

RescueNet Resource Management

ZOLL®



Next-Generation Resource Management



The key to successful resource management is efficient and effective deployment of your organization's resources when they are needed. RescueNet® Crew Scheduler easily manages the multidimensional challenges of EMS scheduling while RescueNet Resource Planner helps determine appropriate staffing and resource levels to meet fluctuating demand in a volatile environment.

With RescueNet Resource Management solutions you can boost crew satisfaction, reduce overtime costs, improve schedule compliance, and increase payroll accuracy. Eliminate the challenges of traditional deployment planning such as planning for inconsistent levels of demand and the inability to tie organizational financial constraints and goals to the deployment plan with RescueNet Resource Planner. Once the optimum schedule is created, it can be easily managed on a day-to-day basis by importing it into RescueNet Crew Scheduler.

RescueNet Crew Scheduler – Schedule Optimization

RescueNet Crew Scheduler allows you to build any type of shift, rotation, and schedule to closely map with your business operations. With RescueNet Crew Scheduler, you can:

- Actively manage a dynamic daily roster
- Know which employees are available and qualified to work, how many hours they are scheduled to work, and what their cost is to your organization
- Provide instant shift status...you'll know exactly where your scheduling problems are located
- Notify supervisors/managers when certain events occur (i.e. shift conflict or shift problems)
- Allow assignment of personnel to shift patterns and individual shifts
- Track replacement of personnel done on schedule
- Increase the efficiency of filling out schedules
- Control the number of hours employees can work in a period with setting up mandatory downtime rules

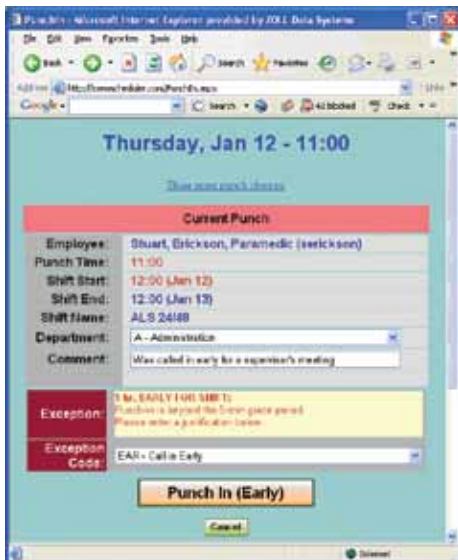
- Make real-time schedule adjustments to handle your dynamic business needs
- Award shift bids automatically to employees who meet specified criteria
- Execute reports to monitor your business operations that can offer the agility to handle any business problem.

Crew Satisfaction

People are an organization's most valuable resource. Crew Scheduler was designed with this in mind by engaging the employee and empowering them to participate in the scheduling process. By accessing the system from any computer with Internet access, crews can bid on open shifts they are qualified for, trade shifts with other qualified employees, elect to give a shift away to another employee, view their personal schedule, have access to organizational announcements and directly input their availability.



With the powerful customization of Crew Scheduler, managers and schedulers have the flexibility to create any type of schedule so that crews can work the kinds of shifts and rotations they want, when they want them. When a last minute conflict arises, the impact to crews is minimized by providing instant communication of schedule changes. Additionally, since the schedulers can select the optimum resource to resolve conflicts, you can avoid scheduling an overworked crew, prevent scheduling employees who are not available or qualified, and eliminate preferential employee assignments.



Time and Attendance

Take full control of your timesheets with the Time and Attendance module. Timesheets are automatically created and filled in as shifts happen, allowing supervisors to review them and handle exceptions as soon as they happen. The punch clocks collect actual clock-in and clock-out times for shifts. And the easy-to-use interface allows the editing of timesheets by employees and supervisors for shift corrections or entry of additional items such as paid time off (PTO), mileage, additional shifts, and other earnings. When it's time to review timesheets, supervisors can automatically approve them with no exceptions, while focusing their time on problematic ones. Once the pay period is closed, the entire timesheet can be exported to virtually any payroll system including ADP® and Paychex®.

The PTO Accrual feature allows Crew Scheduler to track and accrue PTO. A flexible rule maintains an accurate balance of PTO by periodically accruing hours and by reducing hours when employees take PTO.

The Bonus/Holiday Pay feature in Crew Scheduler uses a flexible rule-based system to define how bonus pay is added to employee timesheets. When a shift (or 'Other hrs' item) meets the criteria of a bonus rule, bonus hours are automatically added to the timesheet, along with the rule's dedicated payroll code. Payroll programs use the payroll code to determine how bonus hours are converted to dollars.

RescueNet Resource Planner

RescueNet Resource Planner is a powerful tool for demand-based deployment of personnel and resources, balanced with service level agreements and financial goals. Industry leaders use Resource Planner to improve unit hour utilization (UHU) and crew satisfaction, and dramatically decrease scheduling effort and costs. Improve compliance and increase transport revenues with accurate deployment of your resources.



Flexibility is Key

With maximum flexibility, you can conduct an analysis based upon what is important to you. The analysis can be done by setting your priorities relative to cost or coverage. For cost, the analysis can be focused on unit hours, FTEs or shift cost. This is ideally suited for not only understanding how to improve your current business, but to properly evaluate the cost associated with any new contracts you may have on the horizon. The real power is unleashed with the ability to quickly build and save multiple scenarios for comparison. Resource Planner is also a decision support tool for managers to quickly and effectively develop shift plans to meet a range of business objectives.

Challenges in Deployment Planning

Scheduling has the largest impact of any high-performance EMS (HPEMS) concept/approach/theory, and patient care can be compromised if it's not executed properly. Effective scheduling can save tens to hundreds of thousands of dollars (or more). It can also provide employees with shifts and options never before available, which improves employee satisfaction. RescueNet Resource Planner is critical to meeting these challenges.

A Powerful Solution Engine

Deployment planning has traditionally been a time-consuming process. RescueNet Resource Planner easily imports demand data either for your entire coverage area or geographic subsets and lines of business. It quickly analyzes the demand, and based upon your organization's business rules such as schedule types and start times, it produces a set of optimized schedules.

Proven Solutions

RescueNet Crew Scheduler and RescueNet Resource Planner are components of the RescueNet Suite of integrated data management solutions for fire and EMS that are designed to reduce duplication of processes, simplify data sharing, and increase efficiency and data accuracy in order to achieve performance excellence.

The ZOLL logo consists of the word "ZOLL" in a bold, blue, sans-serif font. A registered trademark symbol (®) is located at the bottom right of the letter "L".

www.zoll.com

US Sales 800 474 4489 | US Fax 303 801 0001 | US Direct Dial +1 303 801 0000
Asia/Pacific +61 2 9420 8733 | Europe 06571-145-7220

©2008 ZOLL Data Systems. All rights reserved. ZOLL Data Systems and RescueNet are registered trademarks of ZOLL Medical Corporation.