

SUCCESS STORY



Rapid Growth Led Cove to a More Efficient Scheduling Solution with Humanity

Scaling and growth are exciting, but they bring new challenges

Rapid growth is exhilarating, but it presents a number of challenges with systems and processes often being created after they are needed. No one knows this better than Cove Operations Lead Scout O' Beirne. "As we scaled to more locations, we realized that the current scheduling software we were using was inefficient," he said.

Before switching to Humanity, the team used Google Calendar's appointment function for staff scheduling, a method that became less and less effective as the company grew and continued to add locations and new members to the team.



We had difficulty getting all of our shifts covered and enabling employees to trade shifts without having to go entirely through management to achieve this.

— Scout O'Beirne, Operations Lead at Cove



BACKGROUND

Based in Washington, D.C. Cove is a startup that offers local entrepreneurs working spaces in their neighborhood. In just two years after their launch in 2013, Cove has expanded throughout the D.C. area and into Boston, its second market. The company now has 11 locations across two cities and approximately 90 full and part-time employees.

BUSINESS CHALLENGES

- Rapid growth made previous calendar tool for scheduling ineffective
- Managers had to be involved in every shift trade, etc.

BENEFITS OF SWITCHING

- Managers spend 50% less time per week scheduling
- Better communication and great transparency have made employees happier
- Company leaders spend less time managing staff and have more time to focus on innovation and growing the business



Humanity®



It's saving us hours and hours each week

Prior to Humanity, O'Beirne says that managers spent anywhere between four and five hours per week creating work schedules. That figure was practically cut in half with the introduction of Humanity.

Managers were once again able to focus on other, more important aspects of the growing business since Humanity made it much easier to assign employees to shifts, arrange shift trades, and to track and calculate working hours.

The most valuable functionalities for the team are auto-fill scheduling, easy shift trade requests, and the reporting options which have vastly improved the entire payroll process. The employees appreciate being able to set their own availability and manage their schedules on the go.



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— Scout O'Beirne



Want to learn more? Let's talk.

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