



The "What's in it for Me?" Guide to Intelligent Automation

HOW TO LEVERAGE TECHNOLOGY TO DRIVE VALUE FOR STAKEHOLDERS ACROSS YOUR ORGANIZATION

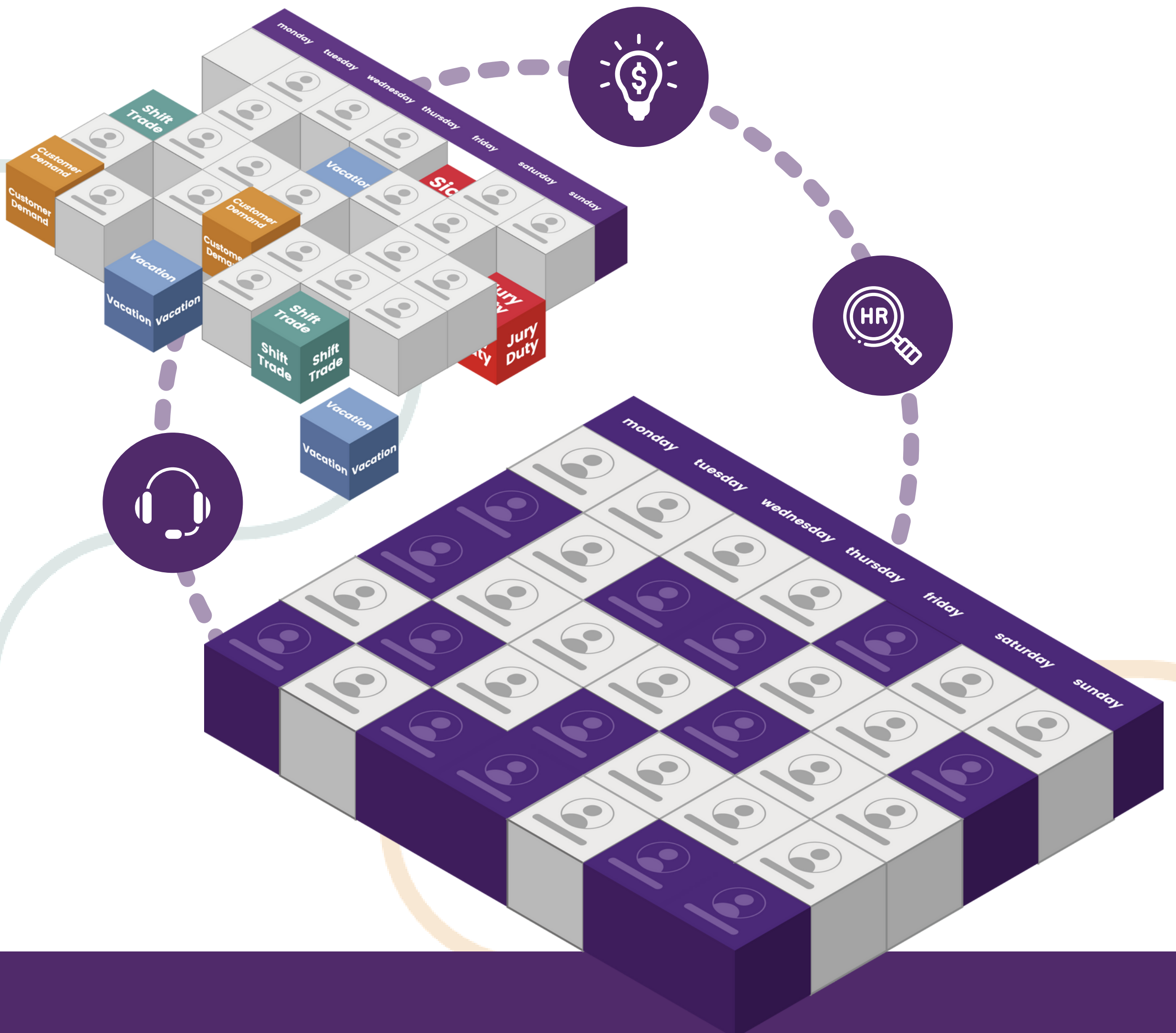


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Introduction

The average hospital spends more than half of their budget on staffing. Despite this enormous cost, many healthcare organizations haven't optimized their workforce management processes, instead relying on tedious manual methods to manage their most important resource. This problem isn't limited to healthcare; industries everywhere are reliant on their staff. What can be done by employers to improve their staffing and scheduling processes?

Enter Andgo. Andgo's Intelligent Automation Suite drives efficiencies and saves resources by automating major manual staffing & scheduling challenges, such as: shift filling, vacation processing, and absence management. By simplifying complex interactions, Andgo facilitates seamless employer-employee communication related to filling critical vacant shifts. Intelligent automation can help effectively manage the real-time movement of staff across an organization, ensuring the right people are in the right shifts at the right times.

Intelligent Automation: Questions to Consider

WHAT challenges are you facing?

Organizations around the world are facing debilitating workforce challenges, only magnified by the recent COVID-19 pandemic. From confusing and cumbersome vacation planning methods, to difficulties prioritizing shift filling, to critical staffing shortages, the working world is in crisis. Luckily, these are all challenges Andgo specializes in overcoming. Andgo's customers are empowered to automate and streamline these complicated staffing processes, improving efficiency and allowing scheduling staff to be redeployed to higher value tasks.

WHO benefits most from Andgo?

Andgo is best deployed in organizations with complex staffing/scheduling environments that have high-volume requirements for onboarding absences and filling vacant shifts. Our software suite is highly configurable to account for union regulations, seniority, and any other unique organizational structures.

WHERE will you see the most impact?

Organizations that operate with a staffing/scheduling environment will see tremendous improvements with Andgo. Manual processes (and even fragmented or siloed technology applications) often create bottlenecks, as schedulers lack adequate tools & support to do their jobs effectively. But Andgo can help:

Save Valuable Time

Streamline and automate the process, eliminating the need for manual intervention and tedious tasks.

Increased Transparency

Provide clear line of sight for employers and employees, allowing them to see what shifts are available and who they were awarded to.

Fairness & Equity

Improve efficiencies related to equitable shift awarding.

Make Better Scheduling Decisions

Empower organizations to make more data driven scheduling decisions.



More Impactful Outcomes

These examples are just the beginning in terms of what Andgo can offer your organization. Read on to learn more or check out this blog article! [Intelligent Workflow: The New Age of Employee Scheduling](#)

WHY is Andgo the right solution?

Andgo provides significant benefits for employers and employees alike. We'll dive deeper into the "why" throughout this book, but here's an overview:



Cost Savings

Andgo automates tedious manual scheduling tasks, allowing fewer schedulers to handle more requests. This in turn enables a more strategic deployment of labor resources and saving costs.



