

Delivering more for employees whilst protecting performance through WFM

peopleware

TRU@TYRE
De-risking Britain's fleets

Peopleware's flexible scheduling cut hours and improved forecasting, boosting morale and making staff feel valued. With fewer backlogs and happier teams, Tructyre created a more sustainable way to work.

When Tructyre set out to transform its workforce management, they didn't start from scratch, they already had the right system in place: **Peopleware**. But Tructyre wanted to transition from a 40-hour- to a 37.5-hour week, a strategic move to improve employee work-life balance without increasing headcount or compromising service levels.

The ambition was clear: create a more people-focused operation while maintaining productivity and cost-efficiency.

To make this shift a success, Tructyre needed to do more than simply tweak a few schedules, they needed

to unlock the full potential of their existing system. That's where the partnership with Peopleware came into its own.

Rather than looking for a new platform, Tructyre doubled down on what they had. Collaborating closely with Peopleware's team, they began to use another functionality within the system to support new contractual hours. The focus was on adapting key features like shift planning, forecasting, and automated break management to deliver a more flexible, employee-centric approach.

One of the biggest enablers was Peopleware's flexibility behind the scenes. Tructyre used a **dedicated test environment** within the Peopleware platform to model and simulate the new working patterns, **without disrupting live operations or alerting staff**. This gave the team space to answer critical questions with confidence:

- Can the new hours work in practice?
- Will service levels hold?
- What's the true cost of change?

Using a different testing level within Peopleware, Jonathan O'Connor was able to test various scenarios, comparing forecasted workload with scheduled coverage and actual staffing levels. This revealed whether the new model would lead to over- or under-staffing and how it would affect performance.

The results spoke for themselves. Jonathan presented his findings to leadership, proving that the new hours could be implemented with **no loss in performance, no need for extra staff, and no additional costs**.



With management on board, the shift became real. And thanks to the groundwork already laid in Peopleware, rolling out the new schedule was as simple as **pushing a button**.

The test scenario was promoted directly into the live system, instantly replacing the old 40-hour schedules with the newly optimised 37.5-hour ones. The change was immediate and for the agents, a welcome surprise. There were **no pay cuts**, no disruption, just **fewer hours and the same great service**.

The reaction from employees was overwhelmingly positive. What was once a rigid, high-pressure environment transformed into one where flexibility, fairness, and balance came first. Beyond employee morale, the business impact was just as impressive.

Tructyre's **invoice backlog**, which had once peaked at 11,000, dropped to 7,000 within a few months. Two years later, it sits at under 3,000, just **three days' worth of work** for a business that processes **up to 900 jobs per day**.

Employee satisfaction followed the same upward trend. Scores rose from **42 in 2023 to 71 in 2024**, driven by improvements in scheduling, communication, and control over working hours.

The change also created personal opportunities. For Jonathan, a more predictable workload allowed him to pursue a **Level 4 Data Analyst apprenticeship**, a milestone that would've been impossible before. It's a clear sign that the transformation went beyond business KPIs. It was about investing in people.

Looking Ahead: Scaling Success

With a proven model in place, Tructyre is now expanding its success across the wider business. Their sister company, **ATS**, has begun using the optimised Peopleware setup with its night shift team. If results continue to match expectations, full adoption across ATS is on the horizon.

Tructyre's story is one many organisations can relate to: the desire to do more for employees without sacrificing performance. But the takeaway isn't just about working fewer hours, it's about **working smarter**.

This case proves you don't always need a new system to create meaningful change. Sometimes, the key is having the right partner, **one that listens, adapts, and empowers you to get the most from what you already have**.

In the end, Tructyre didn't just optimise a platform. **They redefined how their organisation works, together with Peopleware.**

