



Customer Innovation & Technology Award | WINNER 2023 | Serco Middle East

Serco Middle East delivers exceptional service enabled by integrated, smart technology.

Serco Middle East uses nimbus Workforce Optimisation to automate task allocation at Dubai Airport; transforms scheduling operations with automation to roster 5,500 separate shifts with up to 55,000 hours per fortnight.

Dubai, UAE, 6 April 2023 - nimbus, an Australian-built Workforce Optimisation platform, today announced the winner of its Customer Innovation & Technology Award for 2023 – Serco Middle East. As part of a digital reinvention across Dubai Airport, Serco Middle East used world-first innovation to integrate its nimbus environment with TechnoPurple.

As the shift in working demands increases, and the need for compliant and connected teams more pronounced than ever, organisations are looking at how to use smart platforms to provide exceptional service to their community while empowering their staff through automation and connected data.

This year, as the world more steadily emerged from the pandemic, central to customers' outlook was looking at ways to streamline their process, better forecast demand to reduce labour costs, and how to strategically use optimised technology for improved Workforce Management functionality.

Serco Middle East implemented a world-first innovation connecting task management to the easy-to-use nimbus Workforce Management App.

- The entire Dubai Airport service team were proactive to streamline task allocation, ensuring the operation can quickly react to service needs and staff are available based on their location within the airport.
- App Integration to TechnoPurple and Matrix (biometric clocking) using rule configuration for compliant scheduling and notifications
- The TechnoPurple job/task allocation app is a world first in optimised task allocation and staff management, seamlessly integrated to nimbus Workforce Management enabling Serco to react in real-time to tasks within Dubai Airport.
- Serco Middle East rolled out an additional 8 tenants (roster groups) across additional contracts. The Serco ME Workforce Management Team completed most of the work themselves, highlighting self-sufficiency and knowledge transfer.
- nimbus modified its Mobile App to integrate to TechnoPurple data, ensuring that the systems have the correct schedule, clocking, and location information to accommodate and address tasks when they happen.

"A significant component of our ongoing partnership with Serco Middle East is the use of technology to improve the human experience, leading to exceptional customer service delivery. The footprint of Serco Middle East has grown over the years, and we are proud to support one of the largest international airports to assist significant passenger movement every day," highlights Grant Custance, Chief Executive Officer, nimbus. "Looking ahead, nimbus is here to make scheduling employees easy, while using AI automation for better staff coverage and scheduling outcomes."



nimbus is committed to working with customers to implement best-practice Workforce Management processes. With OpenAPI integrations, there's no limit to how customers can bridge systems for complete workforce performance. Innovations such as WFM task optimisation with Serco Middle East, ensure that staff are available to service the entire operation, from customer service to onsite tasks, with the confidence that data outputs are correct.

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Supporting Resources

- Learn more about [Serco Middle East](#).
- Learn more about [nimbus](#) and how we are helping customers with tomorrow's technology today.
- Follow nimbus on [LinkedIn](#).

About nimbus

As one of Australia's fastest growing technology innovators, nimbus is at the forefront of the future of work, providing integrated tools to optimise human endeavour, drive positive business results, and create a "live anywhere, work everywhere" world.

Through future-proofed, pure-cloud, patent protected software, nimbus transforms employee management capabilities for location-based, remote, and work from home staff with compliance, workforce optimisation, and business continuity solutions.

nimbus' suite of Software as a Solution products are deployed by some of Australia's top ASX companies, and globally by organisations and Government in the United States, the United Kingdom, and the Middle East.

www.nimbus.cloud

About Serco

Serco is a leading provider of public services to governments, employing over 50,000 people internationally across the UK & Europe, ASPAC, North America and the Middle East. Serco provides services across five sectors: defence, justice and immigration, transport, health, and citizen services. More information can be found at:

www.serco.com.