Strategic Shift Filling

Schedulers can focus on strategically filling the most critical shifts with the most suitable employee based on actionable data insights.



Fewer Errors

Andgo navigates complex scheduling environments, eliminating union and organizational rule errors in the shift filling process, resulting in fewer grievances.



Improved Efficiency

Andgo eliminates manual tasks for your team, giving time back to your staff and improving job satisfaction by allowing staff to concentrate on higher value work.



Seamless Integration

Andgo integrates with your existing scheduling system, enabling a seamless user experience and eliminating the need to log in to multiple systems.

Andgo delivers value to all levels of the organization from leadership to employee and everyone in between.



HOW do I implement Andgo successfully at my organization?

The “T” word – transformation – has become a scary word, but it doesn’t have to be. The reality is, transformation is essential. The healthcare industry is experiencing a crisis and sticking to the status quo is simply not working. Flexibility is the new currency when it comes to the workforce.

Andgo is very outcome driven; we have developed proven strategies and methods to map quick wins, medium term gains and long term value for our customers laser focused on their biggest problem areas (KPI’s).

Andgo integrates seamlessly with your existing workforce management solution, acting as a natural extension of what you’re already using, not a shiny new tool that will sit on the shelf. Adoption concerns are mitigated, as frontline employees, schedulers, and managers alike are desperate for tools that directly improve their workflow and reduce job-related stress. Further, Andgo doesn’t require a steep technical learning curve; our solution suite is highly intuitive and simple to use.

The “T” word – transformation – has become a scary word, but it doesn’t have to be.



Spotlight on SHA

During the COVID-19 vaccination efforts, the SHA was faced with an influx of shifts to fill and they needed Andgo’s help to fill them. They chose to focus their implementation and expansion efforts around adoption, consistency, and learning. They gave their onboarding employees advanced notice of the changes to come and provided them with virtual training sessions and resources to prepare them before the launch. The result? Just two weeks after implementation, there was a significant reduction in questions regarding how to use the system. It goes to show that with proper planning and support, the implementation process can be quick and easy.

WATCH THE VIDEO BELOW TO LEARN MORE



\$500K SAVED COST

3 

Communicate
 Communicate vacant shifts to eligible replacements



Andgo

What's in it for
Leadership


FINANCE, OPERATIONS, HUMAN RESOURCES,
TECHNOLOGY & INNOVATION



Why Leadership Teams Love Andgo

Healthcare is an industry that has been at the forefront of significant workforce challenges - in particular, staffing shortages. These challenges have only been magnified in recent years by the pandemic. For the first time in nearly two decades, hospital CEOs ranked staffing challenges as their top concern in 2021. Similarly, voluntary attrition has peaked at 67%; 15% of reporting hospitals indicate critical staffing shortages. But these issues are not just limited to healthcare. Critical labor shortages rage on in countries around the world, spanning industries from manufacturing to hospitality. There is a global demand for a solution to help organizations better access their existing workforces, reduce employee strain, and recruit and retain talent. And that's where Andgo comes in.

In this section, we'll outline the part Andgo plays in leadership roles across various departments, covering:

 Finance

 Operations

 Human Resources

 Technology & Innovation

Leadership Stats Quick Glance

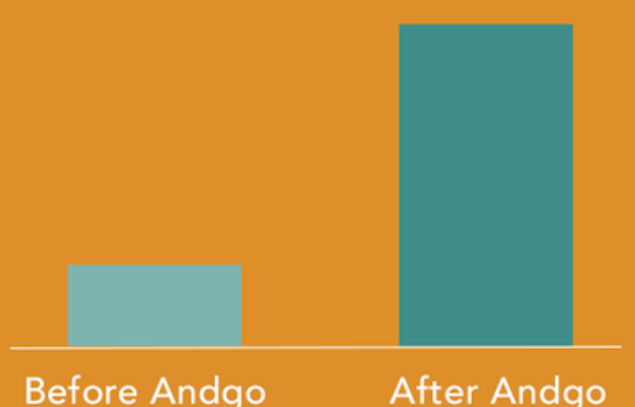
SAVINGS

\$3.50

Saved for every \$1 invested

[VIEW CALCULATOR](#)


RELIEF SHIFTS



Before Andgo After Andgo

4X More relief shifts filled per day by staffing clerks

VACANT SHIFTS



84%

Reduction in vacant shifts through automated shift bidding

SATISFACTION

CUSTOMER RETENTION	100%	Andgo is committed to service excellence, exemplified by our 100% customer retention rate.
REDUCED GRIEVANCES	80%	Reduced scheduling related grievances by 80% through communicating and granting short call shifts.

Industry Spotlight:

Healthcare Staffing Challenges



With the lasting effects of the COVID-19 pandemic raging on across the globe, it's no surprise hospitals are continuing to feel immense staffing pressures. As a result, many healthcare organizations are left relying on external travel nurse agencies to help them fill gaps in care; but these travel nurse contracts are not without their own challenges.

As of 2021, for the first time in 17 years staffing is the #1 concern for hospital CEOs.

Staffing Crisis Quick Stats

COSTS

\$100M+

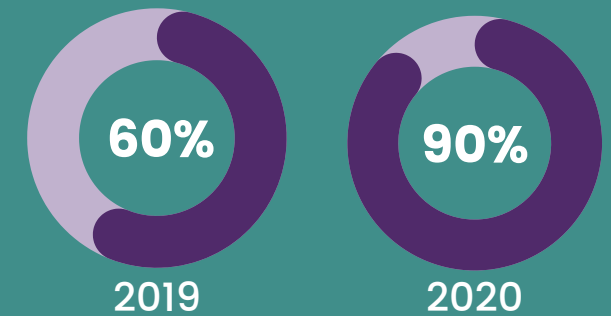
Annual increase in staffing costs faced by large hospitals in 2022

STAFFING



2-4X Higher Pay for travel nurses vs. staff nurses

HIRING



% of hospitals that hired travel nurses during the pandemic vs. 2019

Andgo Helps You Staff Internally First

Andgo's streamlined and transparent scheduling process allows for better usage of internal staffing pools organization wide. With agency nurse wages typically **2x-4x higher than staff nurses**, leveraging internal workforces first allows for considerable cost savings. To learn more about how Andgo Intelligent Automation helped with this crisis [CLICK HERE](#).

"The bottom line is it would not be sustainable for hospitals to pay the kind of dollars that they're paying right now for travel nurses in the long run."

