



Improving Employee Engagement and Schedule Adherence

Luis Pardo

Vice President | Retail Sales & Service Support Manager
Huntington National Bank

Who We Are...

- \$105 Billion Regional Banking Holding Co.
- Headquartered in Columbus, Ohio since 1866
- 968 Traditional and In-Store Branches
- Serving Eight States in the Midwest



Our Team

Consumer Bank
Support Director

Sales and Service
Support Manager

Branch Workforce
Manager

Branch Workforce
Specialist

Branch Workforce
Analyst

Branch Workforce
Consultant

- Staffing Models
- Analysis

- Reporting
- Analysis

- Field Consultation

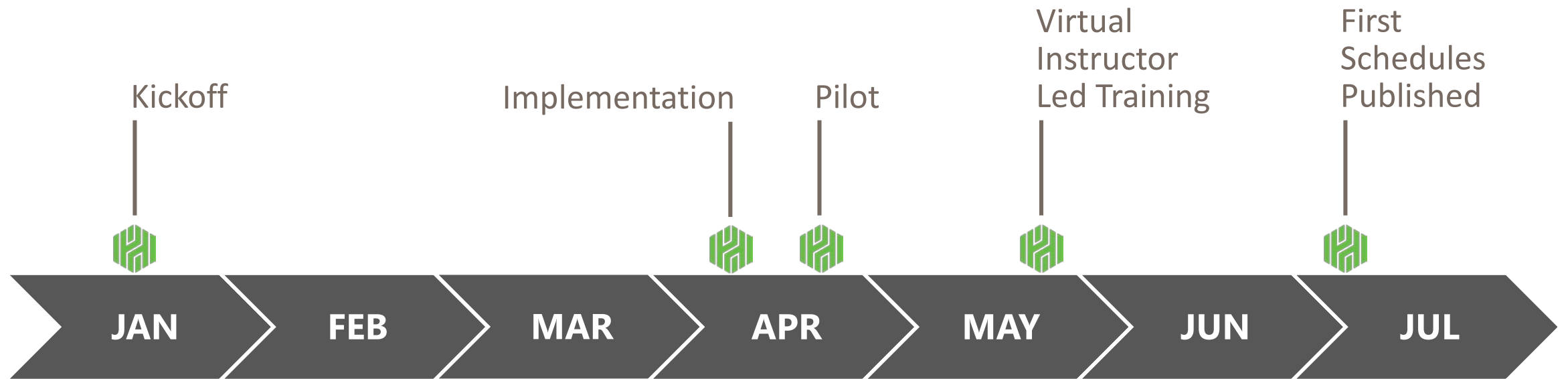
Why Kiran Analytics?

- No Branch Scheduling Solution in Place
- Recent Acquisition
- Growth in our Branch Network
- New Job Families
 - Greater Focus on Universal Colleagues
- Understood our Business



The Journey

- CloudCords™ Scheduler Implementation
- Two Full Months on Scheduler



Who Are We...



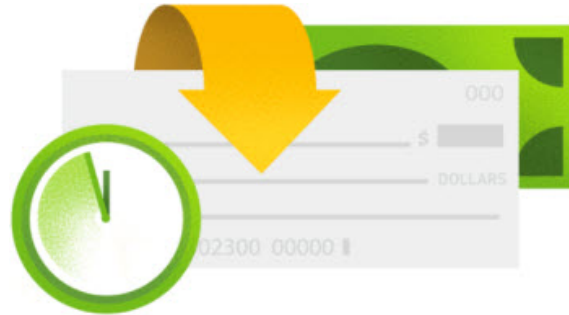
At Huntington, we see it as our responsibility to look out for people.

Looking Out for Our Customers

At Huntington, we see it as our responsibility to look out for people.



24 Hour Grace®



All Day Deposit



Asterisk Free Checking®

The Result

J.D. Power

Customer Satisfaction Award



Five Years in a Row!

