

WorkForce Suite for Retail



Retail businesses operate in an ever-changing environment with the quality of customer service being influenced by a range of tangibles. To ensure success, organizations must work smarter by scheduling the right amount of skilled, engaged employees who can respond accurately to customer traffic fluctuations.

The WorkForce Suite provides:



- ✓ **Optimized coverage** for all departments and locations
- ✓ **Intelligent labor forecasting** using traffic and store data to avoid understaffing and overstaffing
- ✓ **Improvements to customer service** levels and in-store conversion rates
- ✓ **Compliance** with complex pay rules and local labor laws
- ✓ **Accurate gross pay calculations**, including overtime and other pay premiums
- ✓ **Work hour tracking** for employees across multiple locations
- ✓ **Tracking for all types of accruals**, including vacation time and sick time

Store Associates

- Provide flexibility of mobile self-service for employees to manage their own availability and shift preferences and allow for shift swapping.
- Provide more consistent and predictable schedules.
- Capture hours worked using a variety of data collection methods, including mobile and biometrics.
- Automatically enforce company or national policies, such as pay premiums, overtime equalization, and pay rules.
- Display real-time accrual balances, including current and future projections.
- Improve time-off request and communications
- Allow employees to participate in collaborative scheduling that balances employee preferences, business needs, and customer demand.

Store Managers

- Provide highly accurate forecasts using existing business data like sales, footfall, order volume, and delivery schedules.
- Proactively alert managers to issues before they become a problem so that immediate action can be taken to prevent escalation, such as impending overtime or no-shows.
- Empower managers to be more productive in the moment with the WorkForce Assistant's configurable prioritization algorithm, which brings the most urgent items to the surface.
- Increase shift and store productivity through optimized resourcing.
- Schedule a single location or an entire organization within the same dashboard.
- Simplify labor scheduling and ensure adequate, qualified coverage for all locations, departments, positions, shifts, and more.
- Benchmark schedule performance against a variety of business key performance indicators (KPIs), identifying those schedules that are adding value to business operations and those that aren't.
- Allow shift swapping amongst employees based on predetermined permissions, reducing administrative burden of schedule management.
- Simplify filling open shifts with available, qualified workers.

Head Office

- Improve budget management by reducing overtime and on-call shifts with highly accurate labor forecasts.
- Provide corporate-wide visibility into quality of each location's schedules based on a variety of KPIs, including how closely the schedule fits the forecast demand.
- Seamlessly integrate with other systems, reducing the burden on IT.
- Simplify compliance with hard and soft constraints and configurable system rules.
- Eliminate manual processes, increasing efficiency and reducing operational costs.
- Increase organizational performance and profitability through increased employee and store productivity.

HR and Payroll

- Automate the accrual and tracking of employee benefits, such as time off and vacation.
- Decrease the time spent on payroll preparation while increasing accuracy and eliminating duplicate data entry.
- Track and record all absences and tardy events, and automatically enforce attendance point or occurrence tracking policies.
- Reduce payroll costs through labor optimization.
- Calculate all premiums and other special pay for all employees.
- Synchronize time and pay information with HR, payroll, and other related systems.