Kathy Sanford
DBA, RN, Chief Nursing Officer
Chicago-based CommonSpirit Health

Andgo

What's in it for

Finance Teams

BENEFITS, TOOLS, AND RESOURCES FOR:
CFO, ACCOUNTING/FINANCE TEAMS

Benefits of Andgo for the Finance Team

Andgo delivers significant return on investment to our customers' bottom line. This ROI is realized both in terms of reduced costs and increased revenue potential.



Reduce Staffing Costs

With intelligent automation, fewer scheduling staff can sustainably manage more requests. This enables organizations to more strategically and effectively deploy resources across their facilities and save costs.

Tangible Costs

Andgo's intelligent workflow automation suite fills more shifts faster, with the right people. Our holistic, end-to-end approach drives significant ROI to our customers, particularly in high volume environments. On average, organizations save \$3.50 for every \$1 they invest in Andgo's product suite.

Hidden Costs

There are numerous intangible costs that can affect an organization; issues such as burn out, employee grievances, turnover and retention can all have significant impacts on the bottomline of an organization without showing up on the balance sheet. Employing systems that help alleviate job stress and increase employee satisfaction can have lasting positive effects on the organization.

Unlock Additional Revenue Potential

In manufacturing environments, the more workers you have at any given time, the more production capacity you have (10% more shifts filled = 10% more production). Andgo's intelligent automation facilitates additional filled shifts in less time, creating a more optimized alignment of available resources. Similarly, in a healthcare environment, Andgo's dashboards provide insight to illuminate which shifts are most critical (i.e. urgent or acute care), versus shifts that are less pressing. This access to data drives informed decision making and helps improve patient care.



Right Shifts, Right People, Right Time

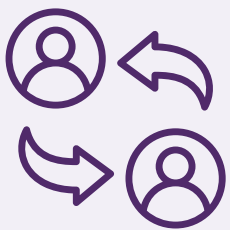
By automating core scheduling processes, Andgo helps organizations significantly reduce employee workloads and context switching. This decreased stress and strain helps alleviate burnout and subsequently diminishes staff turnover. Understaffing is a significant liability to an organization, often forcing them to turn to expensive external labor pools. By optimizing use of internal staff first, Andgo can help reduce financial burdens and mitigate staffing level risks.

Empower Your Organization

Using Andgo empowers organizations to free up their employees from mundane, low-value tasks, such as manually dialling phone numbers to fill shifts. Automating this process allows staff to refocus their energy and prioritize higher value tasks in line with their core functions/capabilities. This has been proven to increase employee satisfaction.

Tools and Resources

Check out these cost savings calculators to help you navigate the financial benefits of Andgo! Click on any of the icons to calculate the savings for your organization!



Shift Filling Savings Calculator

Example: If your organization is comprised of 20,000 employees making \$22/hour and taking an average of 12 days absent every year, you can save **over \$2 million/year in process efficiencies alone with Andgo!**



Absence Reporting/Management Savings Calculator

Example: If your organization is comprised of 20,000 employees making \$22/hour and taking an average of 12 days absent every year, you can **save over \$500,000/year in process efficiencies alone with Andgo!**



Vacation Mapping Savings Calculator

Example: If your organization is comprised of 20,000 employees making \$22/hour, you can **save over \$270,000/year in process efficiencies alone with Andgo!**

Customer Testimonials



 Saskatchewan Health Authority
\$500K
 Saved by SHA using Andgo Intelligent Automation
[VIEW CASE STUDY](#)

By using Andgo's intelligent solution suite and automating the vaccine scheduling process, Saskatchewan Health Authority was able to save \$500K!

"When we looked at the cost to deploy staff to be able to manage (vaccine scheduling) manually ...this would've been a cost close to \$1 million dollars."

Kweku Johnson
 Director of HR Systems & Analytics
 Saskatchewan Health Authority

Great team, great support and innovative solutions for workforce scheduling. Andgo has enabled **incredible efficiencies and cost savings** as a result.

Jason J.
 Regional Director
 Saskatchewan Health Authority



Andgo

What's in it for
**Operations
Teams**

BENEFITS, TOOLS, AND RESOURCES FOR:
COO, CNO, REGIONAL DIRECTORS,
AND REGIONAL MANAGERS

Benefits for Operations

Andgo provides targeted value to operations teams, including predictive shift filling, managing high volume/high complexity shift filling requirements and improved communication capabilities. This allows for operational gains by enabling effective management of staff movement in real-time.



Proactive Shift Filling

Technology can help you get ahead of staffing/shift filling requirements, weeks or even months in advance. Andgo provides line-of-sight into future staffing requirements. With Andgo, you can quickly see an overview of vulnerable shifts and send out streamlined communications to fill shifts and mitigate understaffing issues.

Flexibility

Andgo modules are configurable to meet your organization's needs. From union rules to notification preferences, Andgo offers flexibility to accommodate your organization's unique processes such as awarding flexible timed rolling shifts and support for partial/split shifts.

High Volume, High Complexity


Andgo is purpose-built for high volume, complex shift filling environments. We take into account union regulations, seniority, and any other unique organizational structures, all to help you efficiently fill more shifts with the right people at scale.


Improved Communication

Improve employer-employee communications with ease using Andgo's intelligent software. Send curated communications to targeted employee segments in line with their pre-defined communication preferences.

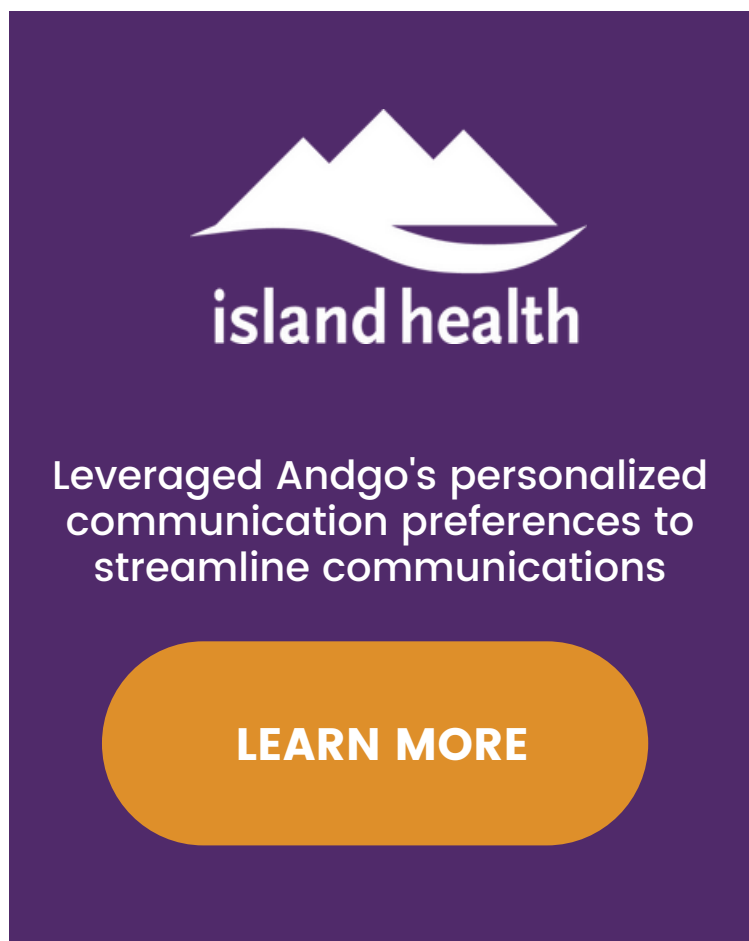
Tools and Resources

For a deeper dive, check out the following resources. Click on the icons to learn more.

