

Andgo Product Suite Guide

Andgo specializes in Intelligent Automation. We help organizations solve cumbersome scheduling practices by turning them into automated, configurable workflows.

The Modules:



QUICK DIAL



ENHANCED
ABSENCES



VACATION
MAPPING



SMART CALL



SHIFT
PREBOOKING



INFORM

Andgo connects with existing scheduling systems and works directly with your organization to configure workflows that fit and augment current processes.

Customer Solutions Guide:

Andgo offers a complete end-to-end solution perfect for complex scheduling environments. Our platform is available as a full suite or à la carte, designed to provide targeted high impact outcomes.

Streamline	Optimize	Communicate
<div></div> <div>I want to streamline absence reporting, inbound requests, and vacation processing.</div> <div><div>WE RECOMMEND</div><div>Quick Dial → Enhanced Absences → Vacation Mapping →</div><div><div><div>✓</div>Automatically route phone requests</div><div><div>✓</div>Enriched workflow capabilities to manage unplanned absences</div><div><div>✓</div>Digitize the manual vacation bidding/awarding process</div></div></div>	<div></div> <div>I want to optimize complex shift filling.</div> <div><div>WE RECOMMEND</div><div>Smart Call → Shift Prebooking →</div><div><div><div>✓</div>Automates the process of identifying, communicating, and awarding shifts to the most suitable employee(s)</div><div><div>✓</div>Post and fill shifts months in advance</div></div></div>	<div></div> <div>I want to communicate with targeted employee groups.</div> <div><div>WE RECOMMEND</div><div>Inform →</div><div><div><div>✓</div>Easily and quickly send targeted communications to curated employee lists</div><div><div>✓</div>Employees can set preferences for how they want to be notified</div></div></div>

Andgo’s Intelligent Shift Fill Automation Suite creates efficiencies and saves resources by automating major manual scheduling challenges, such as: shift filling, vacation processing, and absence management workflow.

Andgo Product Suite Guide

Frequently Asked Questions:

Q

I'm concerned that transitioning my teams to a new system and a new interface is going to be too much work.

A

We completely understand and have tools in place to help ease your transition. Our approach consists of integration automation & optimizations for your scheduling system, a team to guide you through a proven process with change management, training, and support.

Q

There are many scheduling solutions on the market. How do I know if Andgo is right for me?

A

Andgo is the ideal solution for organizations with:

- ✓ High volume environments
- ✓ Complex scheduling needs (i.e. union rules)
- ✓ Shift filling and communication sent via text

We make a major impact on:

- Manual processes that are creating scheduling bottlenecks
- Transparency and auditing
- Efficiencies around equitable shift awarding
- Making more data-driven scheduling decisions

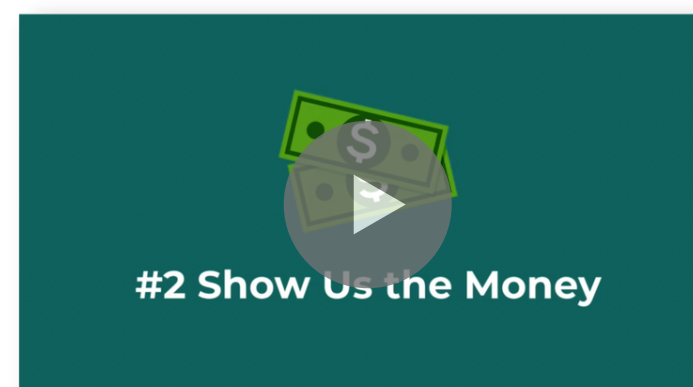
For more, check out our article on: [Intelligent Workflow: The New Age of Employee Scheduling](#) →

Q

We have many competing budget items. How do I know Andgo is a worthwhile investment?

A

In short, ROI! Andgo customers experience a very compelling ROI through intelligent automation of their existing processes. Check out this clip featuring Saskatchewan Health Authority and how we saved them \$500K in scheduling costs.



