the NEW NORMAL. The decisive



# TIME RECORDING IN THE PUBLIC SECTOR



factors for business success are agility and flexibility offered by modern solutions.

However, Workforce Management does not only serve as a supporter to cope with digitalisation, but is a long-term solution to take off with momentum from the pandemic into a digital future. The modern requirements with regards to the working time management, that have arisen as a result of flexible working hours and home office, are implemented in a legally secure manner and, compared to conventional systems, offer real added value.

Above all, separated teams can benefit from Employee Self-Services of the ISGUS Workforce Management system. They make it much easier to coordinate absenteeism requests or changes to duty rosters at short notice. Furthermore, Employee Self-Services help physically separated teams feel virtually close to each other – not only in large companies, but equally in small and medium-sized businesses.

**DIGITAL  
ADDED VALUE  
YOUR COMPANY  
LONG-TERM SOLUTION**

**A well organised municipality primarily owes its success to its citizens. Cooperation, voluntary commitment, and assistance – even in difficult times ...**

The complex and flexible conditions that are increasingly being applied in the public sector are not always easy to implement in today's digitalised world. Especially in the area of Workforce Management, flexibility is still a foreign word for many systems and thus impedes authorities or public institutions from efficiently designing their business processes.

In the background, it is the task of the municipal administration to serve all fields of action to the satisfaction of all people involved, to interlink them and, last but not least, to organise them in the best possible way.

It is not done with the work at the citizens' office or handing out parking tickets. The perception of the citizens is often misleading. Hardly anyone is aware of how personnel-intensive a municipal administration is, since many processes and decisions are executed in the background.



To maintain an overview, city administrations, municipalities and public utilities rely on the Time & Attendance solution from ISGUS. In administrative organisations, it is particularly important to fully exploit the advantages of digitalisation and keep track of working hours and project times. Additionally, it is important to not only use time recording, but also time management as a whole in a mobile and flexible way.

ISGUS Time & Attendance is appropriate for municipalities of any size and can be individually extended at any time by integrating Job Costing, Staff Scheduling and Access Control to form a sophisticated Workforce Management solution.

Complexity requires flexibility to ensure a future-oriented approach in the public sector. This can be reached by implementing a modern time management solution, digital staff scheduling, efficient job costing and a reliable access control system. This way, all requirements of cities, municipalities, administrative offices and local authorities can be reliably fulfilled, thus sustainably relieving their employees.

## **Benefits for municipalities**

More than 2,500 installations and projects at federal and state authorities, in municipalities and public utilities demonstrate our experience and reliability when it comes to the successful introduction of time management.

**MUNICIPALITY  
PUBLIC SECTOR  
PUBLIC UTILITY  
TIME & ATTENDANCE**



## ZEUS<sup>®</sup> X SAAS

# THE IDEAL SOLUTION FOR THE MUNICIPALITY OF BERTRANGE

“Small but excellent” – a description that perfectly fits the municipality of Bertrange, located in the southwest of the Grand Duchy of Luxembourg, close to the French border. Since January this year, the “Gemeng Bartreng”, as it is locally called in Luxembourg, is a satisfied user of a ZEUS<sup>®</sup> X SaaS system.

With a population of currently 8.512 and a surface of close to 18 km<sup>2</sup>, the municipality of Bertrange is certainly one of the smaller communities in Luxembourg. By no means small, however, is the annual budget available to the municipality, amounting to € 40 million for 2021 for budgeted and current expenditure, plus a further € 30 million for special and unexpected expenses.

As a very pleasant and dynamically growing community, the municipality of Bertrange offers its inhabitants a high quality of life, which is reflected wherever you go: modern and up-to-date municipal infrastructure in all areas of the town, such as kindergartens, school complexes, sports and cultural facilities, public parks and other municipal institutions – everything well maintained and visually appealing.

To name just two examples: the cultural centre “ArcA – Musek a Konscht”, housing a music school and serving as a major venue dedicated to music and art, is perfectly suited for the performance of young and professional musicians as well as for exhibitions and receptions. Or the

inter-communal aquatic and wellness centre “C.N.I. Les Thermes” of Strassen and Bertrange, a stunning futuristic architectural centrepiece that was inaugurated in 2009.

In order to meet the demanding requirements of the municipality, qualified personnel are needed, not only for the proper administrative tasks, but also for the operation of the numerous municipal facilities. In addition to the qualified administrative staff, a large number of employees are engaged by the municipality of Bertrange, e. g. nursery-school teachers, pedagogues, technical staff working at the municipal building yard, maintenance staff, cleaning personnel, etc. The entire workforce of the municipality is permanently employed, in other words municipal services are not outsourced, but entirely performed by the municipality’s own employees.

