SAP Solution Brief
SAP Solution Extensions | SAP Workforce Forecasting and Scheduling by WorkForce Software

Accurately Forecast Labor Needs and Optimize Workforce Scheduling

Improve Workforce Scheduling and Business Performance

To meet customer demand for responsive, high-quality service, you must schedule the right people with the right skills to work at the right time. Yet, organizations often rely on spreadsheet-based workforce scheduling tools that focus on minimizing payroll costs. You need a solution that anticipates your organizational needs and **optimizes workforce schedules while complying with regulations**.

No matter the industry, most organizations strive to reduce staffing costs, avoid compliance penalties, and make their workforce scheduling processes more efficient and effective. But when it comes to meeting customer service expectations, you need to do more. You must predict customer demand and schedule staff to work precisely when and where you or your clients need them. This means ensuring your best employees are working during peak periods. You must also pair new employees with your most experienced staff to ensure the highest levels of service.

The SAP Workforce Forecasting and Scheduling application by WorkForce Software supports intelligent forecasting, scheduling, and optimization features that help you engage employees, empower managers, and improve compliance with local labor laws. Employees and managers can conveniently access and collaborate on schedules using their mobile devices. The application also readily integrates with other SAP and third-party business software.

Intelligently Forecast Workforce Demand

For organizations with variable demand, such as in the retail, hospitality, and leisure sectors, SAP Workforce Forecasting and Scheduling helps you create a highly accurate business forecast and generates the associated workforce demand required to meet your organization's needs (see Figure 1). Using historic data from key business solutions, such as point-of-sale, footfall or traffic-counting, and ERP or CRM solutions, the application generates accurate, location-specific forecasts and then converts that data into exact workforce requirements by skill, day, or even 15-minute increments.

The forecasting application also incorporates a business calendar. Customers can identify different week types – such as when sales, holidays, or special promotions are scheduled – and factor that into demand. Each week type can incorporate a specific shape of demand, which covers natural peaks and valleys. Forecasts are not just based on simple trends or the assumption that each week will be the same. With this level of precision, the application helps you ensure that you have the right employees in the right place at the right time, providing the high service levels your customers demand.

Intelligently Forecast Workforce Demand

Create Business-Aligned Employee Schedules

Optimize Employee Work Schedules

Support Collaborative Scheduling on Mobile Devices

Integrate Workforce Scheduling with Key Business Systems

How many employees should be scheduled to work? SAP Workforce Forecasting and Scheduling can help you **determine optimal staffing levels**.

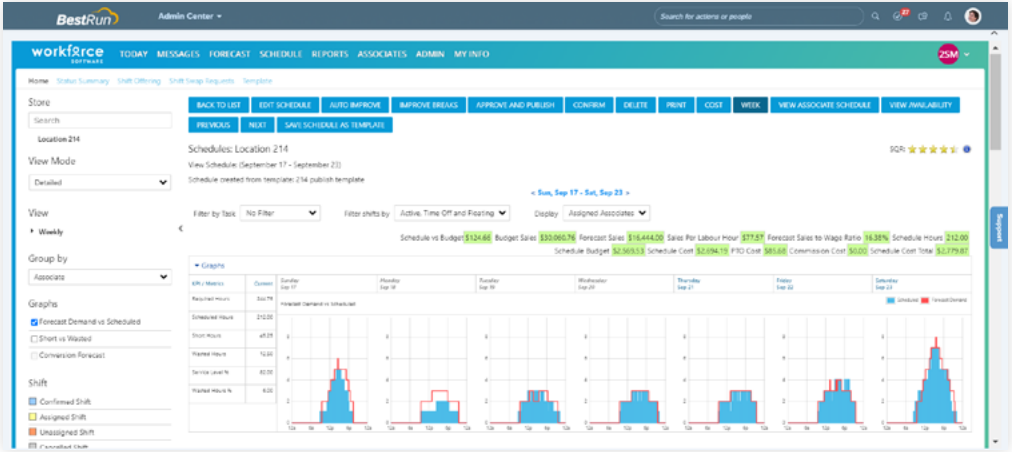

Figure 1: Optimal, Demand-Based Workforce Forecasting and Scheduling

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Create Business-Aligned Employee Schedules

Whether your staffing needs are static or variable, schedules can be automatically generated using the criteria defined by your organization or forecast demand. Your employees and managers can also be empowered to collaboratively fill your schedule with staff while helping ensure compliance with legislative and organization-specific working rules and consideration for employee availability and individual preferences.

With support for centralized or decentralized approaches, your organization can schedule across one or more locations with ease – even across multiple countries. Schedules can be designed to accommodate various requirements, including local rules and regulations pertaining to employee type, skill levels, and individual shift preferences. You can also align schedules to important KPIs for your organization, such as budgets, service levels, and sales-to-labor ratios.

Once you populate your schedule, the application helps you instantly see where the organization may be overstaffed or understaffed. The software highlights schedules that exceed an employee's contracted hours or exceed organizational constraints. For organizations with variable staffing needs, it also helps you benchmark your schedule quality with a simple five-star rating. The rating is based on configurable KPIs such as service level, budgets, and overtime. Regional managers and the head office can identify a store that is producing subpar schedules without having to interrogate each individual shift schedule.

