effective team management

ABOUT US

28 years of market experience

operations on **4 continents**

+ **1.000** clients in **10** countries

1.000.000 employees in the world and more than **75.000** team leaders

ISO/IEC 9001:2015:

Quality management systems certified

ISO/IEC 27001:2013:

Information security management systems certified

ISO/IEC 20000-1:2018:

Service management system requirements certified

ISO/IEC 27018:2019:

Information technology — Security techniques — Code of practice for protection of personally identifiable information (PII) in public clouds acting as PII processors – declaration of conformity

SISQUAL WFM
effective team management

A GLOBAL COMPANY, LEADER IN THE DEVELOPMENT AND SUPPLY OF WORKFORCE MANAGEMENT SOLUTION

effective team management

The only Latin company recommended by pela Gartner

Some of our Customers

WHAT'S WORKFORCE MANAGEMENT?

THE RIGHT PERSON, IN THE RIGHT PLACE, AT THE RIGHT TIME, AT THE LOWEST COST

Productivity

Visibility

Quality of life

Automatic Salaries Processing

SISQUAL® WFM

SISQUAL WFM
effective team management

$$\text{Productivity} = \frac{\text{ACTIVITY}}{\text{OPERATION COSTS FOR ACTIVITY}}$$ ↗ **5 a 8%**

Payroll reduction	**3 - 5%**
Absenteeism reduction	**12 - 20%**
Reduction of Staff Turnover	**12 – 20%**
ROI	**5:1 – 10:1** (500% - 1000%)