 **Becker's Hospital Review Podcast**
 Andgo Co-Founder and CEO Tom Ross discusses the role of technology and intelligent automation in staffing solutions.

 **Andgo Suite Guide**
 An overview of Andgo's product suite offerings and their benefits.

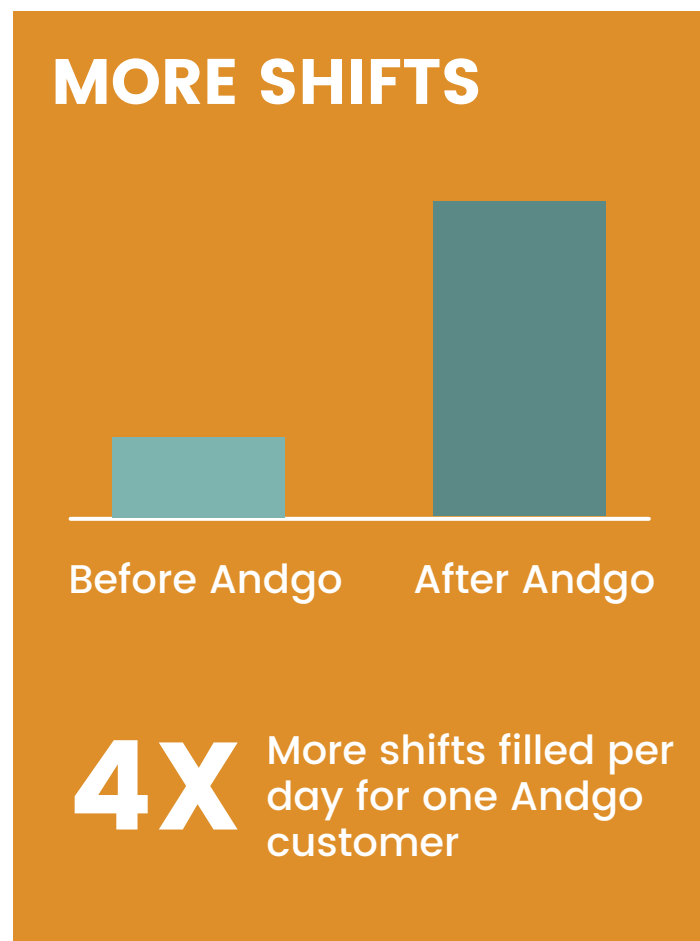
Customer Stats Testimonials



island health

Leveraged Andgo's personalized communication preferences to streamline communications

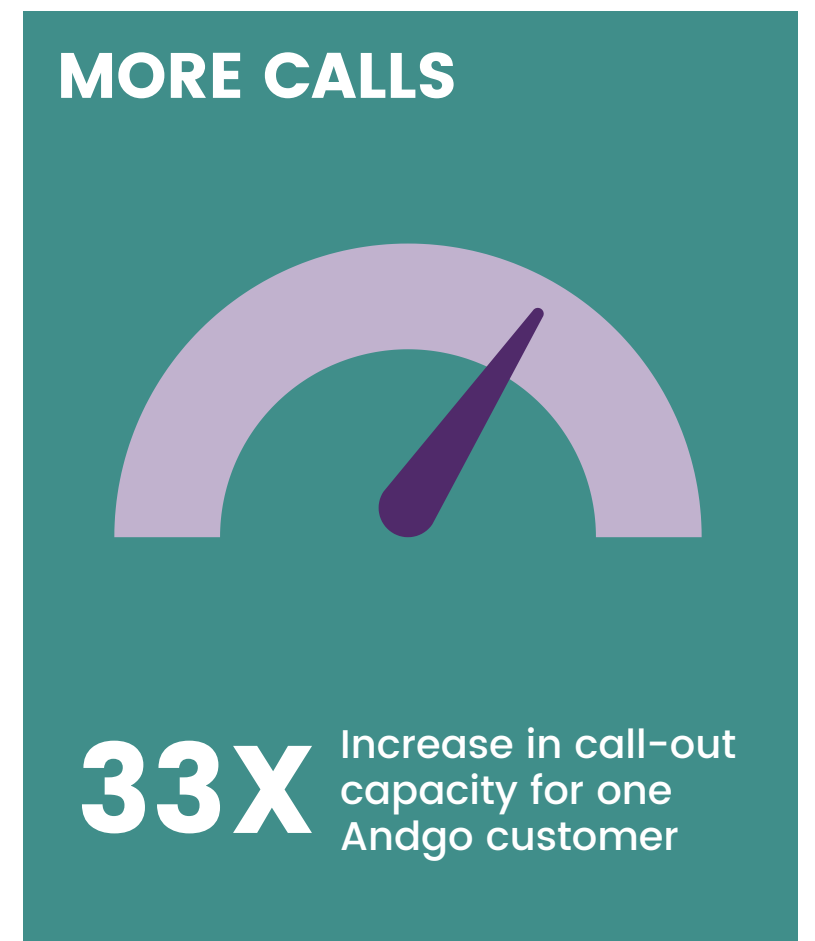
[LEARN MORE](#)



MORE SHIFTS

Before Andgo After Andgo

4X More shifts filled per day for one Andgo customer



MORE CALLS

33X Increase in call-out capacity for one Andgo customer

"I love this system! The Andgo Systems software better supports our healthcare partners by providing responsive shift scheduling."

