Value Accelerator

Modern Workforce Management
Business Case for Manufacturers

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The Power of the Modern Workforce

The manufacturing industry has experienced significant changes in the last few years, accelerated by rapidly evolving customer demands, technology advancements, supply chain disruptions, and ongoing labor shortages. Your leadership position can depend on quickly identifying and adapting to opportunities. Tap into the power of your people by leveraging digital workforce management solutions to ensure your organization can operate with greater agility.

How Are You Reimagining Your Manufacturing Operations When Faced with These Industry Trends?

Employee Experience and Productivity Top Growth Driver

Smart factories that leverage digital tools to streamline productivity are widespread in competitive organizations; their use can expect to increase. By 2024, manufacturers offering frontline workers democratized access to digital collaboration and process automation will see a 20% increase in revenue due to improved productivity.[1]

Renewed Focus on Employee Retention

Despite record-level new hires, job openings are near all-time highs at 800,000. One in three manufacturing executives have listed high performing employee retention as a strategic priority, with many exploring ways to add flexibility across their organization.[2]

Continued Supply Chain Concerns and Reshoring

With more than 80% of manufacturers having experienced a disruption of their supply chain in the last year, organizations have made efforts to locate supply chains closer to the final consumer over the past 12-18 -months.[2] Over 260,000 organizations have announced reshoring efforts within the last two years.[3]

Providing Training/ Re-skilling Whenever Workers Need It

Around 39% of frontline workers highlighted they would benefit from automation but lack the skills to use it.[1] Organizations can use digital tools in-the-moment to reallocate workers to high-value tasks and train and up-skill them.

> "
> Significantly, 46% of respondents agree that improving the employee experience and boosting productivity are crucial drivers for business growth.
> "
>
> — *IDC, "New Perspectives on Intelligent Workforce Management for the Manufacturing Industry"*

Make the Case for Change

This Value Accelerator has been developed for manufacturers who are building a business case for purchasing a modern workforce management solution. See what customers and analysts are saying about the value WorkForce Software brings — and review data-driven results from manufacturing customer implementations — to help make your decision to invest in our solutions the clear choice.

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An Urgent Call to Action for Employers to Improve Employee Experience

Manufacturers are struggling to retain and attract skilled production workers. This is a result of an aging workforce, fewer younger workers entering manufacturing roles, and a climbing employee turnover rate. Employers are evaluating how to better engage and support their hourly frontline workers. Implementing new workplace tools and practices that address deskless workers' overlooked needs is key.

The **Third Annual Global Employee Experience Study** provides an analysis of perceptions on the importance of employee experience aspects resulting from surveying employees and managers, including a focus on hourly shift workers.

Over the last three years, our study findings have shown increasing alignment in perception by employers and employees of the ability to deliver capabilities that create a good employee experience. Our results also indicate significant growth in the importance of these elements for employees.
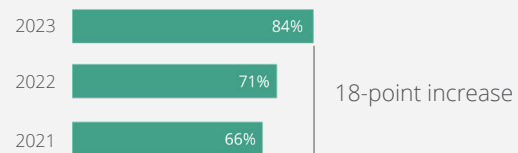
When we home in on the changing perception of employees year over year, the results further reinforce the significant importance of these elements for employees. For instance, the overall percentage of employees who recognize the importance of flexible scheduling has increased by twenty-five points.

The only experience aspect that saw a point decrease was the percentage of employees who feel their employer recognizes their contributions. Though the change may seem nominal, it indicates the need for stronger organizational efforts to recognize employee achievements.
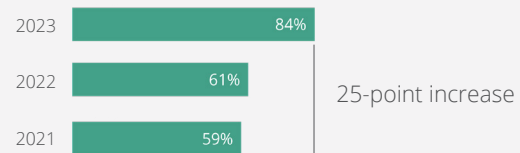
This is an urgent call to action for employers to make investments that improve these agreed upon experience challenges. For organizations, responding to issues that matter to their employees holds significant value—often in the form of tangible business cost benefits, including improved retention, productivity, and greater customer satisfaction.

Now that employers recognize the importance of employee experience, it is imperative that organizations meet employee needs with actions that address the underlying problems contributing to their dissatisfaction.
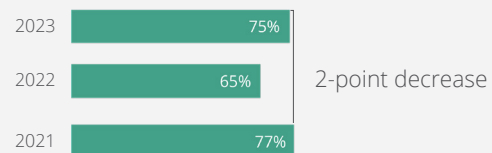
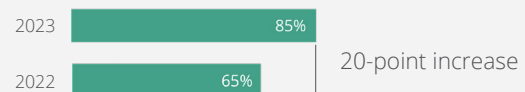### Prefers Easy Access to Training and Information

