



# Ascent WorkZone®

**workforce management system for airlines,  
airports, and ground handlers**

## **OPTIMIZES YOUR WORKFORCE FOR MAXIMUM EFFICIENCY AND PROFITABILITY**

**With the innovative Ascent WorkZone workforce-management system, you can be sure the right workers are in the right places at the right times to handle your workload.**

Ascent Technology's system creates the best plans to meet your forecasted workload, turns plans into active schedules, and assigns tasks to workers in real time. The system lowers your costs by ensuring that the size and composition of your workforce matches the work to be done. The system also lowers your costs by reducing time spent creating plans and managing schedules.

The Ascent WorkZone workforce-management system adjusts active schedules in response to actual conditions. The system identifies worker shortfalls and overages as they emerge and lowers your costs by suggesting worker reassignments, early outs, or minimal-cost overtime.

Ascent Technology's system provides worker-centric self-service tools that enable workers to view work assignments, to swap shifts, and to make work, leave, and vacation requests. The system lowers your costs by automating routine administrative tasks.

The Ascent WorkZone workforce-management system provides powerful analyses and comprehensive reports. The system lowers your costs by helping you analyze past performance so you can improve future performance.

Contact us today for a  
no-obligation consultation  
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**ASCENT  
TECHNOLOGY, INC.**

*We're always working for you!*



## Increases workplace efficiency, so work is done better and at lower cost

With the Ascent WorkZone workforce-management system, you can increase worker-utilization rates, reduce administration costs, improve job satisfaction, and provide better service to your customers.

### Scheduling for the bottom line

- Forecasts your workload
- Creates plans that cover your forecasted workload at the lowest cost
- Identifies the best ways to achieve customer-service goals
- Calculates and compares the costs of what-if scenarios
- Adjusts active schedules in response to actual conditions in real time
- Conforms to the way you prefer to operate
- Follows your policies and guidelines
- Complies with labor-agreement requirements and statutory regulations
- Interfaces with payroll, human resources, time and attendance, and other external systems
- Produces comprehensive management reports

### Powerful worker-scheduling tools

- Ensures work coverage
- Identifies worker shortfalls and overages
- Suggests work reassignments and early outs
- Tracks worker qualifications and qualification expiration dates

- Assigns tasks, locations, break times, and meal times to workers in real time
- Enables workers to clock in and out and to record task completion information
- Handles leave, overtime, compensatory time, relief, restricted duty, on the job training, and similar assignments
- Enables administrators to change work and break times and to assign overtime, leave, and off days
- Identifies workers available to work additional and overtime hours
- Considers travel time between locations when making work assignments
- Communicates work schedules, work assignments, work locations, overtime needs, and messages to workers

### Worker-centric self service

- Enables workers to preview and request work schedules and vacation periods
- Awards work schedules and vacation periods to workers automatically or through a worker-centric bid and award process
- Enables workers to view work schedules and management messages
- Enables workers to view leave balances and to request leave
- Enables workers to express preferences for workdays, additional work, and overtime work
- Enables workers to trade work periods



### Handles

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**Customer service agents**  
**Ticket agents • Gate agents**  
**Reservations agents**  
**Passenger service coordinators**  
**Dispatchers • Cleaners • Porters**  
**Valet attendants • Baggage handlers**  
**Ramp agents • Drivers • Fuelers**  
**Pre-flight inspectors • Mechanics**  
**Maintenance technicians**  
**Engine inspectors • Machinists**  
**Painters • Welders**  
**Facilities maintenance technicians**  
**Concession workers • Sales clerks**  
**Cashiers • Stockers • Bartenders**  
**Servers • Chefs • Cooks**  
**Dishwashers • Runners**  
**HVAC engineers • Electricians**  
**Plumbers • Maintenance engineers**  
**Safety officers • Security officers**  
**Security screeners**  
**Traffic control officers**  
•  
**and many more**