Gordie Logan
 Regional Manager, Island Health
 Vancouver Island Health Authority

FAQs

- Will it take a long time for our teams to get ramped up?**

It certainly doesn't have to. Andgo has proven strategies and methods to map quick wins, medium term gains and long term value for our customers laser focused on their biggest problem areas (KPI's). Andgo meets our customers where they are, allowing them to phase in /change manage new tools in line with their organization's business processes.
- We have numerous systems in place already, how can we manage them simultaneously?**

Andgo fully integrates with workforce management systems / scheduling systems of record (such as UKG Workforce Dimensions) to leverage and extend their capabilities.
- How do we ensure strong adoption of the Andgo solution?**

Adoption is not typically a barrier like you see in some software projects. Front-line employees, schedulers and managers alike are desperate for tools that make their lives easier and directly improve their workflow. By integrating directly into our customers scheduling ecosystem, Andgo acts as a seamless extension, not a shiny tool that will sit on the shelf. By partnering with Andgo, you're not just signing up for our product suite, you're gaining access to extensive onboarding support from our Customer Success Team! You'll be paired with a dedicated product specialist to guide you through the process and provide continued support for as long as you're working with us.
- Who else is using Andgo?**

We've assisted hundreds of thousands of employees through the onboarding process and we're just getting started. We're proud to work with some of the largest healthcare organizations in North America.

Andgo

What's in it for
**Human
Resources**

BENEFITS, TOOLS, AND RESOURCES FOR:
CHO, HR DIRECTORS, MANAGERS, AND TEAMS

Benefits for Human Resources Teams

By automating core scheduling processes, Andgo helps organizations significantly reduce employee workloads and eliminate demanding manual processes, decreasing stress and strain. This helps alleviate burnout and subsequently diminishes staff turnover. Understaffing is a significant liability to an organization, often forcing organizations to turn to expensive external labor pools. Andgo can help reduce financial burdens and mitigate staffing risks.



Greater Transparency

Intelligent automation provides transparency, sophistication and organization into your processes. For example, configurable round-based annual vacation bidding helps reduce the organization's vacation hour liability, while providing employees greater likelihood of getting the vacation time they actually want.

Increased Employee Satisfaction

Andgo fully automates the process of shift filling, including navigating complex union and organizational rules. This efficiency results in fewer scheduling related grievances and increased employee satisfaction.

Tools and Resources

For a deeper dive, check out the following resources. Click on the icons to learn more.



How Andgo Tools and Dashboards Help with Staffing

Learn how actionable data can help fill vacant shifts on short notice.



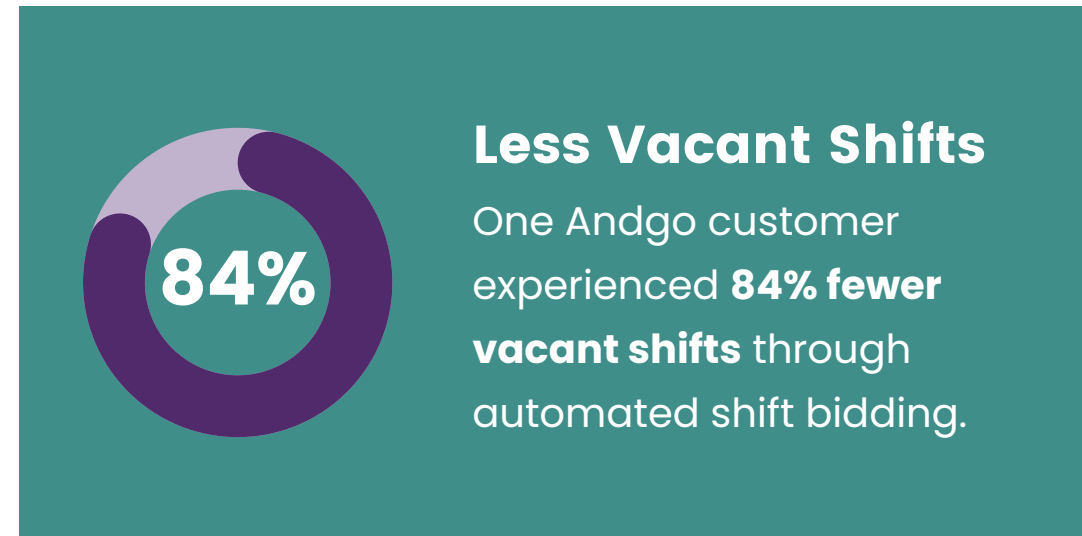
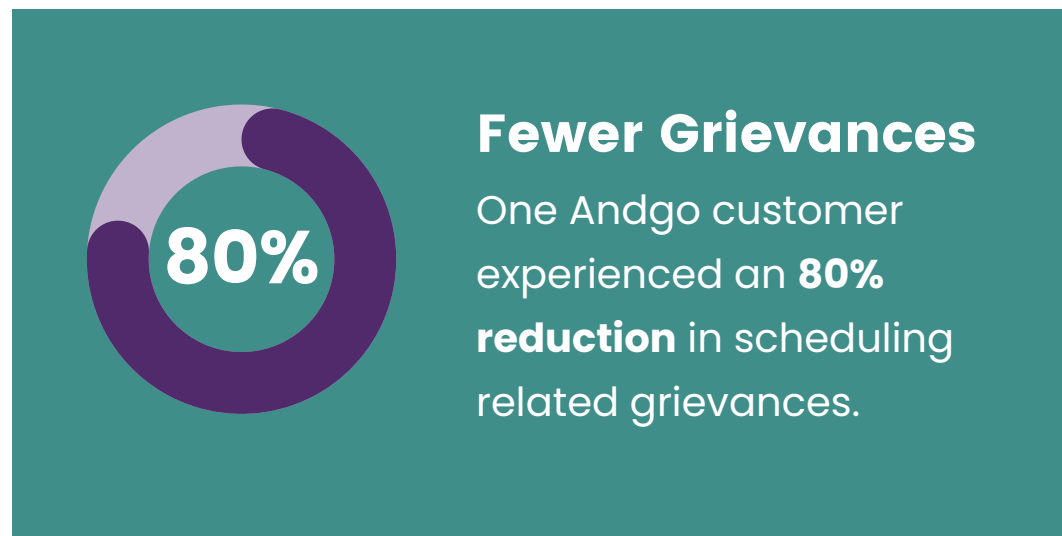
Staffing Immunization Clinic Effectively

Find out how Andgo helped mobilize the COVID-19 vaccination clinic efforts with the Saskatchewan Health Authority.

"The whole mantra has to be retain and recruit and automate. The more you can automate to get rid of tasks, whether it's through AR, RPA, etc... [the more you can] constantly recruit and retain great people around the automation of the things you are trying to move towards."

Scott Becker
Becker's Healthcare Podcast
Episode 2/21/22

Customer Stats & Testimonials



FAQs

- How does Andgo help with employee recruitment and retention?

