

New Workforce Management Solution Targets SMEs

Sydney, 21 April 2010 – ComOps, a leading Australasian provider of business software products and services, today announced the launch of Microster SME, a cloud-based workforce management solution specifically designed to meet the changing labour requirements of Australian small business.

“Today’s SME business needs to be dynamic and able to react quickly and easily to market forces. Microster SME is an enterprise quality software solution that helps small to medium-sized businesses, which typically operate in an environment where more than 55 per cent of operational budget is spent on labour, select the right person for the right job at the right cost,” says Sharon Lowry, Head of Microster Sales, ComOps.

Specifically, Microster helps companies to proactively control labour costs, optimise personnel utilisation, support flexible rostering models, minimise fatigue risk, improve quality of service, protect contracted employment conditions, enforce staffing equity, and minimise workforce administration overheads.

Up until now, Microster has only been available for medium-to-large government and private organisations typically operating with distributed operations and employing in excess of 1,000 personnel, including employees, subcontractors, and volunteers, with complex industrial arrangements.

Deployment of Microster provides an unparalleled level of visibility into the deployed workforce enabling management to explore options for redeploying resources from areas of lower activity to those of greater need. At the same time, by embedding rules into operational rosters, Microster supports the proactive control of overtime, absence and leave management. Typically in a manual rostering environment, the true cost of overtime is only visible retrospectively. Microster ensures total transparency by providing real-time notifications and alerts when an employee is going into an overtime situation and the cost impact of this roster transaction.

At the same time, workload metrics can be incorporated into the roster rules to ensure ongoing, parallel consideration of key business drivers such as service levels, occupancy, equipment scheduling or fluctuating demand.



Just as in large enterprises, when resources are in short supply, fatigue management becomes a critical concern from both compliance and cost perspectives. Microster enables management of fatigue risk by embedding rules such as “hours between shifts”, “maximum shift length” and “break times” into rosters as hard or soft rules. In addition, a second level of rules using hourly fatigue scores provides an audited record of employee placement, thereby calculating reliable workforce data that can be analysed to determine significant trends and the resulting impact of resource utilisation.

Microster SME is available as a SaaS-based solution reducing the need for potentially upfront capital expense for in-house infrastructure and technical resources. A simple monthly subscription provides clients with rapid access to a best-in-class workforce management solution at low cost and low risk. Integration with other HRMS/payroll solutions and access to ComOps’ consulting expertise can also be arranged.

The monthly user subscription starts at \$20 per month, including GST.

Sharon Lowry, said, “People are the key success factor in any business. They drive service level capabilities, productivity and account for the largest operational cost for most organisations. As a result, smart companies are now focused on deploying a demand driven, best person-best cost workforce to enable their business to thrive.”

About ComOps

ComOps Limited was founded in 1972, and listed on the ASX in 1999.

ComOps develops, sells and supports software solutions in the ERP, Business Intelligence, Mobile Sales Force Automation, eCommerce, Retail, Rostering and Human Capital Management markets. These solutions are used by a range of blue chip clients such as Toll Holdings, Coca-Cola, Berri, Golden Circle, Australia Post, Toshiba, Orica, Lexmark, Canon, Queensland Government, NSW Lotteries, Commonwealth Bank, DP World, BHP Billiton and Virgin Blue, to name just a few.

ComOps is a Microsoft Gold Partner, Progress Premier Partner, is ISO 9001:2008 Quality Accredited and Government Endorsed.