HAVE ALL THE DATA INTEGRATED

ORACLE

SAP

ADP

Microsoft CERTIFIED Partner

Microsoft Dynamics

sage

phc

meta4

A3 Software
grupo Wolters Kluwer

Primavera

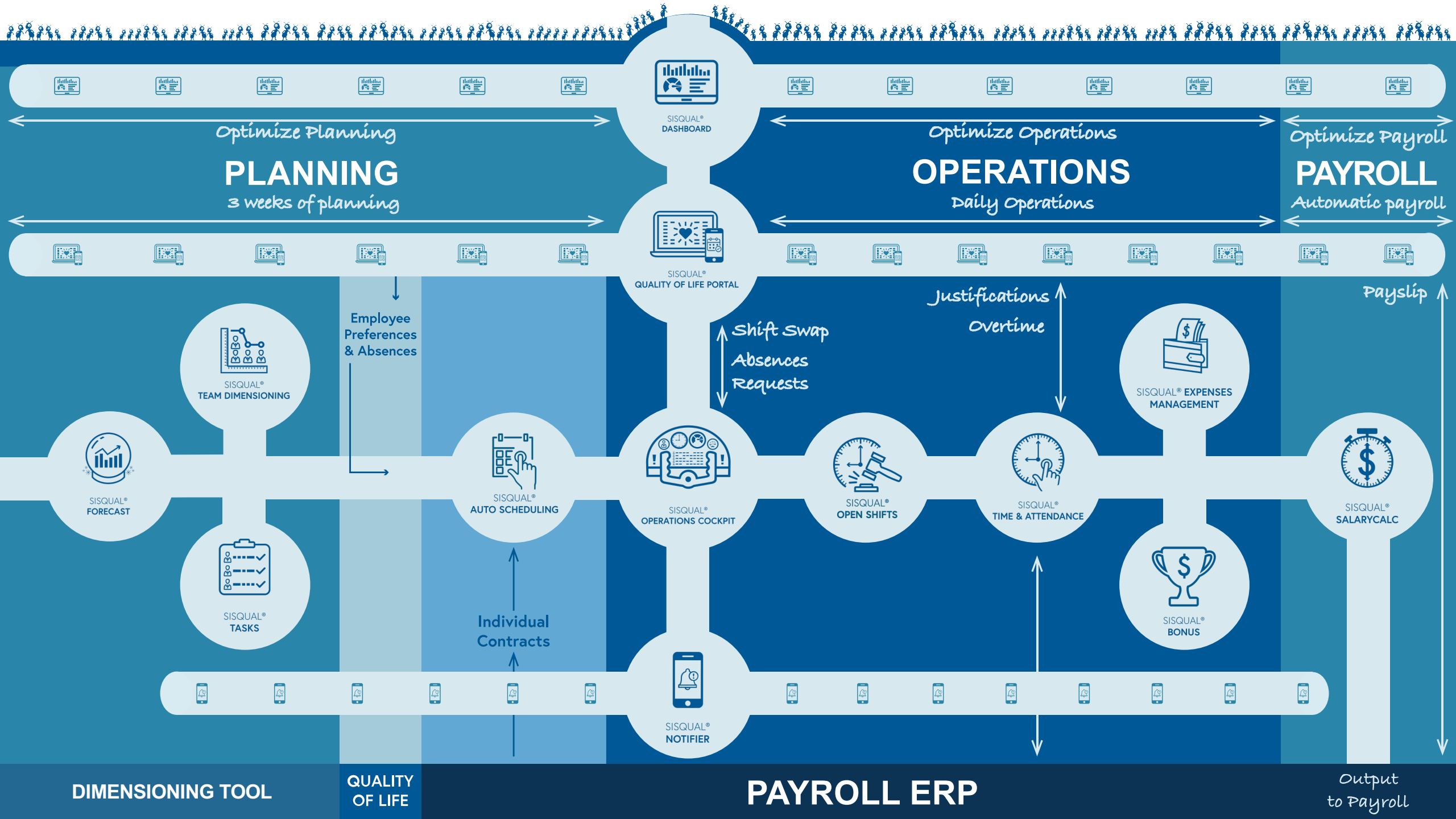
TOTVS

Senior

apdata

LG
lugar de gente
sistemas humanos

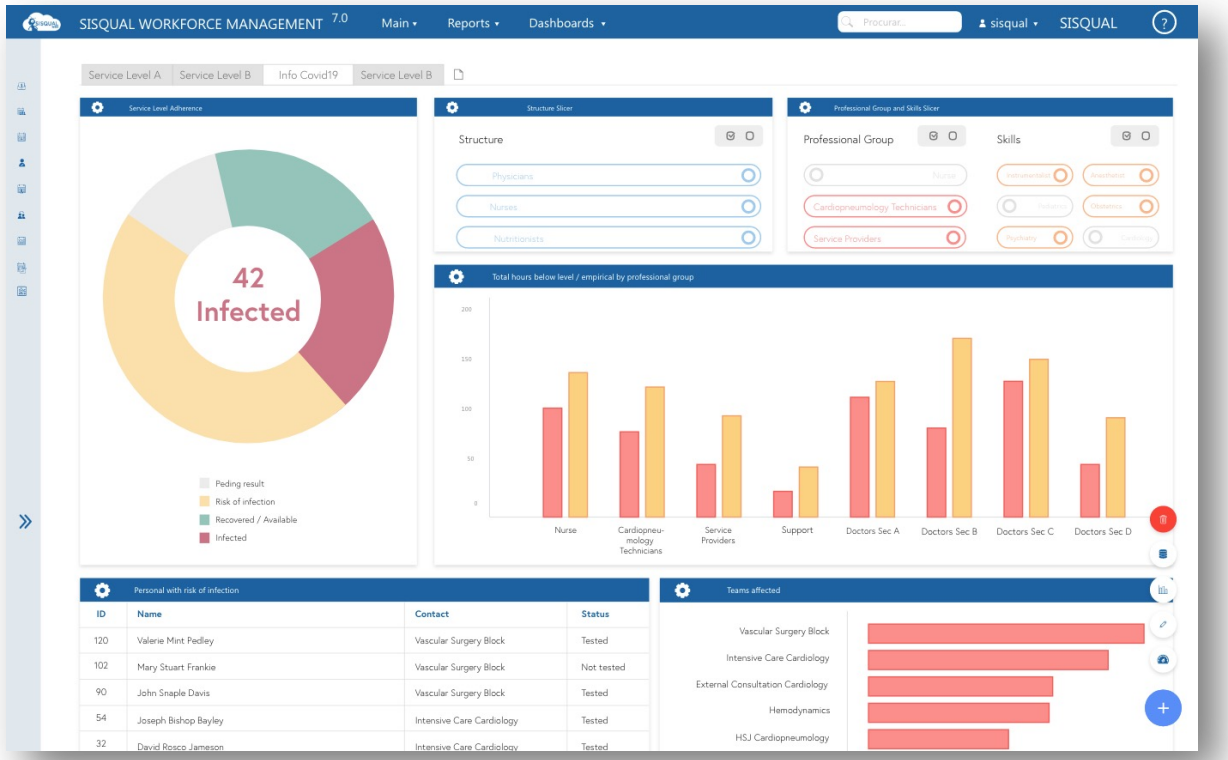
integration with
+45 ERPs


SISQUAL® DASHBOARD
Optimize Planning
PLANNING
3 weeks of planning
Optimize Operations
OPERATIONS
Daily Operations
Optimize Payroll
PAYROLL
Automatic payroll
SISQUAL® QUALITY OF LIFE PORTAL
Employee Preferences & Absences
Shift Swap
Absences
Requests
Justifications
Overtime
Payslip
SISQUAL® TEAM DIMENSIONING
SISQUAL® FORECAST
SISQUAL® TASKS
SISQUAL® AUTO SCHEDULING
Individual Contracts
SISQUAL® OPERATIONS COCKPIT
SISQUAL® OPEN SHIFTS
SISQUAL® TIME & ATTENDANCE
SISQUAL® EXPENSES MANAGEMENT
SISQUAL® BONUS
SISQUAL® SALARYCALC
SISQUAL® NOTIFIER
DIMENSIONING TOOL
QUALITY OF LIFE
PAYROLL ERP
Output to Payroll

SISQUAL®
DASHBOARD

MANAGE KPI WITH A USER-FRIENDLY DASHBOARD

INSIGHTS ABOUT ALL DEPARTMENTS, EMPLOYEES, PERFORMANCE AND BUDGETING.



VISUALIZE YOUR KPIs

Filter by Business type and compare the productivity of your stores. All the information that you need in just one page. Drag and drop the graphics to customize your dashboard in your way.

THE CEO EXPERIENCE

All the indicators are one click away. You can choose what to do and what to see in your business. Compare results, budgets, performances, endless filters.

POWERFUL KNOWLEDGE

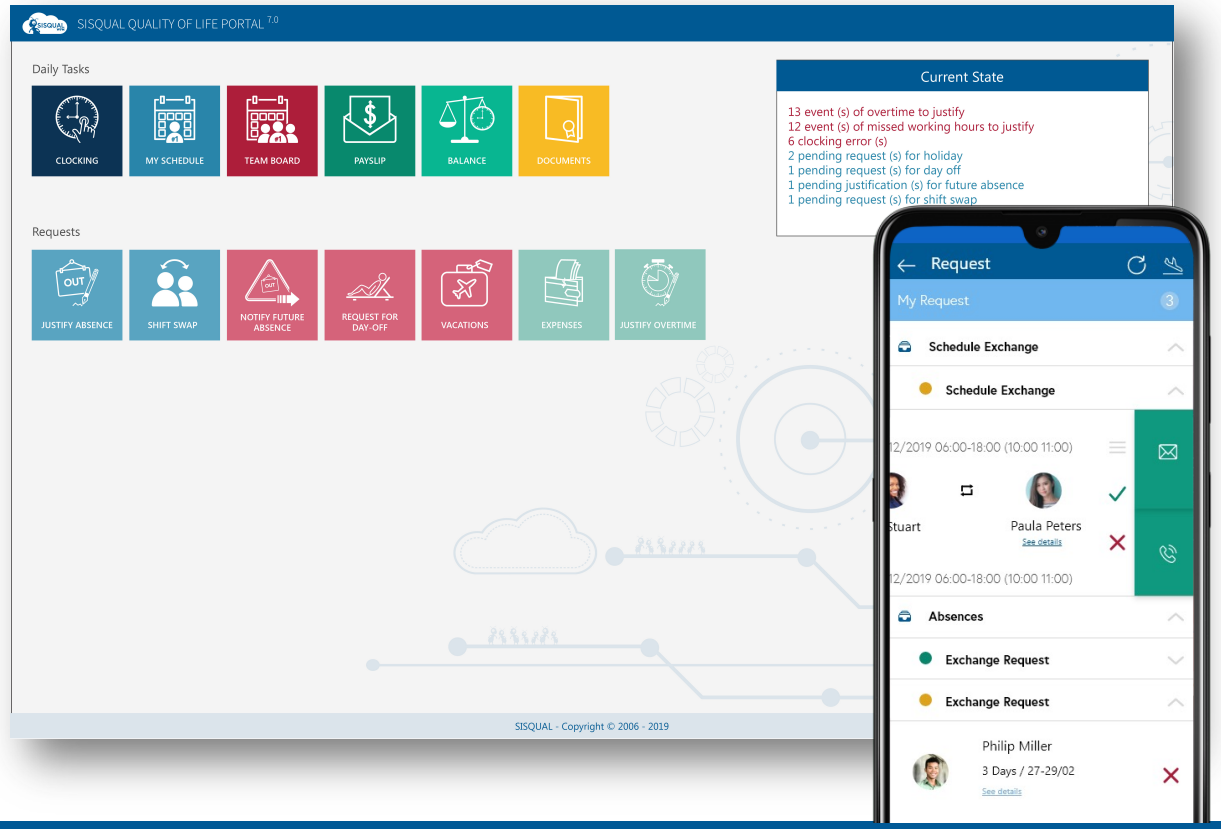
The good performance of your business is all about having the right information at the right time, to be able to avoid any capital loss. Have the right tool that provides knowledge at all times.

SISQUAL®

QUALITY OF LIFE PORTAL

ENGAGE YOUR WORKFORCE

EMPOWER YOUR STAFF WITH THE TOOL TO CONTROL THEIR SCHEDULE AND PROVIDE WORK-LIFE BALANCE.



FOR THE EMPLOYEE

Provide the ability to manage clockings, swap shifts, ask for holidays, day-offs and justify their absences.

FOR THE MANAGER

All employees request in one portal: the manager can approve overtime, vacation plan, day-offs, absenteeism just in one place.