Given the complexity of the prevailing working time patterns, overtime and holiday accounting and a relatively high proportion of part-time employees, the municipality of Bertrange had decided years ago to implement an electronic time recording system.

After the previous time recording system had been discontinued by the manufacturer and thus ceased to be maintained, the municipality started looking for an alternative solution.

They finally found what they were looking for at OMNISECURITY S. A., a provider of complex security solutions ranging from access control and video surveillance to integrated security control centres, complemented by solutions for ticketing systems. In 2019, OMNISECURITY successfully extended its product portfolio with ZEUS® eXperience from ISGUS ideally suited for sophisticated time recording and workforce management systems.

Thanks to excellent experiences with OMNISECURITY from previous projects, the municipality of Bertrange opted for the ZEUS® X solution from ISGUS in spring 2020.

“The implementation of the new system went surprisingly well,” recalls Jeff Veyder, Technical Manager at the municipality of Bertrange, and at the same time co-responsible project manager for the introduction of the new time recording system.

Following a preparation and test phase, project implementation took place in several stages. First, the mu-

nicipal building yard, the sports halls, nursery schools, child day-care centres and the school complex were equipped with ISGUS terminals. In a second step, all time recording devices required for the municipal administration itself were installed.

During the preparation phase, among other things, the customer’s existing MIFARE DESFire key fobs/transponders were additionally provided with the specific ZEUS® coding by means of an ISGUS desktop reader and a coding station including software specially developed for this purpose. This process took place during ongoing operations, bringing the municipal employees into contact with the ZEUS® system for the first time.

Needless to say, the existing employee master data had to be transferred from the old to the new system, the complex working time and shift patterns had to be entered, holiday credits and other absence-related parameters had to be defined and opening balances had to be assigned to the personal time accounts.

While ZEUS® X and the ISGUS IT 8210 T&A terminals were gradually put into operation, the legacy system and the old terminals were taken out of operation in parallel.



Project responsables (from left): Sylvia Martin-Knoch, ISGUS Export Manager, Jeff Veyder, Technical Manager of the Municipality of Bertrange and Harald Habscheid, Sales responsible of OMNISECURITY S.A.

Thanks to a smooth and timely project roll-out, OMNISECURITY successfully managed to meet the target date of January 1st, 2021, set by the municipality for going live. “The ZEUS® X system was very well accepted by all employees as a result of a gradual and problem-free changeover during operation”, Jeff Veyder sums up and continues that this is partly because one and the same transponder can now be used for several functions.

Furthermore, the integrated Employee Self-Service functions offered by ZEUS® Workflow, enabling automated paperless processing of any kind of absence requests, are highly appreciated by all employees.

When introducing the system, the municipality initially was reluctant to dispense with paper requests for annual leave, flexitime days or special leave that had been common until then. However, this requirement was soon discarded, as the benefits of ZEUS® Workflow supporting a completely paperless time management system had been quickly recognised.

“The municipality of Bertrange is highly satisfied with the ZEUS® system. Their decision in favour of a SaaS solution hosted in the ISGUS Cloud has turned out to be a

great advantage, not only during system setup, but also during the ongoing day-by-day operations. Thanks to a 24/7 access to the system we are able to quickly react to any customer requests and adapt the required parameters accordingly,” explains Harald Habscheid, sales representative at OMNISECURITY and, as long-time contact person for the municipality of Bertrange, the responsible project manager.

Based on the SaaS contract concluded for a term of 10 years, the municipality of Bertrange not only benefits from fixed calculable costs and unlimited scalability until 2030, but can also be assured that the most up-to-date software version and latest software features are always available in the ISGUS Cloud—and this without need for additional servers, without extra database and licence costs and without need for any licence and database maintenance.



**Scope of project:**

- ZEUS® SaaS solution for 200 employees
- Cloud-based solution hosted in the ISGUS data centre
- ZEUS® WebWorkflow for Employee-Self-Service
- 11 ISGUS Time & Attendance terminals IT 8200 with MIFARE DESFire reader technology
- MIFARE DESFire coding station





# OMNISECURITY - YOUR ISGUS REPRESENTATIVE IN LUXEMBOURG



Strongly committed to make ZEUS® a success in Luxembourg, f.l.t.r.: Serge Streitz (CEO OMNISECURITY), Jeff Risch (Sales Director OMNISECURITY), Sylvia Martin-Knoch (Export Manager ISGUS), Victor Goedert (Board of Directors OMNISECURITY), Robert Zeller (Area Sales Manager ISGUS) and Harald Habscheid (Sales Representative OMNISECURITY).

