



Changing the rules of business

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## About ILOG

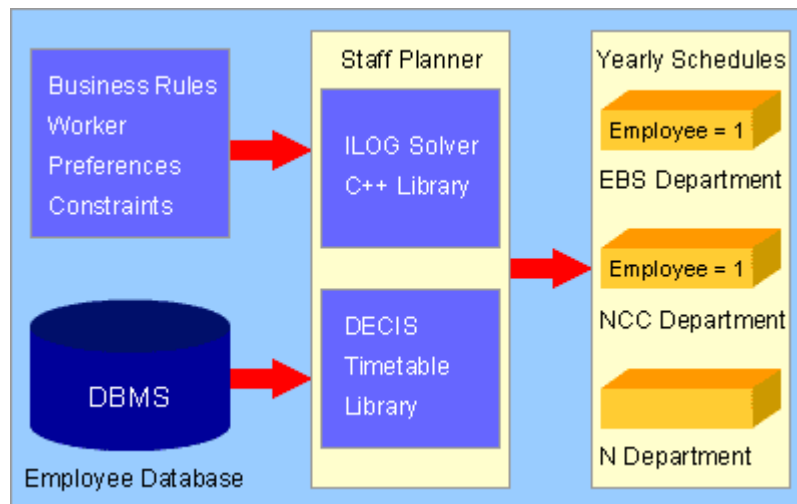
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## ■ Banque Bruxelles Lambert

Banque Bruxelles Lambert (BBL), the second-largest commercial bank in Belgium, employs staff to watch over electronic links to the world's financial markets 365 days a year. For example, staff from BBL's Information Processing Center monitor computers and telecommunications systems seven days a week, 24 hours a day, all year long.

Planning the working hours of the 50 employees assigned to the Information Processing Center must be done according to specific employment regulations. Until 1993, the bank used schedules generated manually, rarely covering more than a few weeks and with little room for flexibility.

In order to achieve better productivity and efficiency, a customized application able to schedule manpower resources for a full year was developed by the software company Decis, using [ILOG Solver](#).



A complex planification task was drastically simplified with constraint-based and object-oriented technologies.

### Planning an annual schedule in a few minutes

The new application, called Staff Planner, computes schedules satisfying employment laws, preferences of individual members of staff and banking security constraints. It was first used as a simulation tool to evaluate the outcome of new work regulations issued by BBL management, unions and the employees.

Today, Staff Planner, computes and updates the employees' schedules for five departments, which all use different regulations. Each yearly schedule is computed in just a few minutes on a PC.

In addition to its planning capabilities, Staff Planner is also used by the personnel department to prepare salaries.

### Benefits

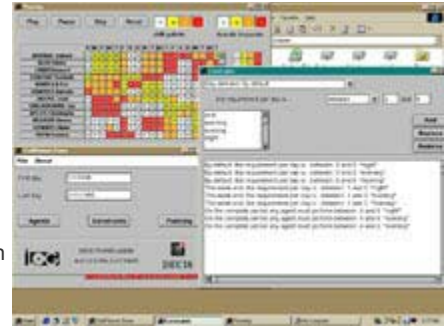
Staff Planner has improved the overall planning quality and has significantly reduced overtime. The new organization eliminates overlaps between shifts and introduces planning periods without jeopardizing the satisfaction of workload requirements and bank security constraints. BBL management now visualizes manpower capacities months ahead.

### Project

After an in-depth comparative study of constraint-based programming tools available on the market, Decis selected ILOG Solver.

The first ILOG Solver part of the application was completed in nine man-months. Adapting the application to other BBL departments took from three days to three weeks, depending on the complexity of work regulations.

New versions of Staff Planner are developed on a Sun workstation and ported to a PC running MSWindows by simple recompilation.



Brussels-based BBL employs over 11,000 people worldwide. BBL offers banking operations to over 1.8 million customers. In the international marketplace, BBL has developed a three-point strategy: the extension of the bank's retail and consumer services to neighboring countries, a direct presence in the main financial centers, and a network of some 5,000 correspondent banks.

#### About Decis

Decis is a consulting company specializing in decision-support system application development. As an [ILOG Solver](#) and [ILOG Scheduler](#) distributor in Belgium, Decis has gained solid experience in constraint-based and object-oriented programming. Decis' headquarters are in Brussels and its list of references includes some of the major Belgian companies and public institutions.