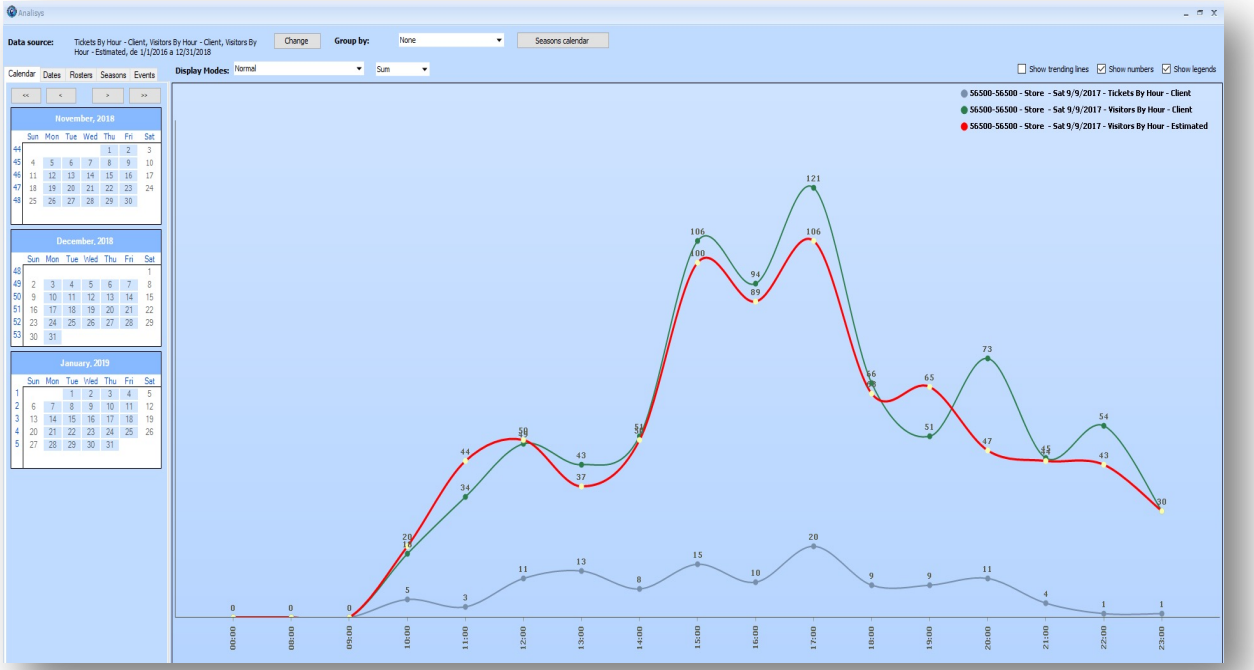
AT YOUR HAND

All the experiences in your hands! The APP is available both on iOS and Android.

SISQUAL®
FORECAST

PREVIEW THE FUTURE

SCHEDULE YOUR WORKFORCE WITH THE HELP OF INTELLIGENT ALGORITHMS.



FORECAST YOUR NEEDS

Get to know how many employees you need and when you need them with predicted data.

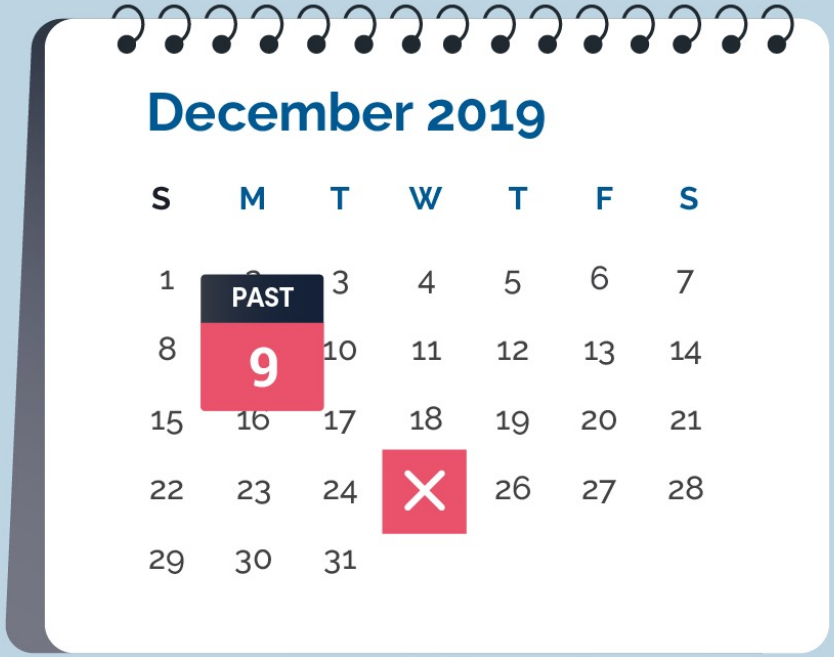
BE PREPARED

Based on historical data, SISQUAL® Forecast helps you to anticipate needs and enables the allocation of optimized resources.

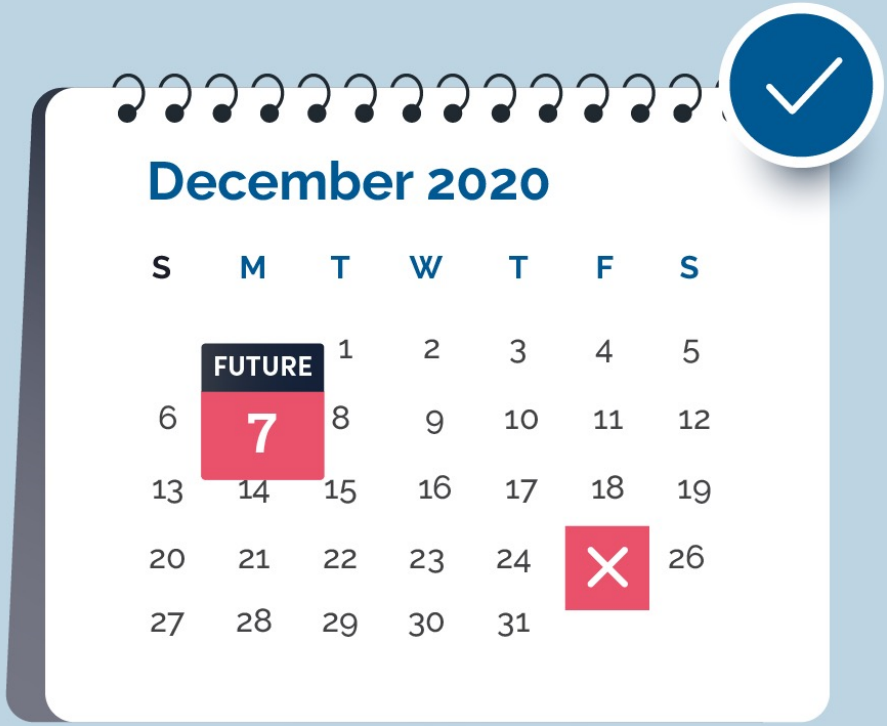
STOP WASTING FTEs

Having the right number of people at the right time with the necessary skills means you can save lots of money while delivering the best service possible at the lowest possible cost.

SISQUAL®
FORECAST



Sales tickets



Forecast data

EQUIVALENT DATA

FORECAST HOLIDAYS & EVENTS

April 2020

S	M	T	W	T	F	S
29	30	31	1	2	3	4
	6	7	8	9	10	11
19	20	21	22	23	24	25
26	27	28	29	30		

PAST

Easter 13

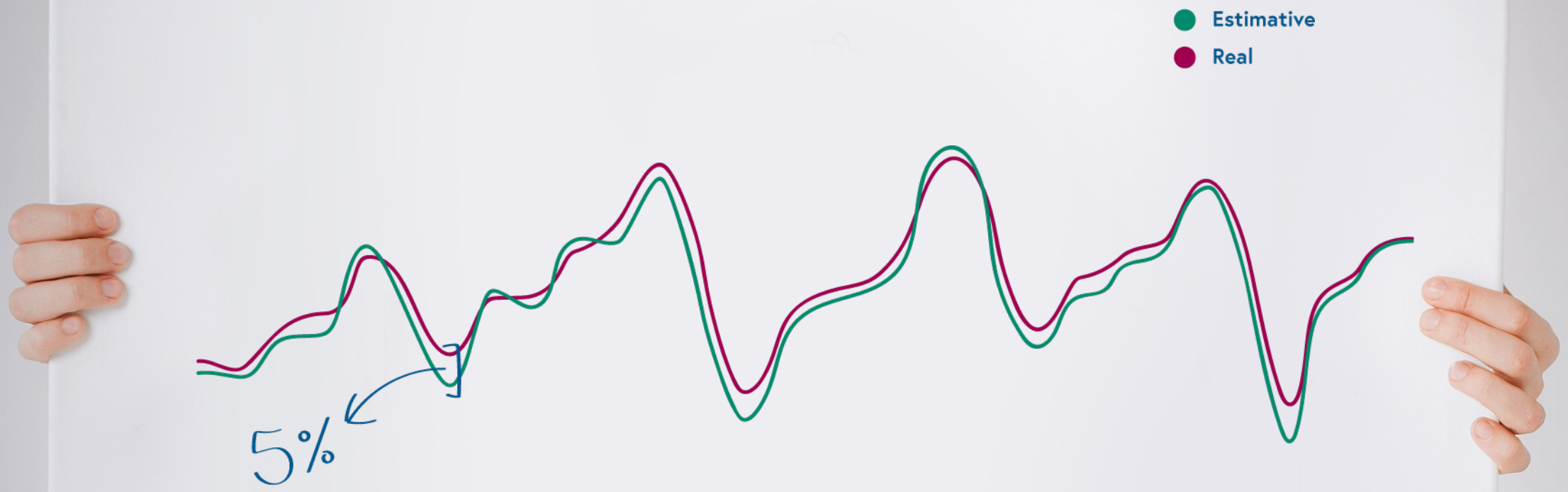
April 2021

S	M	T	W	T	F	S
	29	30	31	1	2	3
	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	