Year	Percentage
2023	84%
2022	71%
2021	66%

18-point increase

Wants Employer Who Offers Scheduling Flexibility

Year	Percentage
2023	84%
2022	61%
2021	59%

25-point increase

Feels Employer Recognizes Contributions

Year	Percentage
2023	75%
2022	65%
2021	77%

2-point decrease

Prefers Easy Communication and Collaboration

Year	Percentage
2023	85%
2022	65%

20-point increase

Would Choose Employer Who Asks for Regular Feedback

Year	Percentage
2023	80%
2022	74%

6-point increase
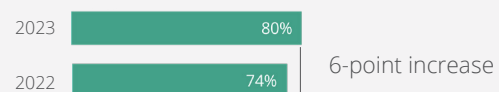
WorkForce Software is a pioneer in our industry as the first global provider of modern workforce management solutions with integrated employee communications. We've made an investment in smart communication tools that are designed to leverage data, adapt, and communicate quickly with the ease of use of a favorite personal app.

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The Next Generation of Manufacturing Workforce Management

WorkForce Software adapts to your need to improve employee experience, operational performance, and your bottom line — no matter how unique your pay rules, labor regulations, labor allocation, schedules, and employee engagement needs. Navigate labor shortages and supply chain issues with simplified communication, easier scheduling, and digital employee training.

Perform with Greater Agility

- Manage schedules aligned with production and capacity levels, maintenance, and shutdown periods; Fill last-minute coverage gaps when unplanned absences, priority work, rush orders, and emergency repairs occur

- Continually refine scheduling practices and adapt labor standards as operations mature and new processes and technology are adopted

- Communicate changes in process and broadcast important announcements in real time

- Train workers in new skills, re-train team members needing extra details, and up-skill workers in new talents with micro training delivered at the time work happens

Win and Keep Top Talent

- Engage in real-time workforce communication and collaboration through a familiar, easy-to-use app — share best practices, ask for help, and celebrate successes

- Help employees get their work done right with easy access to current standard operating procedures, visual examples, and troubleshooting guides

- Accelerate knowledge transfer between individuals or groups with diverse skillsets through assignment of group tasks or projects and scheduled training sessions during slower periods

- Give employees control over work/life balance with easy access to schedules and self-service shift swapping to plan for personal commitments and resolve last-minute conflicts

- Provide real-time visibility into pay and hours with automated alerts when an issue will impact an employee's pay — before payroll is processed

- Act on employee sentiment using personalized survey responses about topics such as unplanned overtime and extended work hours

Improve Profitability

- Minimize errors, prevent payroll leaks, and eliminate repetitive tasks with automated time, attendance, absence, leave, and gross pay processing

- Refine labor utilization with machine-learning-based labor forecasting, optimal labor scheduling, and intra-day labor reallocation to highest priority or most profitable work

- Optimize labor costs with proactive alerts when actual work does not align with planned work or employees swap shifts — avoiding costly overtime that can impact profitability

- Mitigate risk of litigation, fines, penalties, and brand damage by proving compliance with union and collective bargaining agreements and national, regional, and local legislation

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Manufacturing Organizations Realize Significant Benefits with WorkForce Software

There are a range of benefits and savings our manufacturing customers realize with WorkForce Software solutions. These estimates are based on the aggregated results of value studies with our manufacturing customers across a range of deployments and organizational maturities.

Customer Sample Benefit Ranges
(Conservative— Likely)

WorkForce Software Capabilities	5K Employees Benefits	50K Employees Benefits	100K Employees Benefits
Time & Attendance	$1.2M – $1.8M	$11.6M – $17.8M	$23.2M – $35.6M
Scheduling & Forecasting	$769K – $1.4M	$7.7M – $13.5M	$15.4M – $27.1M
Task Management	$595K – $811K	$6.0M – $8.1M	$11.9M – $16.2M
Absence & Leave Management	$78K – $202K	$779K – $2.0M	$1.6M – $4.0M
Employee Experience	$2.1M – $3.7M	$21.2M – $37.3M	$42.3M – $74.6M
Total Benefits	**Up to $7.9M**	**Up to $78.8M**	**Up to $157.5M**

Sample benefit calculations only. Your actual return on investment will depend on your current processes, implementation details, and post-implementation state.

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WorkForce Software Business Case Value Drivers

We understand that your organization is unique. No two manufacturers share the same workforce management process maturity or level of automation. WorkForce Software's Customer Value experts are dedicated to partnering with you to make a compelling case for change that appeals to the stakeholders of your organization.