Want to find out how much Andgo can save you? [Check out our cost savings calculators](#) →

Q

Like everyone else, we are short staffed. Does Andgo help with that?

A

While Andgo doesn't provide more staff, our tools and dashboards help you do more with less. We empower our customers to reach as many eligible employees as possible. [Learn more about intelligent shift filling automation](#) →

Andgo understands complex, high volume scheduling environments. Let's talk more about how we can help your organization →



86%

Reduction in time it takes to fill a shift



1.3M+

Vacant shifts filled in 2021



3.1M+

Vacation hours awarded in 2021



100%

Customer retention rate

Stay in touch by email
success@andgosystems.com

By phone
1.888.820.0160

Or visit us online
andgosystems.com



Andgo Quick Dial

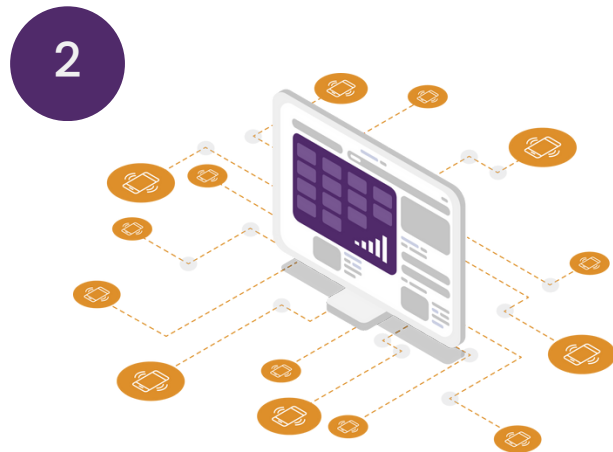
Optimizes how scheduling teams receive, direct and process incoming phone calls.

Here's How it Works:



Report Absence

Employees call a toll-free number to self-select the category/reason for their call



Auto Update

The schedule is updated in real-time, reflecting the absence and the appropriate pay code



Notify

An email notification is sent to management notifying them of the employee absences & requests



Review

Schedulers determine if they need to fill the open shift manually, or automatically via Andgo Smart Call

Automatically receive, route & prioritize urgent employee phone requests and present the information to scheduling teams via dashboards organized by priority and category.

For Business Leaders



Flexible and Configurable

Quick Dial is flexible and configurable to meet your organization's dial in needs, such as: reporting injuries, managers requesting additional coverage and/or providing department scheduling instructions, replying to priority group messages and more!



More Effective Teams

Streamline, categorize and prioritize common/frequent inbound requests for your scheduling team. By also activating Andgo's [Enhanced Absences](#), Managers can be included in the absence approval process.

For Schedulers



Consistent Data and Measurable Workflows

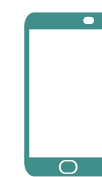
Automatically connects to schedule data. Shows the most up-to-date changes using standardized, consistent information gathered in the request process.



Know What is Urgent

Tasks are automatically prioritized and categorized for the scheduling team, removing ambiguity around urgency.

For Employees



Submit Phone Requests

Andgo's Quick Dial empowers employees to submit phone call requests (such as reporting an absence) through a highly intuitive IVR system. Adding Andgo's [Enhanced Absences](#) allows for online absence submission and processing.



Ability to Report Immediately

Removes the need for a live interaction for unplanned leaves - employees have confidence in successfully reporting absences immediately.