Andgo helps organizations reduce employee stress with scheduling by increasing transparency and flexibility. With Andgo, employees are able to engage and schedule the shifts they want, when they want to. Further, digitized Vacation Mapping improves the likelihood of employees receiving more of their desired vacation days. These have both shown to improve employee satisfaction scores, resulting in a direct positive impact on recruitment and retention.

- How will Andgo save us time and help optimize our staffing levels and processes?

Andgo provides organization-wide insights into priority open shifts, so that they can be filled first and in a fraction of the time vs. manual methods. The displaced manual effort through automation gives managers critical time back to focus on their core job functions.

Andgo

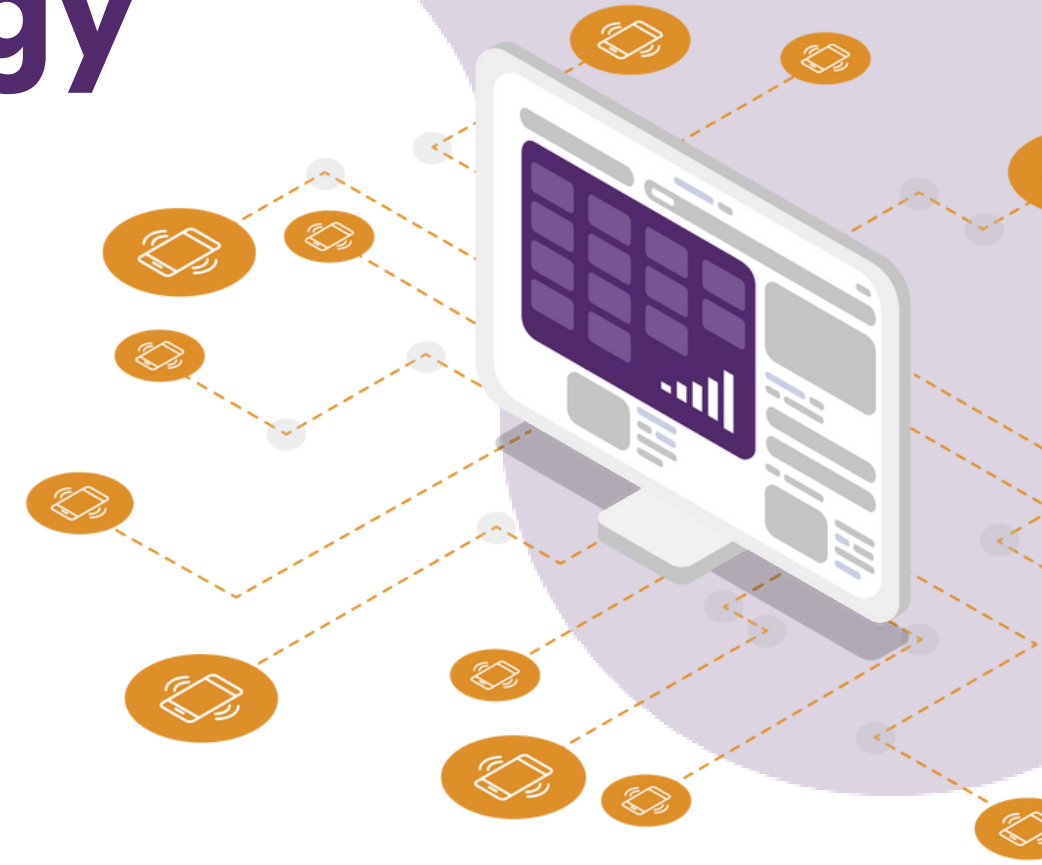
What's in it for

Technology & Innovation

BENEFITS, TOOLS, AND RESOURCES FOR:
CTO, CIO, WORKFORCE MANAGEMENT,
AND TECHNICAL TEAMS

Benefits for Technology & Innovation Teams

Andgo's SaaS model ensures your software is always current without putting additional stress on your internal IT teams.



Always Up-to-Date

Stay up-to-date with the latest intelligent automation technology without consuming in-house resources to build new systems from the ground up. All Andgo features, enhancements and security updates get added incrementally & regularly - the most effective way to optimize timeliness, user experience & performance.

Rapid Deployment & Improvement

With Andgo's SaaS model, you can reduce the time you spend waiting for internal IT resources to handle requests. Andgo's dedicated team ensures upgrades and improvements are deployed swiftly and seamlessly.

Ongoing Support


Our extensive onboarding process pairs you with dedicated customer support specialists. Our Customer Success team works with your organization's technical team on an ongoing basis to ensure a seamless transition and continued success.


Extensive Privacy Policy

We use best practices to store and encrypt your personal information from unauthorized access, collection, use and disclosure. Our team is trained to understand the importance of privacy and will only use your information to the extent necessary to provide our services. Read more about our Privacy policy [here](#).

Tools and Resources

For a deeper dive, check out the following resources. Click on the icons to learn more.

 **Becker's Hospital Review Podcast**
 Scott Becker Shares 6 Questions on How to Decide on New Innovation and Technology Ideas.