**Time management, scalable and customizable access control solutions, video surveillance as well as intrusion and fire detection systems have been the company's core business for around thirty years.**

OMNISECURITY S.A. started with the time management solution from KABA and finally decided in favour of the ZEUS® X solution from ISGUS in 2019.

Why the choice fell on ISGUS? The Grand Duchy of Luxembourg is located in the heart of Western Europe, nestled between Belgium, Germany and France. Covering an area of 2.586 km<sup>2</sup>, with a population of 630.000 comprising 47.5% of foreign residents, Luxembourg is a small, dynamic and multicultural country. Bearing in mind the multilingual environment of Luxembourg with three official languages, Omnisecurity was looking for a software solution available in multiple languages that could flexibly adapt to the specific needs of the country – an application designed for high-performance across business sector and company size, from an SME to a big corporate with thousands of employees. Luxembourg is at the forefront of digital innovation, which is why the possibility of online, digital and mobile booking was one of the company's key requirements.

“With the comprehensive ZEUS® X solution complemented by the ZEUS® X mobile application, ISGUS was able to

perfectly meet our needs and convince us to join the ISGUS family,” says Jeff RISCH, Sales Director of Omnisecurity, and continues: „Since the implementation of the ZEUS® X system in our company, I am only using the ZEUS® X mobile App. All requests and tasks are easily accessible via the mobile device – an application that enormously simplifies my daily work“.

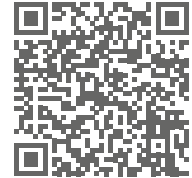
With the additional modules “Production Data Capture” and “Staff Scheduling”, ISGUS offers complementary applications that are increasingly in demand on the Luxembourg market. „I am confident that the ZEUS® X solution with its individual complementary modules has the potential to become a flagship product in the future development of our company“ explains Serge STREITZ, Managing Director of Omnisecurity.

OMNISECURITY S.A. is made up of experienced men and women who can technically meet the customers' needs and requirements.

**LUXEMBOURG  
ISGUS PARTNER  
TIME & SECURITY  
OMNISECURITY S.A.**



**TO THE VIDEO**



# MOBILE TIME MANAGEMENT WITH THE ISGUS APP

## The ISGUS App is our mobile solution for time and attendance for smartphone and tablet ...

Working with our mobile app means that you can define your personal favourites, make bookings, approve requests and, at the same time, push mobile working.

The ISGUS App enables you to clock in and out wherever you are. Even production data can be captured via ZEUS® mobile. Employees can enquire their account balances or remaining annual leave at any time. Numerous setting options allow you to quickly personalise your app, amongst others, the Favourite selection which can be defined according to your own needs and preferences.

When selecting “My ZEUS®”, you will get access to the same view options as at your workstation. This means that you can fully benefit from the manifold ways to consult your messages, requests and the general overview of your personal account even when you are on the move.

Record working hours and project times with the mobile smartphone app at any time, wherever you are. ZEUS® mobile is an app for mobile time and data recording via smartphone and tablet. For Time & Attendance, mobile working means to record working hours and project times where they occur, if required with location data.

Create workflow requests for booking updates, absences and business journeys, and approve your employees' requests conveniently on your smartphone. Information about staff schedules and the current presence/absence status of your team members is always at your fingertips. When ZEUS® sends out an automated notification, you receive a push notification on your smartphone or tablet.

Book working hours and productive times at their point of origination. Request or approve workflow requests even on the move, consult the Presence Indicator Board and current duty rosters or simply use the shift swap function where and whenever required—mobile on-the-go. With ZEUS® mobile you have your Workforce Management always with you.