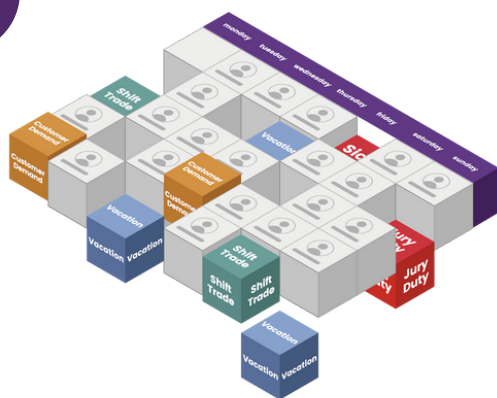
Check out our Intelligent Absence Management video to learn how Andgo empowers schedulers to make actionable decisions and focus efforts on the highest need areas. [WATCH NOW](#) ➔

Andgo Smart Call

Intelligently automate the communication of available immediate need shifts to eligible employees.

Here's How it Works:

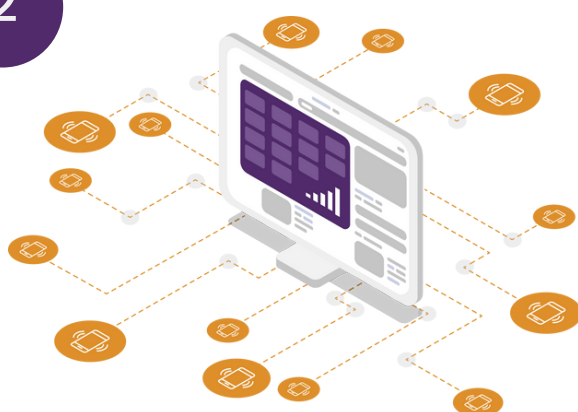
1



Engage

A vacant shift that needs to be filled is added to the scheduling system

2



Identify

Configurable rules engine determines the list of eligible replacements

3



Communicate

Communicate vacant shifts to eligible replacements

4



Award

Shift awarded to the most suitable employee; scheduler is updated

Collect bids and systematically organize information for scheduling teams for efficient and accurate awarding of shifts.

Key Resources and Stats:



Fill More Shifts, Faster

Scheduling staff fill 7x more shifts using Andgo's Smart Call compared to manual processes.

[LEARN MORE](#)



Deeper Dive

Andgo Blog: Intelligent Workflow Automation - The New Age of Employee Scheduling.

[READ BLOG](#)



A Better Solution

Manually calling employees and filling shifts one-by-one is inefficient, prone to errors, and not scalable. [Watch the video to learn more about how Andgo Smart Call provides a solution.](#)

Andgo Smart Call

For Business Leaders



End-to-End Workflows

Deliver end-to-end workflows that go beyond just basic open shift notifications. Automate all steps in the employee scheduling lifecycle. Fill more shifts, faster, with the right people.



Better Call Lists

Dynamically build call lists pre-configured to account for complex union/organizational rules and shift eligibility.

For Schedulers



More Focus and Efficiency

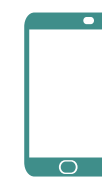
Schedulers are no longer tasked with non-value-added activities such as manually dialling phone numbers. Focus on strategically filling available shifts with the most suitable employee.



Easy Integration

Integrate seamlessly with your existing scheduling system using intuitive, powerful scheduling dashboards.

For Employees



Be Notified How & When You Want

Route communications in line with personalized communication preferences and monitor employee responses.



Open Visibility & Communication

Transparent shift bidding (including partial shifts) via IVR, SMS text message, website.

Through Smart Call's process of communicating and granting immediate need shifts, Andgo customers have reduced scheduling related grievances by up to 80%!

Customer Success Story:



“ I can't imagine how we would've done this manually in that time frame. ”