 **Andgo Suite Guide**
 See an overview of Andgo's product suite offerings and their benefits.

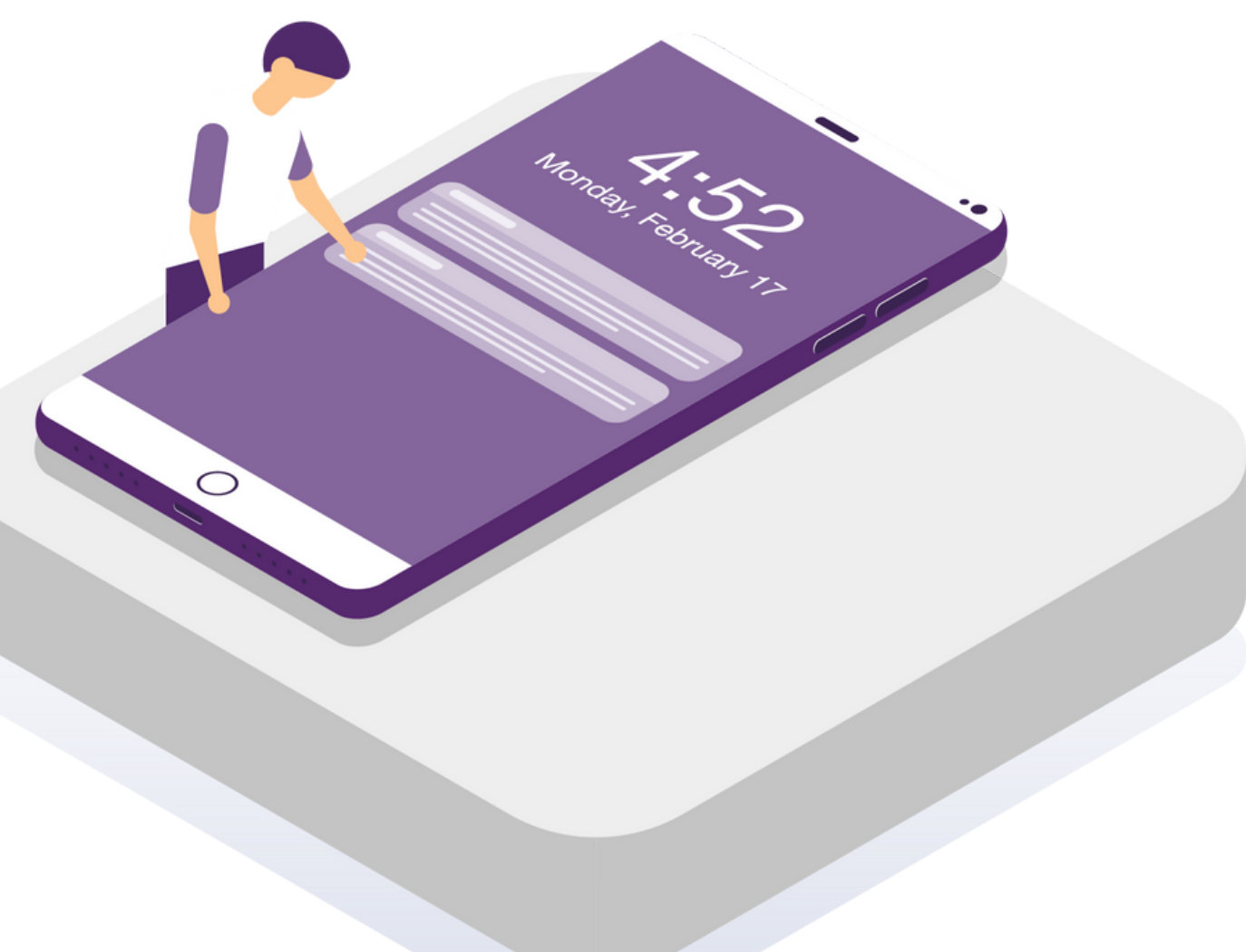
FAQs

- We are considering building a system in-house, why should we outsource to a SaaS provider like Andgo?

Andgo's technology is highly configurable to your organization's needs and provides a high level of automation. Intelligent Shift Filling Automation software is all that we do! Our suite is built by leveraging significant domain expertise and best practices over several years. Our SaaS model allows continuously up-to-date software and rapid deployments and improvements from the Andgo team. As such, building your own system may not be worth the resources (time, money, or staff) required.

- We have a number of different innovation priorities. Why should a project like this rise to the top of the list?

Implementing new technologies in your organization can be daunting, but employing workforce solution technology like Andgo is a highly effective way to curb the challenges associated with critical staffing shortages. Andgo's solution suite gives you the tools you need to best engage and leverage your existing workforce and streamline complex scheduling processes, providing an effective solution to current workforce issues. Plus, we're determined to help your organization succeed every step of the way. If you're still not sure of the best method for reviewing technology opportunities for your organization, take a look at this Becker's Hospital Review podcast episode: [Scott Becker Shares 6 Questions on How to Decide on New Innovation and Technology Ideas](#).



Andgo

What's in it for
Schedulers

BENEFITS, TOOLS, AND RESOURCES FOR:
SCHEDULING ADMINISTRATORS AND TEAMS

Benefits for Schedulers

Intelligent workflow automation from Andgo simplifies employee scheduling processes. This empowers schedulers to focus on more strategic and value-add tasks, increasing their efficiency and job satisfaction while simultaneously reducing errors. Thus, schedulers can quickly and efficiently fill shifts, communicate with staff, and reduce scheduling and labor costs.



Centralized Dashboard

View all relevant data in a single, unified dashboard and improve efficiencies for the scheduling team to streamline, prioritize, and action incoming requests.

Visibility & Transparency

Gain insight into optimal approvals, recommendations, and how & when your employees pick up shifts to better predict shift communication and strategic scheduling.

Save Time

Andgo's dashboards allow you to process shifts quickly and easily, saving valuable time.

Efficient Messaging

Our intuitive, centralized hub allows you to draft, schedule, and send mass one-way communications to targeted employee segments.



Tools and Resources

For a deeper dive, check out the following resources. Click on the icons to learn more.



Streamline Absence Onboarding

Imagine having a centralized hub for all incoming absence calls. Sounds like a total game-changer doesn't it?



Evolving Needs in Healthcare Staffing and Scheduling

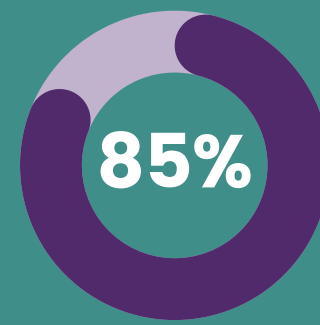
How Intelligent Automation can help maximize your internal resources.

Customer Stats Testimonials



More Shifts Filled

Andgo intelligent automation fills shifts **7X faster** compared to manual processes.



Vacation Preference

In 2021, employees first vacation preferences of Andgo customers were granted **85% of the time.**

"Andgo brought our organization into the technology age! Our organization is able to quickly fill open shifts via SMS, IVR, and online and they are very innovative in coming up with even better solutions in this ever-changing world."

Gale Cummings
 Scheduling Specialist
 Saskatchewan Health Authority

FAQs

- Is Andgo really better than what we currently have? Is it worth going through the process of onboarding a new platform?

Much of Andgo's uniqueness comes from the end-to-end capabilities of our software, taking the entire shift filling workflow from needed to filled. With Andgo, all of the manual decision-making requirements in your existing processes become automated, allowing you to increase productivity and focus on more value-add work.