FUTURE

Easter

OUR LEARNING CURVE



	01/09/2020	02/09/2020	03/09/2020	04/09/2020	05/09/2020	06/09/2020	07/09/2020	08/09/2020	09/09/2020	10/09/2020	11/09/2020	12/09/2020	13/09/2020	14/09/2020	15/09/2020	16/09/2020	17/09/2020	18/09/2020	19/09/2020	20/09/2020	21/09/2020	22/09/2020	23/09/2020	24/09/2020	25/09/2020	26/09/2020	27/09/2020	28/09/2020	29/09/2020	30/09/2020
T	20	15	16	20	20	20	20	20	20	18	20	17	20	17	20	15	20	20	13	12	15	17	18	20	20	20	14	21	16	18
P	0	0	8	9	6	6	0	0	0	4	0	0	0	4	0	0	0	8	9	9	5	6	6	8	0	0	0	0	0	0

SISQUAL®

TEAM DIMENSIONING

THE RIGHT SIZE, AUTOMATICALLY!

CREATE THE "PERFECT TEAM" ALIGNED WITH THE PREDICTED TRAFFIC AND SALES

HOUR BY HOUR

On the SISQUAL® Team Dimensioning, the curves of demand are established for hours of each day of the week.

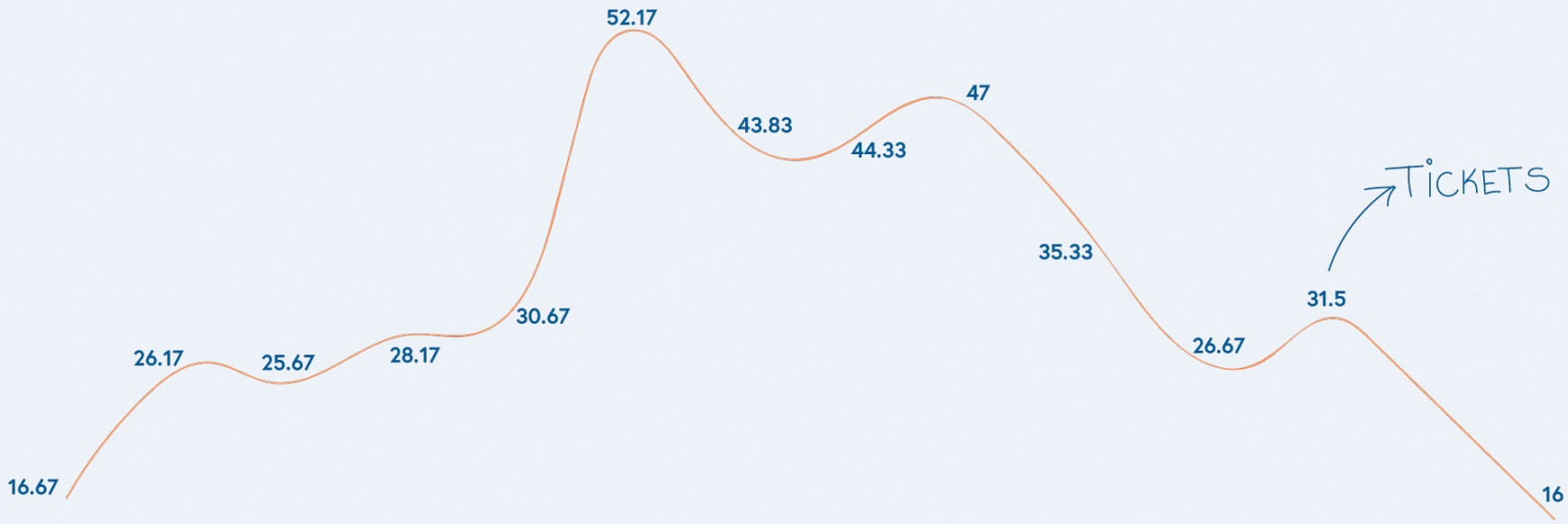
HOW MANY DO YOU NEED?

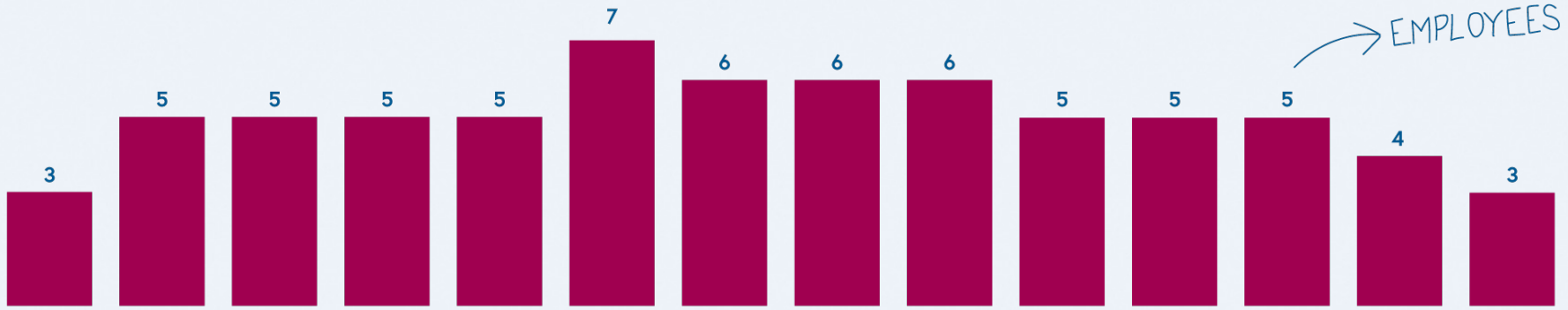
After analysing all data, the software draws a curve with the estimated minimum number of employees required to meet the requirements set by the table of equivalences.

FIND THE GAP

With a graphical view, you can easily see when you need to schedule more or fewer people, redistributing the FTEs when they are truly needed.