Kweku Johnson
Director of HR Systems and Analytics
Saskatchewan Health Authority

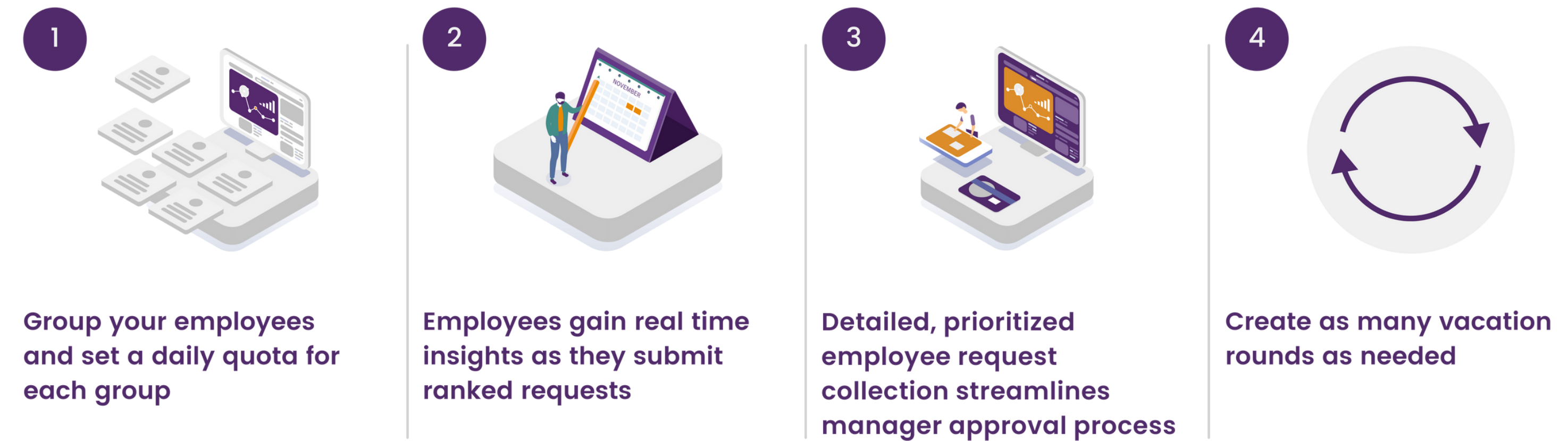
[VIEW CASE STUDY](#)

Watch the video to learn how Andgo Smart Call reduced SHA's staff scheduling time by 86%

Andgo Vacation Mapping

Digitize your Vacation Mapping process with Andgo.

Here's How it Works:



Facilitate your entire vacation process online with Andgo's Vacation Mapping module. Maximize vacation usage and reduce complex processing overhead.

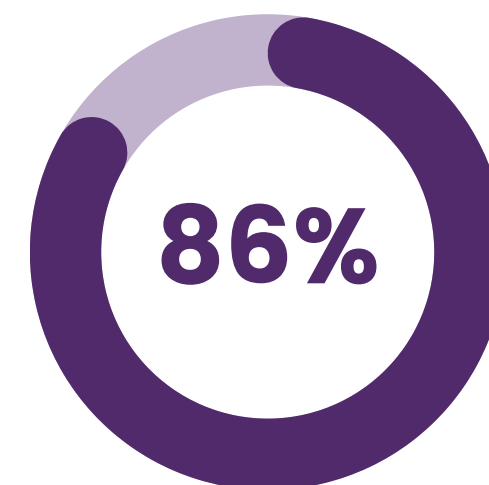
Key Stats and Resources:

3.1 MILLION



High Volume

3.1 million+ hours of vacation were booked for the 2021 calendar year using Andgo.



Happier Employees

86% of employees first choice vacation requests were granted in 2021 through Andgo's Vacation Mapping.



Building a Pro-Vacation Culture to Create a Win-Win Scenario

Rested, refreshed employees are more focused and productive. [Click the thumbnail to learn more about creating a pro-vacation culture and why.](#)

Andgo Vacation Mapping

For Business Leaders



Less Liability

Greater vacation usage means reduced vacation hour liability on the organization's balance sheet.



Increase Transparency

Provide transparency, sophistication and organization into your vacation process through intelligent automation.

For Schedulers



Save Time

Eliminate tedious, non-value activities. Significantly reduce vacation request processing time by streamlining the process.



Smart Recommendations

Optimal approvals are recommended to schedulers and managers based on seniority and quota.