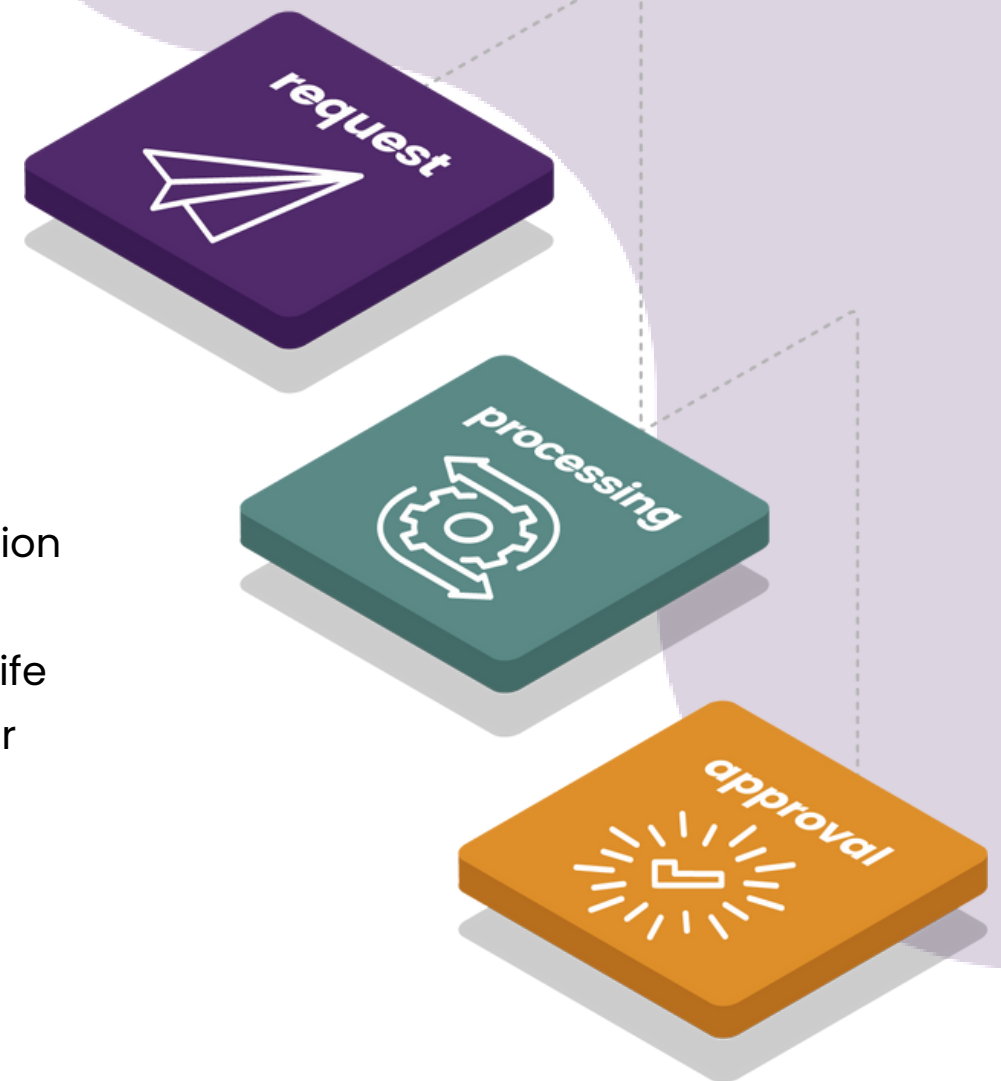
Andgo

What's in it for
Employees

BENEFITS, TOOLS, AND RESOURCES FOR:
EMPLOYEES, STAFF, AND TEAMS

Benefits for Employees

The simplicity and ease of use of Andgo's Shift Filling and Vacation Bidding put the employee in the driver's seat of their schedules. With Andgo, employees are empowered to improve their work/life balance, reduce burnout, and increase the transparency of their requests.



Empowered Employees

Transparent future bidding puts employees in the driver seat with respect to their schedule and work-life balance. Ability to submit phone calls and online requests immediately (such as reporting an absence) removes the need for a live interaction and reduces time spent waiting.

Happier, More Productive Teams

Increase satisfaction for employees by boosting both transparency and the likelihood of approval for the vacation days they actually want.

Messages that Matter

Employees can set notification preferences for how shifts, alerts, and messages are communicated and how often.

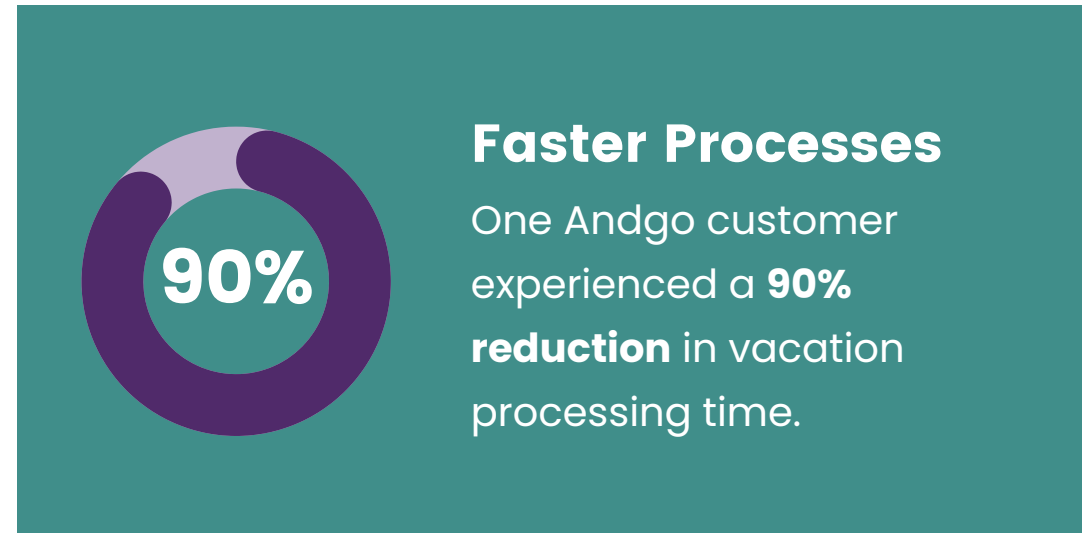
Refocused Efforts

Employees are freed from time-consuming, manual tasks and are able to refocus their efforts on the work that matters most, improving satisfaction and fulfillment.

"Both as a charge nurse and as an RN on the floor, the texting/online system through Andgo is so much better and easier than it used to be. Schedulers having to call out was super tedious, and I often missed their calls or had to ignore them because I was too busy to pick up the phone. As a mom of 3 kids with seemingly endless sports and activities, Andgo gives me the flexibility to pick up the shifts I want how and when it is convenient for me."

Crystal Fitch
 Registered Nurse
 Saskatchewan Health Authority

Customer Stats Testimonials



FAQs

- We already have a lot to manage, is Andgo easy to use?

Andgo is an intuitive, easy to learn program that will streamline your scheduling requirements and provide increased ease of use and satisfaction.

- Will I still be able to speak with someone from scheduling when I call in?

Andgo's system is fully automated with built-in logic to intuitively report an absence that removes the need for a live interaction. This means you don't need to rely on the scheduling team answering your call, and potentially having to call back repeatedly or wait on hold. You do have the option of leaving a message or using an alternate number to reach the scheduling department directly for one-off/exception scenarios.