THE RIGHT DIMENSIONING





MANUAL INFLUENCE

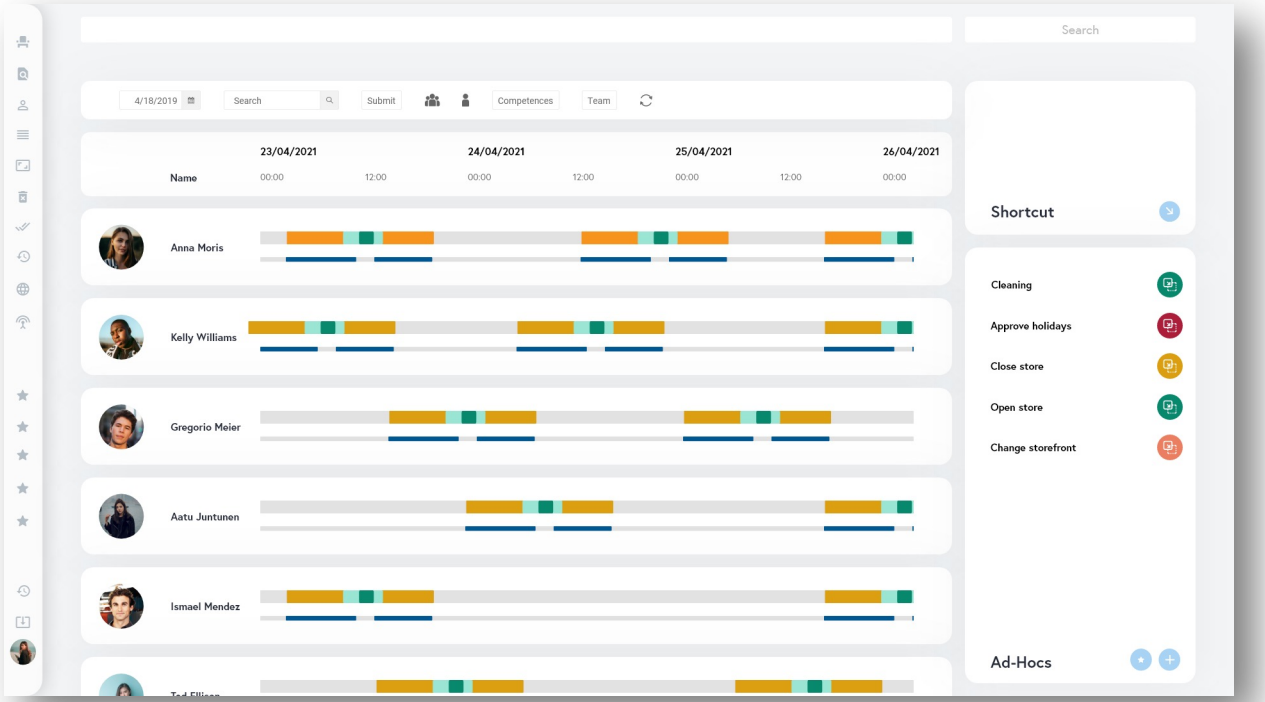
	TOTAL	SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
2020	Week 2	05/01/2019	06/01/2019	07/01/2019	08/01/2019	09/01/2019	10/01/2019	11/01/2019
	64.927,93	12.653,98	6.741,24	8.783,12	7.062,01	7.411,23	7.062,01	15.214,34
2021	Week 2	10/01/2019	11/01/2019	12/01/2019	13/01/2019	14/01/2019	15/01/2019	16/01/2019
	74.667,12	14.552,08	7.752,43	10.100,59	8.121,31	8.522,91	8.121,31	17.496,49
Manual								
Percetage	15%							

SISQUAL®

TASKS

DISTRIBUTE THE WORK!

PLAN AND ASSIGN ALL THE TASKS AUTOMATICALLY AND SYNC IT TO YOUR STAFF SCHEDULE



TASKS PER PERIOD

Automatically distribute 15 minutes or daily tasks, ensuring tasks are performed by the most expert employees and achieve maximum productivity.

TASKS TO THE RIGHT SKILL

Set the tasks to be performed by day and let the system distribute them according to employees availability and skills. Make sure all tasks were allocated.

INTELLIGENT DISTRIBUTION

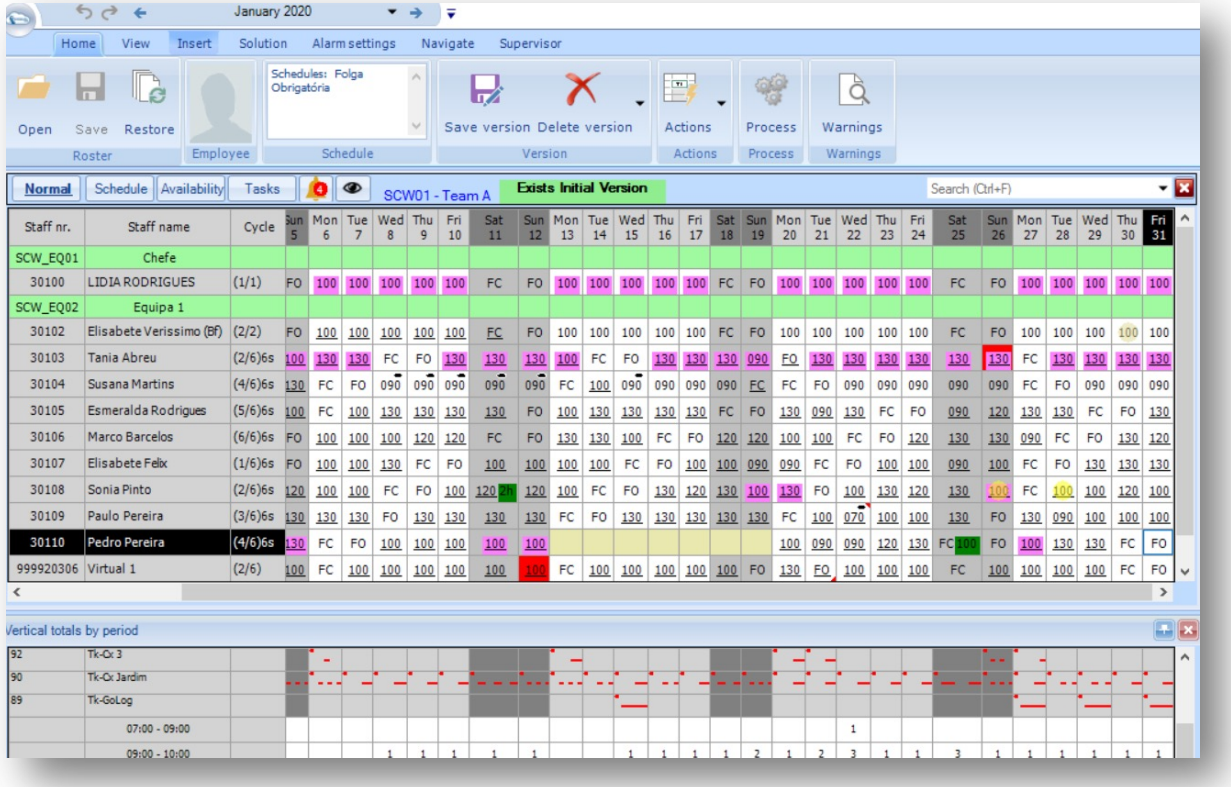
Avoid the duplication of work or idleness with intelligent software that will provide you with the intel of employee daily performances.

SISQUAL®

AUTO SCHEDULING

IT ONLY TAKES ONE CLICK!

ONE-CLICK SCHEDULING BASED ON DEMAND, EMPLOYEE PREFERENCES AND LABOUR LAW.



OPTIMISED SCHEDULE

Set the rules and let the software do the job, set the work hours, rest hours between shifts, maximum work hours per week.. infinite settings.

PREVIEW THE GAP

Know if your resources are lower than the desired minimum or higher than the desired maximum.

