

SUCCESS STORY



# How iFLY Toronto Reduced Time Spent On Employee Scheduling by 75%

## System hiccups cause stress, misscheduling, and delays

iFLY Toronto's prior employee scheduling process relied on Excel and manual re-entry of data into its proprietary flight booking software. Updating and redistributing schedules was time-consuming and complex. The staff had limited access to the latest scheduling information and lacked advanced notice when they were scheduled to work at a different location.

As the business grew, the team grew tired of double data entry and human error and started looking for a new scheduling solution that could be easily integrated with its client booking software.

In an attempt to streamline this process, bureau managers took over scheduling for their office, while continuing to rely on Excel. This localized approach gave managers better control over assigning the right staff to programs, but it practically doubled their workloads.

## More air time, less turbulence

Since implementing Humanity, iFLY Toronto reduced time spent on employee scheduling from 2 hours to 30 minutes a week. The integrated system eliminated scheduling discrepancies and the mobile application empowered employees to take control of their working hours and shift trades. Humanity's cloud-based dashboard serves as a quick reference tool to locate iFLY Toronto's employees who travel between the two facilities.



## BACKGROUND

iFLY began with the dream of flight. While working on his solo skydiving certification at an indoor wind tunnel, the owner of iFLY Toronto discovered his love for bodyflight and wanted to give others the opportunity to fly. First-time and repeat flyers flocked to the business and they soon expanded to a second location to meet demand. Today, the company flies over 40,000 people each year.

## BUSINESS CHALLENGES

- Updating and redistributing schedules was time consuming and complex
- Scheduling conflicts and overbooking
- Static scheduling process created double work for managers

## BENEFITS OF SWITCHING

- Reduced time spent on scheduling by 75%
- Eliminated scheduling conflicts and overbooking issues
- Increased tracking and accuracy of sick leave and vacation reporting
- No more scheduling errors



1 hour 30 minutes  
saved per week  
after switching  
to Humanity

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**Operations manager Genny Guérin is now able to track and differentiate sick and vacation time with the customized categories entered into the reporting section**

Aside from assigning shifts, Humanity simplified other workforce management processes as well. The HR department has seen benefits from Humanity's Training module, that helped them streamline the onboarding process for new hires.



**Want to learn more? Let's talk.**

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