



## Absence Management Software and Call Centre

A easy and cost effective way to reduce avoidable absences

Avoidable absences cost Canadian companies over \$16 Billion a year. It is estimated that on average companies spend 10% - 15% of payroll on lost time and 50% -75% of lost time are short duration absences.

But many of these absences – and these costs – can be avoided. It is well known that early notification, measurement and tracking are key to reducing costs yet only 46% of companies track absence data with only 15% tracking actual direct costs.

Why? Because too often absences are managed in silos and there is no central database and workflow solution to plug the leaks in the process, keep stakeholders accountable and get a true measure of the costs.

We offer an easy-to-implement web-based software that works in conjunction with a central call centre service. The approach is high-tech, and high-touch – giving your team the personal attention you need, with an automated process that's always working for you. Trained operators receive your employee absence calls around the clock, avoiding messages received too late or missed entirely through voicemail.



### Employee

Calls to report absence



### Call Centre Agent

Speaks to employee, enters absence



### ATOMS Software

Collects data, checks policy compliance, emails manager



### Manager

Logs into ATOMS to acknowledge absence



## Features and Benefits

### Call Center

We provide your business with a 24/7 call centre to receive all employee absence calls and collect key information in a consistent manner, allowing for early identification of issues and the assessment of each case, right from the first day of the absence.

- 24/7, Bilingual, located in London ON
- Speaking to a live operator shown to reduce absence calls
- Unique phone number for each client, answered with client greeting
- All calls recorded

### ATOMS Software

#### Web based

No software installation required or IT department involvement required.

#### Push Technology

Reports and notifications sent automatically to the right person at the right time including supervisor, HR department and occupational health department as per company policy.

#### Rule Based

Easy setup to enter company absence rules to

automate absence management processes and ensure that policy enforcement is fair and uniform across all locations and departments.

### Easy To Use

Single dashboard provides all absence information for direct reports at a glance by company, location or department based on organizational chart.

### Detailed Real Time Reporting

See cost of absences and absence rates by period, department or supervisor. See annual calendar of absences by employee.

### Quick and Custom Implementation

The system is built around you - your policies - and can be set up in a very short time frame. Companies of 1,000 employees can be input in less than a week, with policies for individuals and departments that vary as you see fit.

### Integration with HRIS

We can integrate with your existing HRIS to provide an absence management "front end" that is designed from the ground up to manage absence management workflow, measurement and tracking.



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