SMART LOGIC

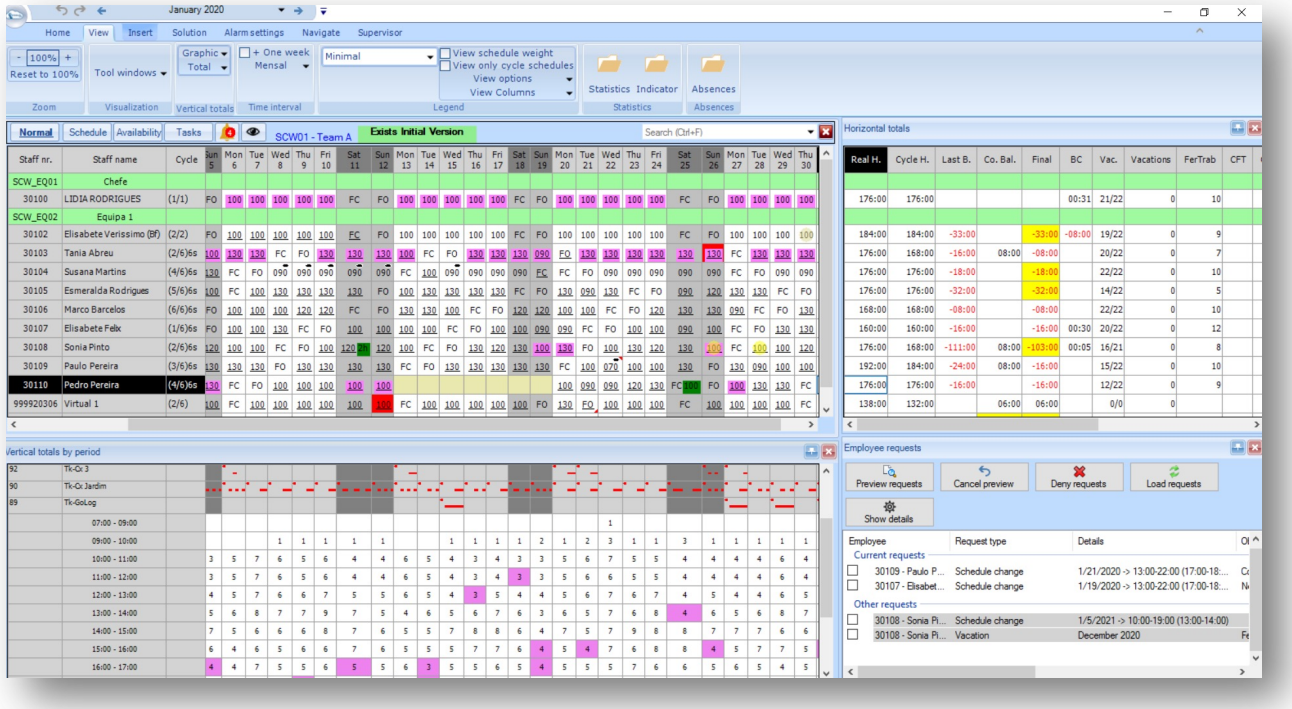
Machine learning algorithm to achieve the work-life balance. The software learns with the updating preferences, rules and employee requests.

SISQUAL®

OPERATIONS COCKPIT

READY, SET, GO!

PLAN, VISUALIZE, HAVE THE TOOLS TO GET THE WORK DONE!



PLAN, CONTROL & VISUALIZE

Gain full control over all processes with a daily use tool that will help you get a higher quality of service and patient care by having an efficient team.

REAL-TIME MANAGEMENT

Validate changes, monitor overtime, get alerted about labour law infringements and get suggested solutions.

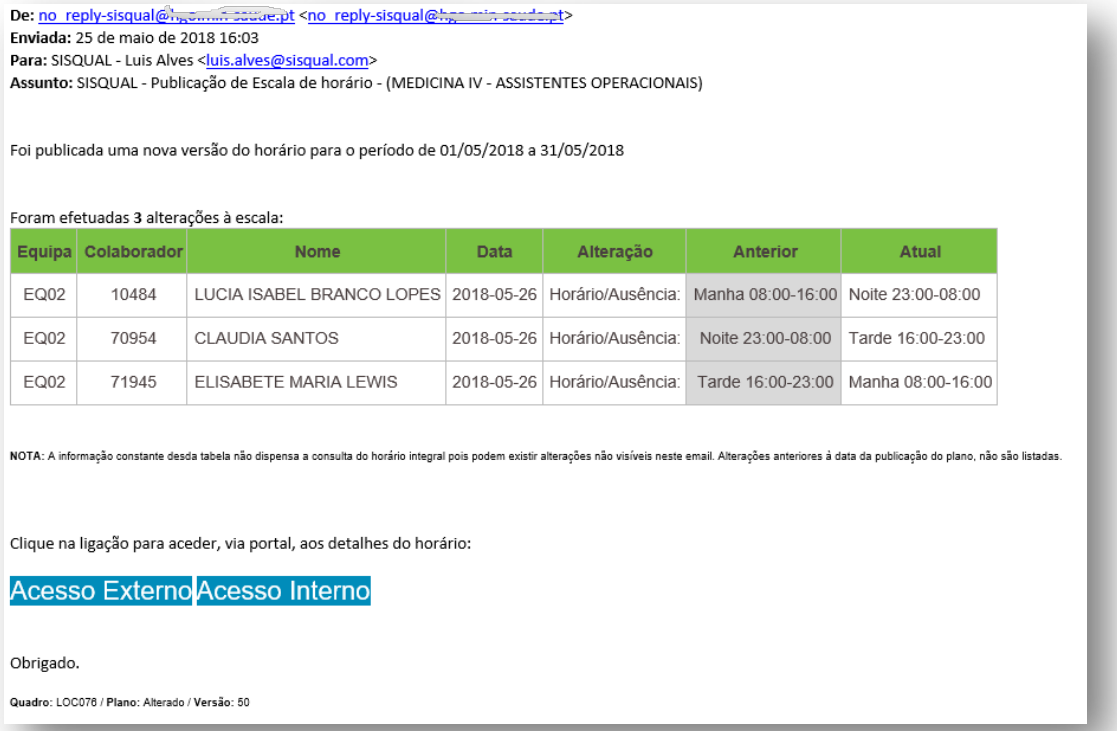
INCREASE PRODUCTIVITY

Reduce workload and provide the HR department the time to pay attention to the improvement of best practices and staff retention.

SISQUAL®
NOTIFIER

BE AWARE IMMEDIATELY ABOUT IMPORTANT OCCURRENCES

GET REAL-TIME NOTIFICATIONS BY SMS OR E-MAIL AND CONTROL GOALS OR ABSENCE OF A KEY EMPLOYEE, ANYTHING.



De: no_reply-sisqual@[redacted].pt <no_reply-sisqual@[redacted].pt>
Enviada: 25 de maio de 2018 16:03
Para: SISQUAL - Luis Alves <luis.alves@sisqual.com>
Assunto: SISQUAL - Publicação de Escala de horário - (MEDICINA IV - ASSISTENTES OPERACIONAIS)

Foi publicada uma nova versão do horário para o período de 01/05/2018 a 31/05/2018

Foram efetuadas **3** alterações à escala:

Equipa	Colaborador	Nome	Data	Alteração	Anterior	Atual
EQ02	10484	LUCIA ISABEL BRANCO LOPES	2018-05-26	Horário/Ausência:	Manha 08:00-16:00	Noite 23:00-08:00
EQ02	70954	CLAUDIA SANTOS	2018-05-26	Horário/Ausência:	Noite 23:00-08:00	Tarde 16:00-23:00
EQ02	71945	ELISABETE MARIA LEWIS	2018-05-26	Horário/Ausência:	Tarde 16:00-23:00	Manha 08:00-16:00

NOTA: A informação constante desda tabela não dispensa a consulta do horário integral pois podem existir alterações não visíveis neste email. Alterações anteriores à data da publicação do plano, não são listadas.

Clique na ligação para aceder, via portal, aos detalhes do horário:

Acesso Externo Acesso Interno

Obrigado.

Quadro: LOC076 / **Plano**: Alterado / **Versão**: 50

DETECT IT ALL IN REAL TIME

Pre-programmed events can be detected in real-time, generating actions or notifications automatically. This way you don't miss anything.

REAL-TIME AND PRE-SET

Settings of real-time notifications linked to alarm generation to a calendar and a certain periodicity like generate an alarm every working day at 8 a.m. for example.

