

Customer case

**Metro**



# **The Metro keeps track of time**

Metro Service A/S

**Metro Service uses rostering and time registration both to optimise steward staffing of the trains and the use of employee time.**

Metro service, the management company behind the Metro in Copenhagen, is a company that is developing very fast. From a small start just a couple of years ago to today, they now have 280 employees, and the prospect of continued expansion is ever present as the Metro system expands.

When Jan Nielsen started as Manager for the stewards approx. 2 years ago, there were only 6 stewards employed.

Keeping track of their time was done by filling out a spreadsheet with clock-in and clock-out times. An easy and well-arranged system when there are only few employees to keep track of.

Today, there are 89 stewards employed at Metro Service working 3 shifts 7 days a week, which puts great demands on a planning and follow-up system. To manually work out wages based on registrations entered in a spreadsheet is not a challenge that many would gladly accept! Therefore, Metro Service looked for a system that could master rostering, attendance times and absence from work, not only for the stewards, but for all 280 employees.



*Service Manager Jan Nielsen is head of almost 90 stewards who offer advice and guidance to the many thousands daily customers of the Metro.*

## Operational documentation

"We were looking for a time registration and roster planning system that could cope with our changing shifts, calculation of special allowances, transfer to Visma payroll system and simultaneously being 100% user-friendly and 100% stable", says Jan Nielsen and continues:

"With ProMark, we have found a system that covers all our needs. It is a flexible system that enables us to plan our resources to the maximum and at the same time document the cost of staffing the Metro."

## Easy for users

"One of the things that have impressed me with ProMark, is its user-friendliness. Whether the registrations are via a PC or one of Mark's terminals, all the dialogue between the user and the system is in clear text. The user does not have to think in codes in case he clocks in late or goes home early. The user is automatically presented with a list of reasons from which he himself can choose – and they are reasons that we have defined ourselves."

## Save control time

"At the same time, we have the possibility of specifying which reasons must be approved by department managers. Some reasons are more important

than others. For example, we are not interested in using our time approving the registration of an employee who arrives 5 minutes late on a particular day," says Jan Nielsen and ends:

"We choose deviations that have an influence on the operation and concentrate on those. This means that we save time on control and have more time for important things".

Once the Metro is fully extended with all lines, there will be approx. 130 stewards to help and guide passengers in the Metro trains. Metro Service expects an implementation time for the system of only two months and calculate on being fully operational in ProMark on 1st April 2003.

## Background

Metro Service is running the new Metro in Copenhagen which was opened on 17th October 2002. The Metro runs without drivers, and the trains are controlled centrally by computers. In the rush hour traffic, the trains run at intervals of down to three minutes.

## WWW

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