**VIDEO  
ISGUS APP  
SMARTPHONE AND TABLET  
MOBILE TIME MANAGEMENT**

# ZEUS® smartID

## USE YOUR SMARTPHONE FOR SECURE ACCESS CONTROL



**Via the ZEUS® smartID App you can book working times or operate doors, turnstiles and gates with what you have always at hand – your smartphone ...**

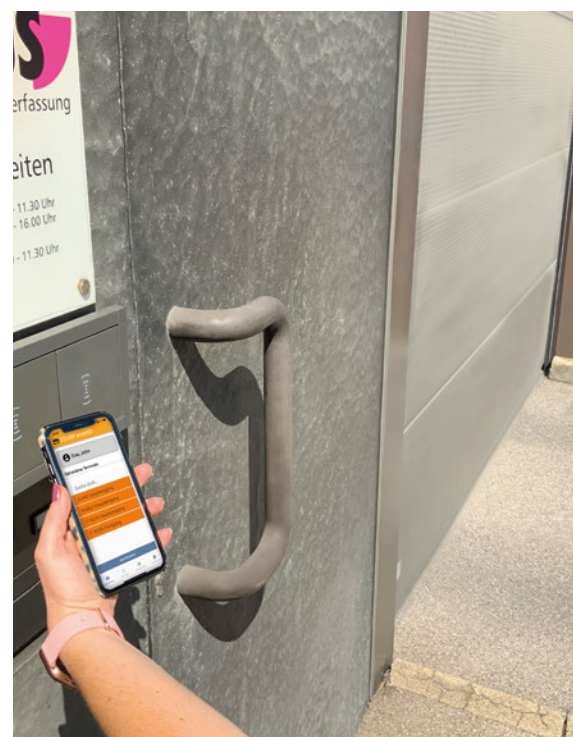
The mobile all-rounders are always with you! For those who tend to forget their transponder at home, there is something they always have with them – their smartphone! Thanks to the ISGUS App “ZEUS® smartID”, your employees can book via Bluetooth at all ISGUS terminals.

Furthermore, the greater range compared to the conventional transponder method offers another substantial increase in comfort. This is particularly interesting in the area of access control, for instance, to operate roller shutters and barriers from greater

distances. Access Control via smartphone: The perfect add-on for your Access Control solution. A clear advantage is that employees carry their smartphone with them more often and lose it less frequently than booking media such as ID cards or transponders. Moreover, this is an effective protection against misuse.

With the new app from ISGUS, you are always on the safe side: grant people access via smartphone in an easy and flexible way, while increasing security at the same time.

**SMARTPHONE  
ZEUS® smartID  
BOOKING MEDIA  
ACCESS CONTROL**





# THE NEW NORMAL - DIGITAL WORKFORCE MANAGEMENT

**ISGUS is one of the leading providers for digital Workforce Management systems worldwide. The hardware and software components from ISGUS perfectly complement each other to form a comprehensive system, with which all processes from staff scheduling, time management and production data capture up to corporate security and visitor management can be digitalised and automated.**

A modern way of working is characterised by high flexibility, location-independent work and teamwork – often across national borders. Therefore, modern time recording systems need to be flexible. Individual working times of different employee groups must be recorded in compliance with all applicable collective and legal regulations, keeping in mind a company's internal regulations and prevailing service agreements.

The ongoing process of digitalisation enables a new form of time recording that meets both the legal requirements and the demands of entrepreneurs in terms of cost reduction, efficiency and flexibility. Yet modern digital time recording is far more

than “just” automated recording of working hours.

## Digital time recording via smartphone and tablet

Mobile work is the NEW NORMAL. It is not only since the beginning of the Corona crisis that more and more people are working away from their offices, either in the home office or while on the move. Therefore, time recording must also adapt to the ever changing working conditions – because working and project times need to be captured at their point of origination. With ZEUS® mobile, the ISGUS Group has created a way to benefit from a state-of-the-art time management “on-the-go”.

The traditional way of recording working hours is a time-consuming and cumbersome task, especially, when it is done manually with pen and paper time sheets. Mobile digital Time & Attendance, like ZEUS® mobile, saves a lot of time and thus considerably increases the efficiency in the HR department. Furthermore, the susceptibility to errors is drastically reduced through the use of mobile digital solutions. The less data needs

to be transferred manually from one system to another, the more reliable is the result.

Modern apps have long since ceased to need a continuous Internet connection. ZEUS® mobile can be used without network access since all data is stored locally on the portable device and transferred along with the next synchronization with the company's IT as soon as the Internet connection is available again. This is why the use of mobile digital time recording proves to be user-friendly and safe at the same time. Since ZEUS® mobile is compatible with all common devices, it gives employees the freedom to choose their preferred business smartphone or tablet, regardless of the manufacturer. Last but not least, digital time recording enables the central, intelligent evaluation of all generated data.