ACTIVITIES CHECK

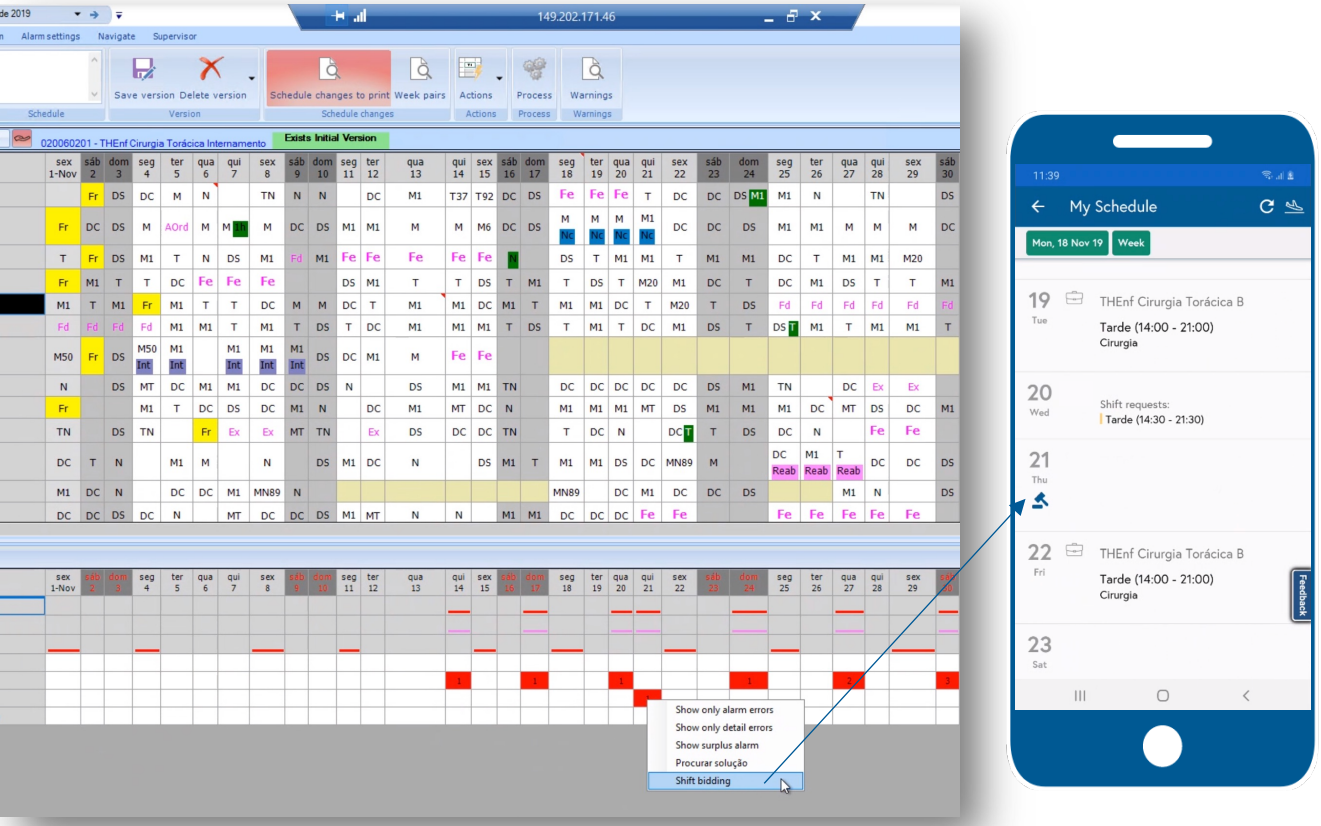
Maintain a list of activities to be executed and manage the notifications indicating to follow up the activity status and antiquity.

SISQUAL®

OPEN SHIFTS

GIVE OPTIONS TO YOUR EMPLOYEES

SHARE YOUR SHIFT DEMAND AND PROVIDE YOUR EMPLOYEES THE BEST FIT FOR THEIR SCHEDULE



SHIFT DEMAND

Workforce planning relies on two important factors: the number of staff required and staff availability. With SISQUAL® Open Shifts instead of searching for staff availability its the employees who will search for shift availability and create their own schedule.

TIMESAVING

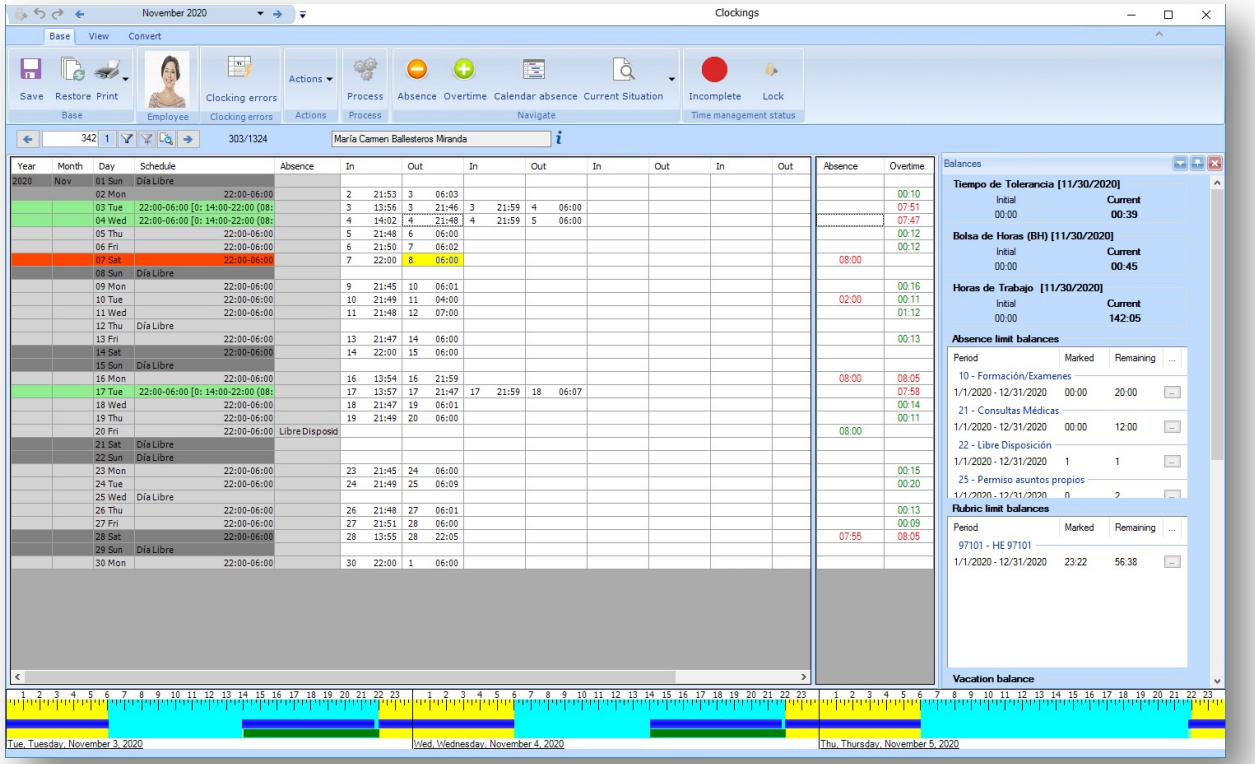
You can save time on communication as your Open Shifts are posted on the SISQUAL® Quality of Life Portal and ready to be selected by your employees. A decreased bureaucracy and safe process due to a real-time compliance check and manager approval process.

EMPLOYEE EMPOWERMENT

Open Shifts are all about supply and demand! You need staff and your employees need shifts. When you share with your employees the power to decide about their own schedules, you promote greater employee engagement, less absenteeism and don't get short-staffed.

CONTROL ABSENTEEISM AND OVERTIME

MANAGE EMPLOYEE CLOCKING DATA ACCURATELY.



CREATE SCHEDULES

Easy to create individual, repeating, flexible and dynamic rosters. Set the rules to register your staff and start planning.

ATTENDANCE MANAGEMENT

Get automatic suggestions, compare planned and worked hours and create rules to provide flexible rosters.

PLAN AND ANALYSE

Register, control holidays and scheduled absences. See and compare the absenteeism and attendance rates for each employee

REWARD YOUR STAFF!

