iFLY began with the dream of flight. While working on his solo skydiving certification at an indoor wind tunnel, the owner of iFLY Toronto discovered his love for bodyflight and wanted to give others the opportunity to fly. First time and repeat flyers flocked to the business and they soon expanded to a second location to meet demand. Today, the company flies over 40,000 people each year.

**BEFORE:** System hiccups cause stress, mis-scheduling and delays

iFLY Toronto's prior employee scheduling process relied on Excel, and manual reentry of data into its proprietary flight booking software. Any schedule changes became an onerous task for managers to fix, update and redistribute. The staff had limited access to the latest schedule and lacked advanced notice when they were scheduled to work at a different location.

As the business grew, misscheduling from duplicative efforts and human error caused iFLY Toronto to seek a new scheduling solution that could be easily integrated with its client booking software.

**AFTER:** More air time, less turbulence

Since implementing Humanity, iFLY Toronto reduced time spent on employee scheduling from 2 hours to 30 minutes a week.

The integrated system eliminated scheduling discrepancies and the mobile application empowered employees to handle their shift trades. The Scheduling Wizard feature further minimizes time spent on scheduling. Humanity’s virtual display serves as a quick reference tool to locate iFLY Toronto’s employees who travel between the two facilities.

Operations manager Genny Guérin is now able to track and differentiate sick and vacation time with the customized categories she entered into the reporting section. The HR department has also seen benefits from Humanity by adding content to the Training section to streamline the onboarding process for new hires.

**THE RESULTS:** Real-time scheduling and booking software helped iFLY Toronto soar

- Decreased time spent on scheduling by 75%
- Eliminated scheduling conflicts and overbooking issues
- Increased tracking and accuracy of sick leave and vacation reporting

“By using Humanity we accomplished our goal of spending less time scheduling and more time managing the business. The system is easy to use and the support service is amazing!”

Genny Guérin
Operations Manager at iFLY Toronto