### Benefits of digitalisation in the certified ISGUS Cloud

ISGUS offer its modular solution tailored to suit individual business needs either as an on-premise solution or as Software as a Service in the ISGUS Cloud. For customers in the ISGUS data centre in Villingen-Schwenningen, German law applies and the certification by ISO/IEC 27001:2013 guarantees a high level of data security as well as a permanently available and reliable infrastructure.

ZEUS® SaaS does not involve large investments in own IT equipment like servers, data base licences or operating systems. In addition, all hidden costs for administration, maintenance and updating of an own IT infrastructure are eliminated. The monthly fees for the use of ZEUS® SaaS include the software licences as well as the cost for the IT infrastructure required for the operation and software maintenance. As companies only pay for ongoing operation without need for upfront capital expenditure, their investment risk is reduced to a minimum. This enables them to significantly improve their cost struc-

ture and provides enhanced security for finance forecasting and budget planning.

Last but not least, ZEUS® SaaS eliminates any administrative expense for dedicated IT staff, thus relieving or even freeing up internal resources. Needless to say, the introduction and operation of ZEUS® SaaS solutions can take place totally independently of other corporate IT projects.

### Today's Staff Scheduling – digital, simple and from anywhere

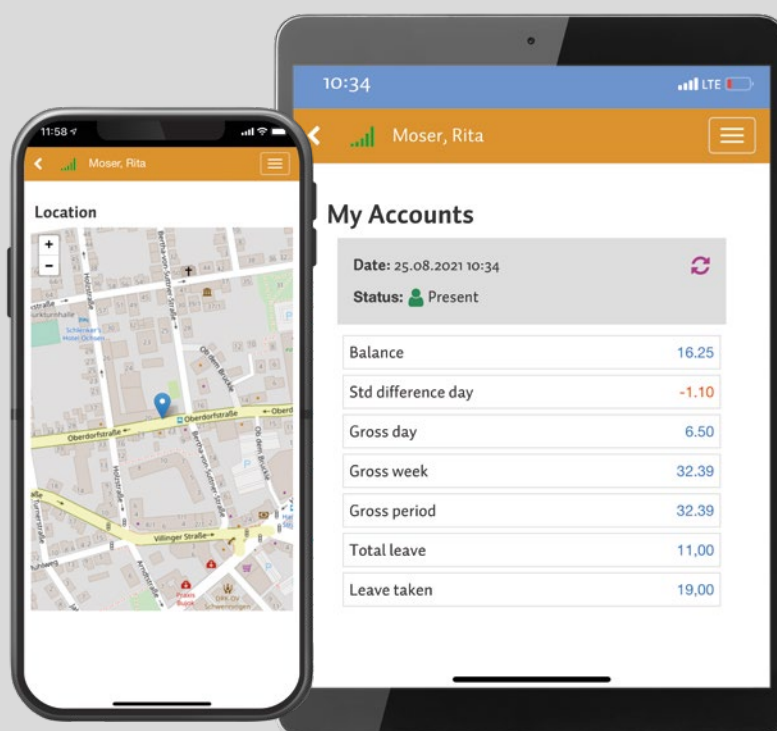
Determining an economically optimised staffing requirement is the central task of workforce scheduling. What may sound simple at first glance, turns out to be a highly complex task. In fact, the planner must observe multiple influencing factors, amongst others, working hours and applicable labour law regulations, time accounts, absenteeism, holiday planning, protection laws, personnel costs incurred and, last but not least, future demand situations. As the requirements of each company with regards to the aforementioned factors are very different, a “one size fits all”

approach cannot be the response to this challenge. Baseline for ZEUS® Staff Scheduling is rather a concept that is jointly developed by the managerial staff and tailored to meet the company's specific staffing demand and capabilities.

### The benefits of ZEUS® Staff Scheduling are obvious:

- » Digital staff scheduling saves time.
- » Shift planners can see at a glance whether shifts are properly staffed.
- » Employees are directly involved in the planning process.
- » The digital Shift Swap and Shift Offer functionality simplifies the search for adequate replacement staff and allows to quickly resolve sudden staffing bottlenecks.

## ISGUS CLOUD STAFF SCHEDULING TIME & ATTENDANCE DIGITAL VIA SMARTPHONE



# THE ISGUS GROUP

## AS INTERNATIONAL AS ITS CUSTOMERS AND SOLUTIONS

ISGUS with its close net of distribution partners, its entirely customer orientated and excellent service and training concepts, is your strong and reliable partner now and in the future.

Benefit from our long-standing experience resulting from over 15,000 installations worldwide.



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