CREATE A PRODUCTIVE ENVIRONMENT WITH TAILOR-MADE VISIBLE CAMPAIGNS FOR YOUR STAFF DURING "BONUS" PERIODS AND LINK THEM TO PAYROLL.

GOOD WORK DESERVES TO BE REWARDED

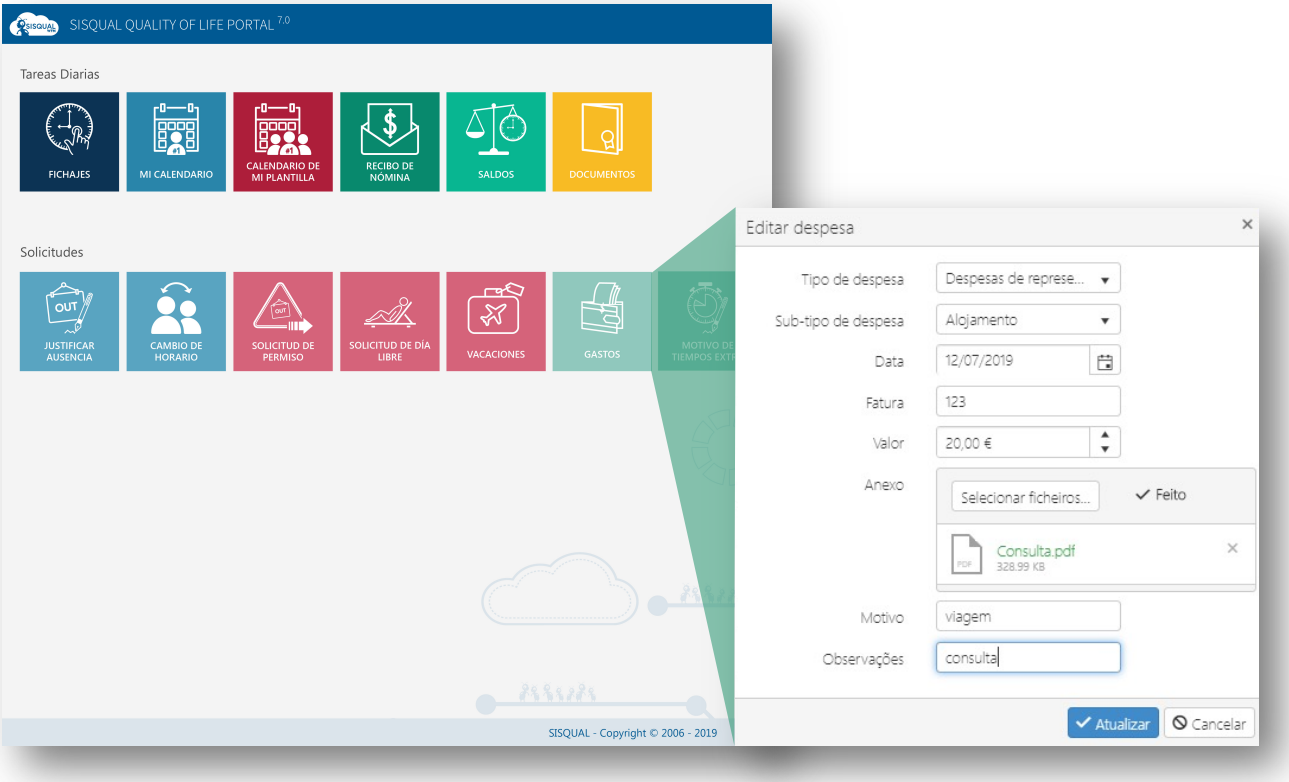
A good employee deserves acknowledgement and recognition. SISQUAL® Bonus can present different ways to reward your staff, such as goal achievements, good attendance rate or simply punctuality.

TAILOR-MADE FOR EACH NEED

A calculation engine for productivity bonus taking into account all the variables that the business considers essential for it. A unique logic and algorithms tailored made to each business's needs.

SUBMIT, APPROVE & PAY

YOU WASTE TOO MUCH TIME MANAGING YOUR STAFF EXPENSES, NO MORE!



MANAGE YOUR STAFF'S RECEIPTS

Manage expenses to be reimbursed: travel courses Km, benefits and aids, general expenses, such as restaurants, hotels, etc.

APPROVAL WORKFLOW

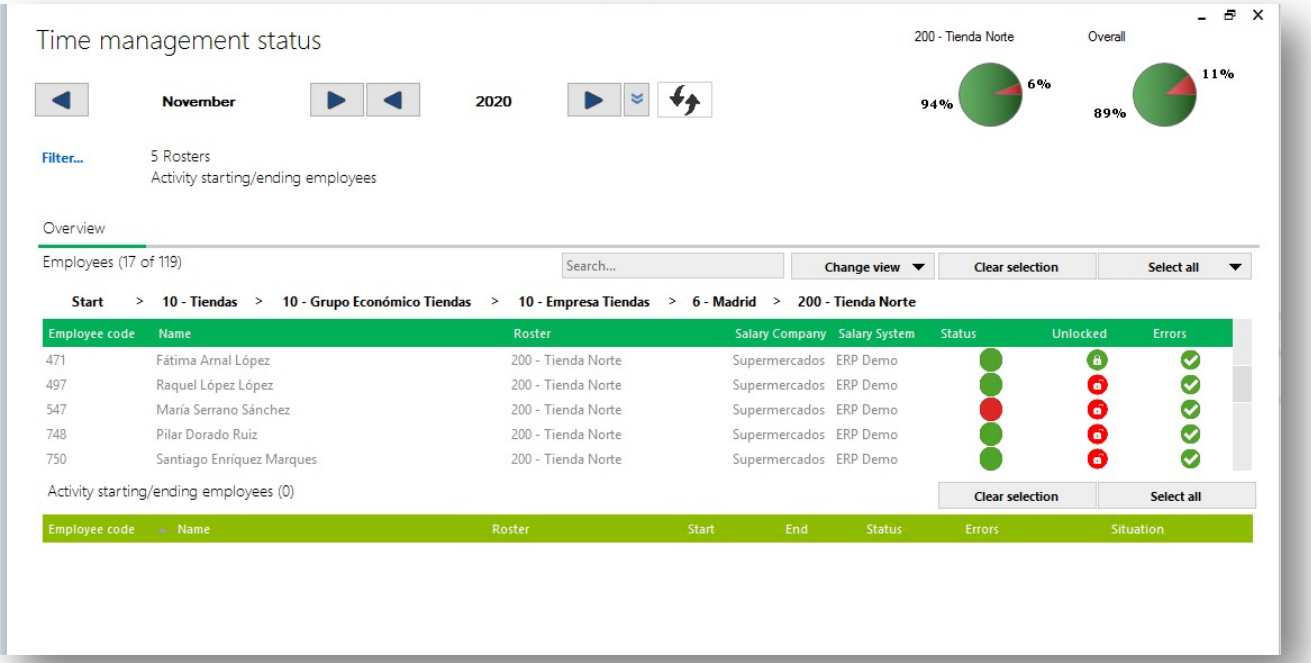
Use SISQUAL® Quality of Life Portal to control and submit receipts for approval and reimbursement.

INTEGRATE IT AUTOMATICALLY

Integrate automatically to Payroll and get KPI reports about the expenses of your team.

INTELLIGENT OUTPUT TO PAYROLL

SALARY ENTITLEMENT IS ALL ABOUT ACCURACY, INTEGRATE ATTENDANCE DATA AUTOMATICALLY AND BE EFFICIENT!



AUTOMATIC CALCULATION

An automatic engine that counts the hours worked and integrate it to payroll/ERP to pay correctly overtime, night hours etc.

TIME MANAGEMENT BUDGET

You can view all the process of management of time, the leader's approval of overtime, providing feedback at any time.

TWO-WAY INTEGRATION

The integration of SISQUAL® WFM attendance data and the ERP will eliminate the duplicity of data inserted manually and will provide an effective salary entitlement process.