Workforce Performance

Value Drivers	SAMPLE BENEFIT RANGE (Conservative— Likely)					
	5,000 Employees		**50,000 Employees**		**100,000 Employees**	
TIME & ATTENDANCE						
Payroll Savings with Improved Accuracy and Automation	$217K	$354K	$2.2M	$3.5M	$4.3M	$7.1M
Labor Cost Savings with Reduced Time Inflation	$212K	$303K	$2.1M	$3.0M	$4.2M	$6.1M
Reduced Unearned PTO Expense with Automation	$137K	$278K	$1.4M	$2.8M	$2.7M	$5.6M
Overtime Cost Savings with Improved Overtime Visibility	$139K	$270K	$1.4M	$2.7M	$2.8M	$5.4M
Manager Turnover Reductions with WFS Assistant	$7.0K	$14K	$70K	$140K	$140K	$280K
Reduced Legacy System Costs	$92K	$118K	$924K	$1.2M	$1.8M	$2.4M
Timekeeping, Data Processing Efficiencies with Automation	$218K	$258K	$2.2M	$2.6M	$4.4M	$5.2M
Retroactive Adjustments and Pay Correction Efficiencies	$13K	$25K	$135K	$247K	$269K	$495K
Employee Self-Service and Automation of Time-Off Requests	$125K	$160K	$1.3M	$1.6M	$2.5M	$3.2M
	$1.2M	**$1.8M**	**$11.6M**	**$17.8M**	**$23.2M**	**$35.6M**
SCHEDULING & FORECASTING						
Labor Cost Savings with Reduced Over-Scheduling	$483K	$964K	$4.8M	$9.6M	$9.7M	$19.3M
Scheduling Automation Efficiencies	$286K	$390K	$2.9M	$3.9M	$5.7M	$7.8M
	$769K	**$1.4M**	**$7.7M**	**$13.5M**	**$15.4M**	**$27.1M**
TASK MANAGEMENT						
Task Management Efficiencies with Improved Task Management	$595K	$811K	$6.0M	$8.1M	$11.9M	$16.2M
	$595K	**$811K**	**$6.0M**	**$8.1M**	**$11.9M**	**$16.2M**
ABSENCE & LEAVE MANAGEMENT						
Payroll Savings with Automated Leave Management	$34K	$156K	$338K	$1.6M	$675K	$3.1M
Absence Management Efficiencies with Automation	$44K	$46K	$441K	$459K	$882K	$917K
	$78K	**$202K**	**$779K**	**$2.0M**	**$1.6M**	**$4.0M**
EMPLOYEE EXPERIENCE						
Deskless Turnover Reductions with Improved Engagement	$293K	$525K	$2.9M	$5.3M	$5.9M	$10.5M
Turnover Cost Reduction with Integrated Pulse Surveys	$301K	$595K	$3.0M	$5.9M	$6.0M	$11.9M
Survey, Training and Document Cost Reductions	$76K	$105K	$763K	$1.1M	$1.5M	$2.1M
Deskless Labor Collaboration Efficiencies	$808K	$1.2M	$8.1M	$12.3M	$16.2M	$24.6M
Document Search Efficiencies with Mobile Access	$637K	$1.3M	$6.4M	$12.7M	$12.7M	$25.5M
	$2.1M	**$3.7M**	**$21.2M**	**$37.3M**	**$42.3M**	**$74.6M**
TOTAL SAMPLE ANNUAL BENEFITS	**$4.7M**	**$7.9M**	**$47.2M**	**$78.8M**	**$94.4M**	**$157.5M**

Sample benefit calculations only. Your actual return on investment will depend on your current processes, implementation details, and post-implementation state.

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These Manufacturing Customers Use WorkForce Software to Transform the Way People Work

Enterprise-grade and future-ready, WorkForce Software is helping some of the world's most innovative manufacturers optimize their workforce, protect against compliance risks, and increase employee engagement to unlock new potential for resiliency and improved performance.

WestRock

WestRock Enhances Efficiency and Employee Satisfaction with WorkForce Software

"The Managed Services Team is streamlining WestRock's requirement gathering by standardizing BRDs, setting up a requirements repository tool and reducing manual processes, leading to cost and effort savings."

Autoliv

Autoliv Finds New Purpose and Payroll Relief by Automating Time-Costly Processes

"WorkForce Software has saved us so much time, automated many processes...things we could never have achieved otherwise...we are more efficient and more accurate across the business."

Phillips 66

Energy Provider Phillips 66 Discovers a New "Energy" in WorkForce Software to Assist in Integrations

"The project was part of a larger, ever-changing project moving from on-premises to the cloud, which meant our integration points with other systems were also changing at the same time. The WorkForce Software architecture allowed us to plan for future state integration."

AkzoNobel

ATS

Boehringer Ingelheim

GIORGI
The Giorgi Companies, Inc.