For Employees



Happier, More Productive Teams

Drive increased satisfaction for employees by increasing both transparency and the likelihood of approval for the days they actually want.



Heightened Visibility

Employee line of sight into the likelihood of vacation request approval (via quota).

Andgo Vacation Mapping delivers actionable data to facilitate informed decision making surrounding vacation requests, approvals, and scheduling.

Customer Success:

"Emerg RNs (the largest group) took the manual process from 2 weeks to 1 day for all first choice approvals. Last year approvals had to be assigned to multiple people, as one person couldn't get them done."



"...First choice processing was completed for all groups in 2-3 hours. Manually it would take a week."



"Change is hard when you are an old program clerk! I had to learn it and I am SO glad I did. Whoever got this program for us surely loves the Program Clerks."

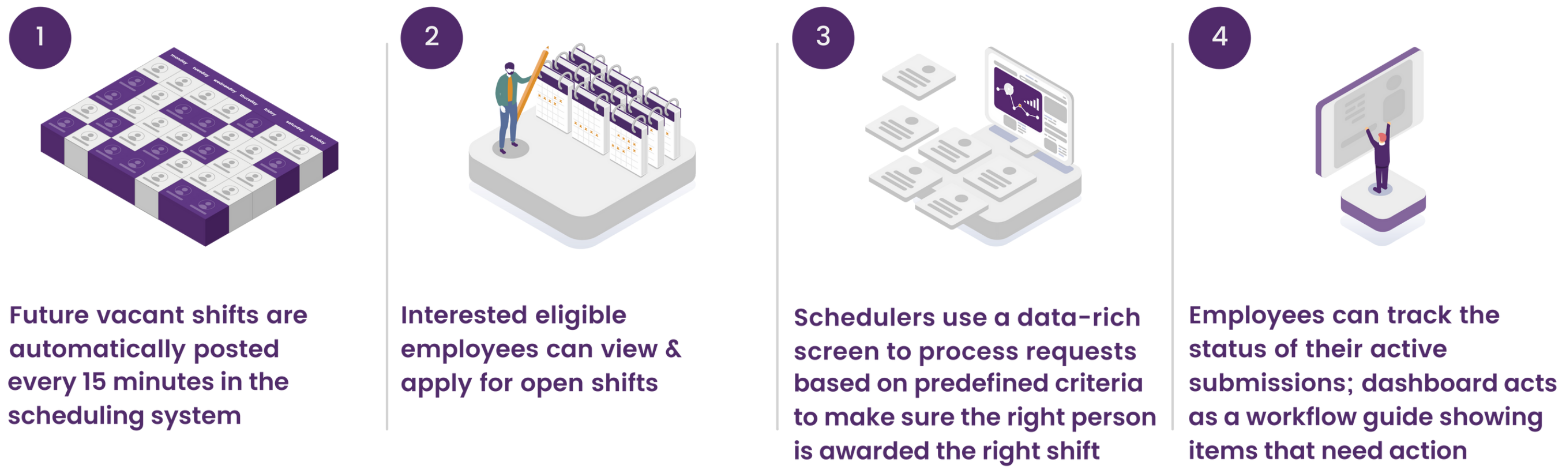


Vacation Mapping is scalable to meet the needs of large complex organizations and can integrate directly with your scheduling system.







Andgo Shift Prebooking

Optimize the process of filling future vacant shifts. Streamline communications, while systematically organizing future shift bids for scheduling teams for easy awarding.

Here's How it Works:



Andgo customers can reduce vacant shifts in advance by over 60%.