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The optimization feature helps you make workforce schedules the best they can be. When you click the *Optimize* button, the auto-improve feature assesses each schedule, evaluating millions of schedule combinations in about 30 seconds.

The software displays proposed changes that would minimize the possibility of overstaffing or understaffing. All suggested modifications abide by working rules, break requirements, employee availability, holidays, minimum and maximum working hours, and preferred working times for each employee. The application does not significantly change schedules during the optimization process. It simply moves existing employee shifts to better suit demand without switching the days people work.

The optimization feature can also match your highest-performing employees to the busiest hours of each day, helping ensure that workers with key skills are scheduled to work at essential times. By staffing this way, you can match demand with employee availability, improving customer service and the interactions among employees, managers, and customers.

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What if you could optimize employee schedules with the **touch of a button**? With SAP Workforce Forecasting and Scheduling, you can.

Support Collaborative Scheduling on Mobile Devices

Simplify scheduling activities for your employees with the collaborative scheduling features of SAP Workforce Forecasting and Scheduling. Once the schedule is complete, managers can publish it to all employees who are scheduled to work.

Employees can access their schedules using iOS or Android mobile devices. Workers can view schedules and keep up to date with any schedule changes (see Figure 2). They can also manage their own availability, set individual preferences, maintain personal contact details, and view any remaining leave they have earned.

The application also supports employee scheduling collaboration. Rather than calling a manager or making a request in person, employees can use the software to volunteer for extra shifts or request time off. Employees can also use the application to see who is working on the days that they are scheduled, allowing them to instigate a potential shift swap.

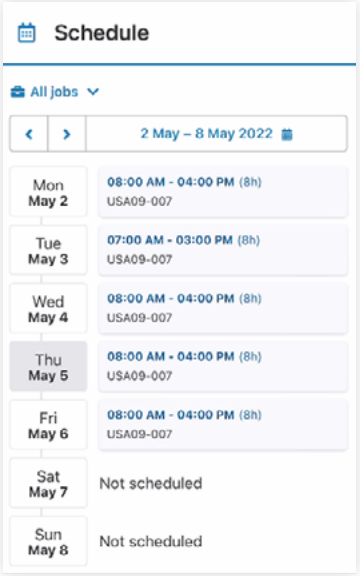

Figure 2: Mobile Experience for Employees

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By integrating SAP Workforce Forecasting and Scheduling with other SAP and third-party business solutions, you can reduce the administrative workload of scheduling managers, HR professionals, and payroll teams.

The application integrates with solutions such as the SAP Time and Attendance Management application by WorkForce Software, the SAP ERP Human Capital Management solution, and the SAP SuccessFactors Employee Central and SAP SuccessFactors Employee Central Payroll solutions. It also integrates with third-party time and attendance systems, various HR information systems, and business data systems such as point-of-sale and customer traffic or footfall solutions.

You can integrate SAP Workforce Forecasting and Scheduling with other Web applications or services using technologies such as standard data interfaces. Most companies choose our standard integrations, although some customize their integrations to match existing business solutions.

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Quickly create schedules that reflect **real-world business conditions** with the integration features of SAP Workforce Forecasting and Scheduling.

Enhance Customer Service with Better Workforce Scheduling

SAP Workforce Forecasting and Scheduling is an intelligent workforce scheduling application that helps you run your organization more effectively.

The application can help you improve employee engagement, which in turn boosts customer service levels. By helping workers achieve a better work-life balance through predictable, consistent schedules and a collaborative scheduling approach, the application increases employee satisfaction while reducing staff turnover.

Engaged workers are more productive and loyal, and they deliver a better customer experience.

When managers can easily schedule all employees at their preferred times, allowing them to swap shifts to attend family events without needing to use their holiday allowance and without losing pay, workers are happier and more engaged. Happy, engaged employees work harder for your organization.

Finally, the application supports rapid return on investment through fast implementation. It also helps reduce scheduling time for managers, increase employee satisfaction, decrease overtime, and improve corporate visibility into compliance and costs.

Enhance Customer Service with Better Workforce Scheduling

Employees are the **public face of your organization**. Make them smile with an intelligent workforce forecasting and scheduling application from SAP.

Summary
The SAP Workforce Forecasting and Scheduling application by WorkForce Software helps you improve customer service by intelligently forecasting workforce demand, creating schedules that align with your business drivers, and optimizing employee work schedules to reduce over- and understaffing, all while complying with local labor laws. The application integrates with SAP and third-party business systems.

Objectives
- Schedule the right people to work at the right time to meet customer demand
- Increase employee engagement, productivity, and service levels
- Reduce staffing costs
- Increase compliance with labor regulations
- Realize a rapid return on investment with a workforce scheduling solution

Solution
- Ability to model workforce demand by location and skill in 15-minute increments
- Alignment of scheduling with KPIs, employee preferences, and labor laws
- Automatic optimization of schedules
- Mobile access to schedules
- Integration with critical business systems

Benefits
- Improved employee engagement through predictable, consistent schedules
- More-efficient scheduling, with automated policies and work rules
- Rapid return on investment through increased productivity and labor savings
- Increased profitability, thanks to enhanced customer service

Learn more
To find out more, call your SAP representative today or visit us online.

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