

SMART is a leading provider of solutions for workforce management. For over two decades, we have been helping our customers to achieve agility and cost efficiency from their greatest asset – their people.

We deliver a complete solution, from development to implementation and customer support, with core functionality including time and attendance and workforce scheduling enabling absence management, rostering and accurate payroll delivery. This enables our customers to operate a more flexible working environment and provide an improved work-life balance for their people.

Over 550 major employers worldwide benefit from our solutions and enjoy a sustainable reduction on their people costs of up to 10% without downsizing – a significant impact both on their bottom line, and on their competitive edge.



Node Court office in Hertfordshire

Why SMART?

With 21 years dedicated to helping our customers to manage and deploy people more efficiently, the result is more than a best of breed solution; it is a solution that drives competitive advantage. Our partner approach to working with our customers over the years that involves our technical innovation and the expertise and commitment of our people, has culminated in a solution that consistently delivers what businesses need – the capability to maximise on the contribution of their people's time and skills at work.

We recognise that people have an impact across an entire organisation and therefore deliver solutions that not only benefit HR, Payroll and Operations professionals – but deliver value across the whole enterprise from directors, through to managers, supervisors and general staff. With constant reinvestment in technology and services and our unique understanding and consideration of business needs, our objective is to deliver maximum ROI for our customers.

SMART facts

No. of employees: 80

Founded: 1986

Headoffice:

Hertfordshire, England

International offices:

Madrid, Spain

Far East and Australia

Growth rate:

22% annual compound growth over last 3 years

CEO and founder:

Eric Smart

Customers include:

Ocado, Habitat, Jaguar, JCB, NHS Trusts, Mandarin Oriental Hotel, Sainsbury's, Swissport, Trailfinders, Tussauds Group

SMART Workforce Management Solutions:

- Manage complex shifts and annualised hours
- Ensure accurate number of staff to meet fluctuating demands
- Cut absenteeism and recruitment costs
- End spiraling overtime and see productivity rise
- Improve employee relationships with powerful self-service
- Implement flexible working and create business agility
- Comply effortlessly with WTR and local legislation

Technology

SMART's integrated solutions for workforce management provide efficient people management anywhere in the world. Developed using Microsoft .NET technology, our zero-footprint web solutions are flexible, reliable, scalable and easy to implement.

From **time and attendance through to workforce planning, scheduling, absence management and comprehensive automated reporting**, the SMART solution suite offers a breadth and depth of functionality. Whether fully installed on site, delivered as a managed or hosted service, the architecture enables organisations to focus on the specific areas of priority, and reconfigure the system at will to meet new challenges such as changes to Working Time Regulations.

The core systems are of leading-edge design, enabling planning, data capture, alerts and authorisation to take place anywhere and everywhere you need it. Web-based advanced self-service, touch-screen kiosks and mobile activation via telephony and PDA, ensure that employees can interact with the system wherever they may be.

True web technology ensures there is no requirement for desktop installation or downloading of components, applets or software.

Zero footprint SMART Web Technology ensures low network installation costs across all SMART Solution modules and even lower maintenance / upgrade overheads in the future.

Professional support

SMART's focus and dedication to customer support ensures that you maximize the benefits from our solutions with minimal cost of ownership. SMART delivers a comprehensive range of services, including; Project Management, Implementation, Business Consulting, Training, Technology Support, and more. This ensures a future-proof investment, and provides a workforce solution that will meet your needs today and into the future.



To find out what SMART can do for your business, call, email or visit us online at www.smart-workforce.com

SMART
Node Court, Codicote
Herts, SG4 8TR
United Kingdom

T: +44 (0)1438 822222
F: +44 (0)1438 822240

E: info@smart-workforce.com
W: smart-workforce.com

Making people count

