Aesop *Automated* Event Staff Scheduling

Aesop Case *Study* >>

MGM Grand Garden Arena Improves Staffing Processes with Aesop

Las Vegas, NV
www.mgmgrand.com

MGM Utilizes the Aesop System

MGM Grand Garden Arena is a subsidiary of MGM Mirage, a company that possesses a world leading reputation in the hospitality, gaming, and entertainment industries. According to their website, the MGM Grand Garden Arena hosts "concerts, champion boxing and premier sporting and special events" and offers "comfortable seating for as many as 16,800 people."

Staffing such large events proved to be time consuming and stressful for many MGM event managers—until they found Aesop. The Aesop automated staff scheduling system, supported and designed by Frontline Placement Technologies, transformed the way MGM's schedulers, administrators, and employees staffed their events and virtually eliminated MGM's event staff no-shows.

Aesop actively calls and texts MGM's available and qualified staff to alert them about open event positions. The employee notification and confirmation request procedures eliminate potentially confusing position, time, and event miscommunication between management and employees.

Aesop Delivers Time Value to MGM

Aesop's system real-time functionality allows supervisors to save hours of scheduling time. "I can put a late-notice job out there and not have to drop what I'm doing to try to fill it," an MGM supervisor said. "Now I can just put it in Aesop and check back later." The supervisor excitedly explained that work that used to take her 5 days now takes about 1 ½ days with Aesop.

Aesop's web interface and phone system gives MGM management and employees 24/7 access to event or employee information based on their permission levels. "I love being able to manage decision making 24/7 from anywhere, office or home," a supervisor said. This easily accessible information gives supervisors the ability to keep tabs on fill rates in real time and make decisions about when to go outside the MGM staff pool for help.

MGM Management Increases Staffing Accuracy with Aesop

Due to their mass amounts of communication, MGM faced the difficult challenge of

how to monitor, report, and prove specific requests and conversations between employees and management. MGM's human resources department discovered that with Aesop they could look at how often employees were called and how often they rejected jobs. The robust reporting capabilities in Aesop give MGM's human resources department a way to view call patterns and prove job acceptance or rejection rates per employee. "At least 90% of conflicts between employees and the schedulers have been eliminated," an MGM manager said.

MGM also noticed an improvement in employee behavior once the Aesop system was in place. The Aesop web interface enables employees to manage their profile, work availability, position and contact preferences. This employee information gives accurate, real-time information for improved management opportunities.

Aesop Centralizes MGM's Event Information

Tracking and reporting important event information in Aesop improves decision making abilities for both managers and administrators. An MGM supervisor said, "I love how Aesop tracks everything—who has taken specific shifts, and who has done what, when, and where." Aesop allows supervisors to instantly find information regarding employee shift trends and number of hours worked. Centralizing employee and event information in Aesop gives managers and administrators the resources they need to improve event procedures.

MGM Grand Garden Arena's utilization of Aesop empowers their management and employees to produce optimal events while saving time and money and improving the effectiveness of the arena.

About Frontline

Aesop is provided exclusively by Frontline Placement Technologies, a privately-held Software-as-a-Service (SaaS) firm with over 2,000 clients that represent a wide variety of industries ranging from small and medium-sized private businesses to publicly traded global enterprises. Since 1999, our patented solutions have been embraced by clients throughout the United States, Canada, the United Kingdom, and Australia. At Frontline, we deliver long-term business value through our expertise, streamlined processes, innovative technology, and proven experience.

Protected under US Patents 6,334,133, 6,675,151 and 7,430,519 and Australian Patent 776929 with additional patents pending.