Looking Out for Our Colleagues

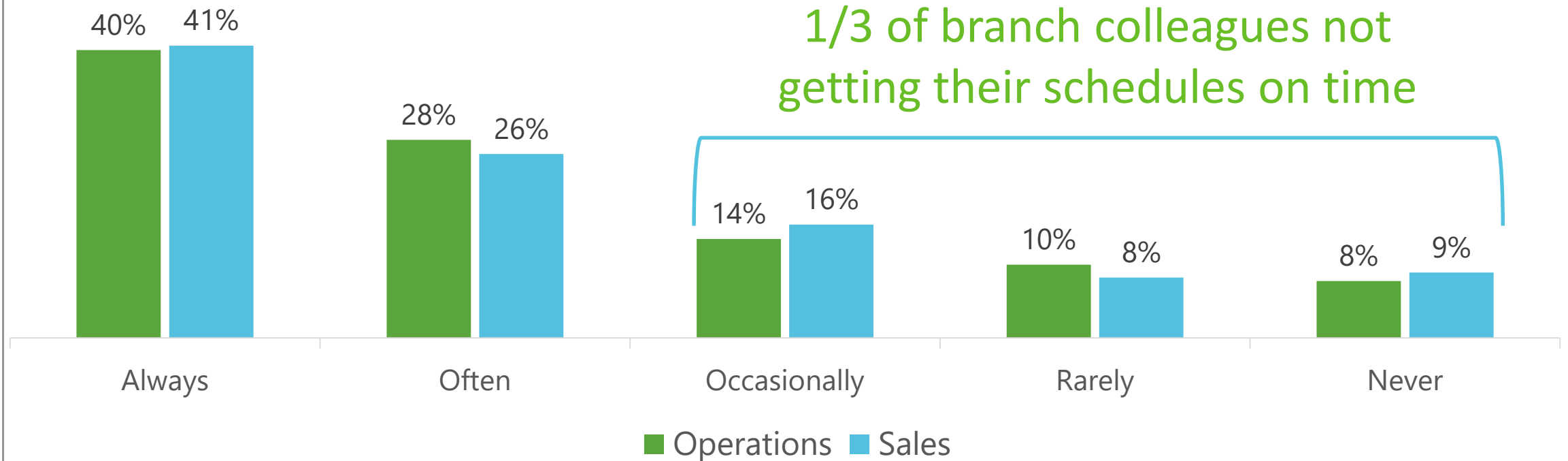


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Pre-Implementation Survey

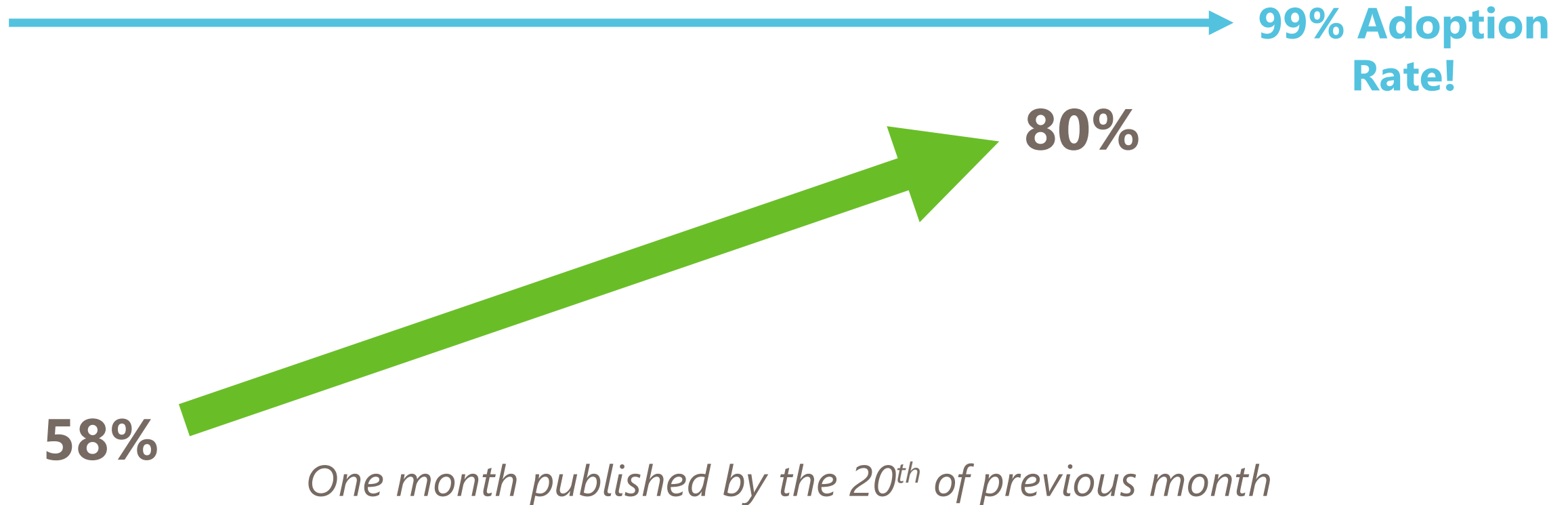
How often do our branch colleagues get a month's schedule by the 20th of the previous month?

1/3 of branch colleagues not getting their schedules on time



Looking Out for Our Colleagues

Initial adoption report confirmed the survey results.



Looking Out for Our Colleagues

We Asked...

Are colleagues getting their schedules in a timely manner?



We Built...

Published Schedule Report



We Learned...

- Which weeks were published in the coming month
- When they were published

Looking Out for Our Colleagues

We Asked...

Are all colleagues and managers working their fair share of weekends?



We Built...

Weekend Fair Share Report



We Learned...

- How many Saturdays and Sundays scheduled in the coming month by colleague
- Where imbalances exist

Looking Out for Our Colleagues

We Asked...

When are colleagues being scheduled for overtime hours?



We Built...

Overtime Scheduled Report



We Learned...

- When colleagues are scheduled over their standard hours in the coming month
- Where to coach or deploy resources

Looking Out for Our Colleagues

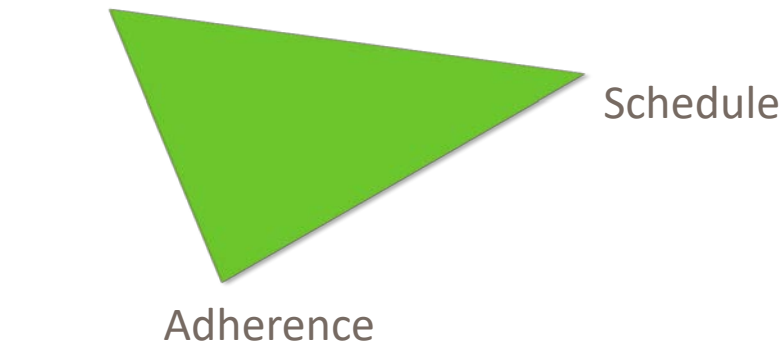
We Asked...

Which colleagues are having trouble adhering to their schedule?

We Built...

➔ Schedule Adherence Report

Forecast



We Learned...

- ➔
- Hours worked vs hours scheduled
 - Adherence to scheduled start & end times

Next Steps

- Continue our Learning
- Improve on Colleague Experience KPIs
- Plan Upgrade Further Enhancing our Colleague Experience
- Keep Looking Out For People





Thank You!

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