Shaw FLOORS

VW Chattanooga

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SoftwareReviews

Info-Tech Buyer Experience Report Cites 97% of Users Find High Value in WorkForce Software Solutions and Plan to Renew

> " With WorkForce Software, it has been perfection redefined and it has helped us almost double productivity. For this, I recommend it. "
>
> *- Claire N, Finance*

> " The WorkForce Suite supports every pay rule, every compliance requirement, and every unique agreement across your entire employee population. "
>
> *- Sanjeet K, IT*

Learn More

NUCLEUS RESEARCH

Nucleus Research Calls WorkForce Software a Leading Workforce Management Vendor for Solution Usability and Functionality

For ten years, Nucleus Research has recognized WorkForce Software as a leader in the Workforce Management Technology Value Matrix for their consistency in delivering value to hundreds of customers. WorkForce Software has continuously responded to changing needs of employees through renewed investment in automation and analytics across areas including scheduling and communication.

> " The WorkForce Software platform, WorkForce Suite, is SaaS-delivered and offers advanced capabilities for time and attendance, scheduling, labor demand forecasting, fatigue management, leave and absence management, task management, and analytics. "
>
> *— Evelyn McMullen, Research Manager, Nucleus Research*

Learn More

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Getting Cross-Departmental Collaboration and Buy-In When Building Your Business Case

It's in every department's best interest—whether it's human resources and finance or operations and IT—to collaborate and create a shared vision of the benefits of evolving your workforce practices (and using software to facilitate it).

Here's what each team brings to the table and why they should be part of the process:

Human Resources

Due to high levels of attrition in the manufacturing industry (i.e. accelerated retirements, competition for tech-savvy talent with other industries, and safety, well-being, and work/life balance concerns), human resources teams are focused on creating positive employee experiences that drive engagement, productivity, and loyalty. This includes a safe work environment, compliance with labor and absence/leave laws, contractual agreements, flexible scheduling, and skills development for career progression.

As the leading department for most employee experience initiatives, HR can set the tone by determining specific workforce management needs and requirements, taking note of current HR software that could be consolidated and getting employee feedback on proposed solutions.

Operations

To keep manufacturing facilities running smoothly in the face of ongoing supply chain disruptions and labor shortages with no clear end in sight, it's imperative to retain staff who want to bring their best selves to work—when and where they are needed. Teams that oversee day-to-day operations must balance giving employees a say in their schedules to support work/life balance with meeting productivity expectations (including labor budget management) and delivering on smart factory and reshoring directives.

The interaction operations managers have with frontline workers puts them in the perfect position to surface critical pain points and ways to improve processes and workflows. They inherently understand the effect engaged employees have on employee productivity and can leverage digital assistants to identify and automate actions to support both.

Finance

Investing in modern workforce management is proven to deliver the highest ROI of any other human capital management initiatives. CFOs and finance teams confirm quantifiable cost savings and business benefits from workforce management investments across financial, operations, and risk metrics.

ROI supported by KPIs, including labor cost optimization, reduced turnover costs, and costs avoidance associated with noncompliance, can be used to gain support from finance leaders for a workforce management technology investment. Savings from these solutions can often fund other HR digital transformation initiatives.

Information Technology

The IT department will be a valuable partner in executing a manufacturing workforce strategy, ensuring any technology selected meets corporate performance and security standards, and monitoring its adoption (and success rate) once rolled out.

IT can review documentation and proof points on IT-focused areas to advance an implementation. They can help confirm the solution is the right fit for current or planned infrastructure. This includes employee support plans and processes, capabilities for integrating with other business-critical systems, and the required effort to maintain and support the solution in-house.

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Enterprise-Grade and Future-Ready, WorkForce Software Solutions Give Manufacturers an Edge

WorkForce Software is the modern workforce management choice for manufacturers who value innovation, resilience, and advanced performance. Our solution's capabilities enable your organization to navigate labor shortages, operational performance targets, and supply chain issues with improved communication, flexible scheduling, and digital employee management.

Key Takeaways

- Manufacturers must meet change with resilience—navigating complex compliance, supply chain challenges, and labor scheduling requirements with agility and in-the-moment employee communications.

- While managers today are more aligned with their employees, employers continue to fall short in implementing workplace processes and tools that adequately address their workers' needs. Workforce management technology can play a major role in providing the experiences deskless workers expect and deserve.

- WorkForce Software can meet your team's most unique rules regarding communication, scheduling, labor forecasting, task management, time and attendance, and employee experience, thereby improving agility, reducing turnover, and increasing worker productivity and labor optimization.

- WorkForce Software capabilities can create combined benefits of up to $7.9 million (organizations with 5,000 employees), $78.8 million (50,000 employees), or $157.5 million (100,000 employees)

- Your team's decision to adopt modern workforce management can provide cross-departmental collaboration between and benefit HR, finance, manufacturing operations, and IT.

Request Your Personalized Value Assessment

Learn More