

# Case Study

TeleStaff™  
Scheduling and Notification Solutions

## Solutions Used

- TeleStaff
- WebStaff

## Key Benefits

- Automates employee scheduling
- Speeds scheduling communications through the use of notification
- Ability to use business scheduling rules that differ from normal day to day
- Fairly distributes available job opportunities
- Allocates overtime fairly according to organizational policies
- Easily creates staffing locations
- Records hours worked
- Creates billing reports with the use of Crystal Reports® for invoicing purposes
- Promotes employee satisfaction
- Significantly reduces the time it takes to schedule and communicate to employees
- Integrates with third-party systems



## Profile

The University of Texas  
Police Department at Austin  
Austin, Texas

Number of Employees: 139

PDSI offers easy demonstrations of TeleStaff on the Web, call 800.850.7374 to request yours today.

To learn more about TeleStaff, please visit [www.telestaff.com](http://www.telestaff.com).



**TeleStaff™**  
STAFFED AND READY

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# University of Texas PD cuts the time it takes to staff events and assign OT in half

## The Challenge

The University of Texas at Austin is the largest institution within the University of Texas system and home to more than 48,000 students, 2,700 faculty and 19,000 staff members. The University's police department (UTPD) employs close to 140 dedicated law enforcement and civilian personnel responsible for patrol, response, crime prevention, venue security and emergency management. Furthermore, UTPD officers are fully empowered by the state to stop vehicles, make arrests and enforce all laws.

As a police department within a university, UTPD works very closely with this institution and is responsible for providing organized venue security, officers and security guards for the many university and off-campus sponsored events that are held on a constant basis. Since UTPD was experiencing an increase in the number of events, ensuring the security and staffing posed some challenges. They were:

- Time constraints of assigning personnel to large events and multiple events
- The printing out of rosters each day and weeks in advance to see current and future scheduling demands
- The use of a board and book to post and view overtime assignments
- The utilization of a full-time person to conduct event staffing

Department command staff realized it needed to eliminate much of the time it was spending on staffing events and eliminate paper-based methods. UTPD turned to TeleStaff to help solve their problems.

## The Solution

UTPD chose TeleStaff because the system is very easy to use and offers many advanced features to help them do away with much of their manual processes.

**“Scheduling is much more streamlined. Employees are able to see daily assignments and overtime assignments from home or their desktops. They are notified as soon as it is posted. Command staff can see scheduling in advance.”**

**Captain Julie A. Gillespie**

Since switching to TeleStaff, UTPD has seen a significant reduction in the time it takes to complete the staffing of officers and guards to the events. Supervisors rely on TeleStaff on a daily basis. All employee data, schedules and events are visible at all times, and assigning overtime is all done through e-mail notifications.

Employees receive these notifications and can instantly respond to the offers. They can also sign up for assignments or overtime through TeleStaff, so the previous board and overtime book are no longer needed by command staff to track employees and work. The obvious savings in time is resulting in a cost savings for the department as well. **The once full-time person is now able to perform two jobs — events and internal investigations.**

**“TeleStaff has been a tremendous asset to our department. We use it for daily scheduling and our overtime assignments. The number of events at The University of Texas have increased significantly in the past four years. If not for TeleStaff, we would be drowning in paperwork and communication issues.”**

