

Smoothing Out Scheduling

Jet2's reps used spreadsheets and PDFs—confusing, slow, and inconsistent. Peopleware brought in real-time scheduling across Europe. Now managers have visibility, compliance is easier, and rostering takes minutes, not days. A smart system that's helped Jet2 grow without added stress.

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Jet2 Holidays' overseas customer helpers (in-destination representatives) in Europe used spreadsheets to manage their schedules. It was clunky, inconsistent, and time-consuming. Each destination had its own methods. This meant no central visibility, no easy shift adjustments, and no way to ensure everyone was in the right place at the right time. Jet2 wanted to centralise workforce planning. They needed a solution to manage their expanding operation's complexity. That's where Peopleware came in.

Peopleware had a solid connection with Jet2's contact centres. They helped improve scheduling. But this was a whole new challenge. The overseas teams had different working patterns, different regulations, and different needs. The old approach—sending out static PDFs—wasn't going to cut it. Jet2 needed a system that could scale, adapt, and give real-time visibility into who was working where. More than that, they needed a partner who could work with them to figure out what a good scheduling system should look like.

At first, there were doubts. Could a system designed for contact centres really work for overseas teams? Would the technology be flexible enough? Instead of forcing the software to fit old processes, Jet2 and Peopleware took a different approach. They worked together to rethink scheduling from the ground up. A test environment was built, giving Jet2 a chance to experiment, tweak, and refine before rolling it out for real. The results were immediate. Instead of spending two full days pushing rosters out to their overseas teams the team could now do this instantly. Schedules became dynamic, updating in real time. Managers no longer had to guess where their teams were—they could see it instantly.

But technology alone wasn't the answer. Peopleware didn't just hand over a system and walk away. They worked side by side with Jet2, helping teams adjust, answering questions, and making sure the rollout was smooth. There were challenges. Some employees were used to doing things a certain way. Others worried about losing control over their schedules. Open communication, small adjustments, and highlighting benefits helped ease those concerns quickly.

The impact has been huge. The time gained by the team scheduling in the system has resulted in improved quality and increased focus on compliance. This will ensure that the output of data will enable better staffing decisions, both operationally on a day to day basis, and when creating budgets for the following year.

Compliance has improved, with the system automatically factoring in local labour laws. The biggest win? Employees have more certainty. They know where they're working, when, and can see changes in real time, rather than waiting for an email or a printed schedule.

And the benefits don't stop there. With a scalable system in place, Jet2 can now expand with confidence. New destinations can be added seamlessly, without adding extra scheduling headaches. In fact, the system has worked so well that Jet2 is now exploring rolling it out to airport teams as well.

For others facing similar challenges, there's a lot to take away from this. First, be open to rethinking old processes. The easiest solution isn't always to digitise what you already do—sometimes it's about finding a better way altogether. Second, expect some bumps in the road. No system will be a perfect fit from day one, but with the right partnership, those issues can be ironed out. And finally, the right technology is important, but the way it's implemented matters just as much. The project's success wasn't only about the software. It was about two teams collaborating. They listened, adapted, and created something that benefits everyone.

Jet2 Holidays set out to solve a scheduling problem. What they built, with Peopleware's support, was a system that makes life easier for employees, improves service for customers, and sets them up for future growth. And that's what a great partnership looks like.