For Business Leaders	For Schedulers	For Employees
<div><p>Compliance Friendly</p><p>Complex union/organization eligibility rules are automatically accounted for. Backfill planned absences in line with collective bargaining agreements.</p></div> <div><p>Employee Satisfaction</p><p>Increased employee satisfaction improves retention and overall workforce productivity.</p></div>	<div><p>Reduced Volume and Cost</p><p>Filling future shifts in advance cuts down on the sheer volume of immediate need shifts to be filled and processed on short notice. Fewer notifications are associated with reduced costs.</p></div> <div><p>Centralized Dashboard</p><p>Centralized and organized shift awarding via intuitive, powerful scheduling dashboards.</p></div>	<div><p>Empowered Employees</p><p>Transparent future bidding puts employees in the driver seat with respect to their schedule and work-life balance.</p></div> <div><p>Flexibility</p><p>Employees have the ability to easily personalize how they are notified about and bid on future shifts (SMS/IVR/email/newsletter).</p></div>

A seamless extension of Andgo’s Smart Call, Shift Prebooking delivers a heightened level of accessibility and flexibility to employees.

Andgo Enhanced Absences

Automatically collects, organizes and prioritizes absence requests across different departments and occupations in one place.

Here's How it Works:

1

Employees can submit absences online; multiple shifts across departments and partial submissions are supported

2

Absence information is recorded & automatically routed into dashboard workflow; relevant stakeholders are notified

3

Schedulers use data-rich screen to process requests; managers optionally included in process workflows

4

Absence details are tracked & stored for auditing and searchable to view status/actions in real-time

Present enriched absence requests to scheduling teams via dashboards organized by priority and category.

For Business Leaders	For Schedulers	For Employees
<p>Flexible and Configurable</p> <p>Absence bank types, absence reasons, and denied reasons are configurable by the customer, supporting complex organizational needs and unique business processes.</p>	<p>Integration and Transparency</p> <p>Automatically connect to schedule data showing the most up-to-date changes. Ability for managers to be securely included into the workflow.</p>	<p>Flexible and Functional</p> <p>Ability to submit full day, multi-day and partial day absence requests online or through IVR if using Quick Dial. Conveniently visible bank balances support more informed absence requests by employees.</p>
<p>Fully Auditable Requests</p> <p>All absence requests are fully auditable and managed by a workflow that spans shifts and occupations across multiple managers and departments as required.</p>	<p>Centralized Dashboard</p> <p>Unified dashboard for scheduling team to streamline, prioritize, and action incoming requests.</p>	<p>Quick Answers and Processing</p> <p>With built-in approval processes and associated employee availability, requests are processed in a timely manner.</p>

Andgo's Enhanced Absences alleviates the cumbersome, time-consuming process of multiple emails/forms often involved in managing employee absences across various departments.

Andgo Inform

Create and send messages to applicable employee segments in minutes.

Here's How it Works:

1



Create a crafted message and select your mode of communication (i.e. email, phone, and/or text)

2



Build a curated distribution list configured by your choice of department, facility, employee, etc.

3



Review eligible recipients and send message

Andgo's Inform leverages employee data already in the system to curate targeted communications to applicable employees.

For Schedulers and Administrators



Actionable Data and Filters

Leverage data and pre-configured filters already in the system to easily reach your intended audience.



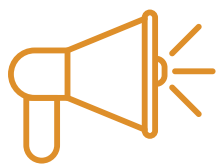
Fully Auditable

Recipient lists and their notification methods are fully auditable.



Unified Communication Platform

Intuitive, centralized hub to send targeted mass one-way communication to desired employee segments.



More Efficient Messaging

Draft messages ahead of time and send at the precise time needed. Minimizes the time and effort spent messaging large, targeted groups of employees via other channels.



Be Notified How You Want

Multi-modal communication functionality (IVR, text, and email) is leveraged in line with employee notification preferences.



Get Messages That Matter

Employees only receive messages relevant to them, including one-time alerts, bulletins, and instructions (i.e. regarding flu shots, COVID updates, construction updates, new hire announcements, giving kudos, etc.)

The Saskatchewan Health Authority has been utilizing Andgo's Inform Module to communicate directly with each of their 90,000 stakeholders (employees, physicians, and volunteers) during the COVID pandemic.