

WorkForce Rostering

Rostering solutions designed to balance employee flexibility with optimal operations—yes, it is possible.

Top-performing organisations are transforming themselves by tapping into the power of their modern workforce. They know it's possible to operate with agility even when unexpected changes arise while meeting employee needs such as work preferences, availability, easy-to-use technology and better communication. A one-size-fits-all approach to scheduling often won't work—especially when labour requirements vary widely across geographic regions, lines of business, locations and even departments in the same organisation.

The WorkForce Suite is designed to meet the unique roosting needs of diverse teams and roles in your organisation. Choose from flexible options to address your workforce scheduling requirements—whether employee shifts are predictable or highly variable. Now you can give your employees the power to control their own rosters, improving how you attract and retain the best talent, with the right balancing to ensure you achieve business results.

Three Needs, One WorkForce Suite

Rostering to Meet Ad Hoc, Flexible, or Consistent Coverage

- Create rosters, assign weekly rosters or implement rotating shift patterns across multiple weeks
- Enable work patterns that distinguish between mandatory work times and periods when employees have flexibility
- Easily update rosters to meet one-time or ad hoc changes, whether planned or last minute

Rostering to Meet Fixed Labour Demand

- Create roster models defining the jobs that need to be performed in each shift and the headcount for each job
- Manage seasonal changes, maintenance periods or situations that require variations in headcount and/or skills
- Dynamically verify skills, certifications and licences are up to date before an employee is assigned to a shift

Rostering to Meet Highly Variable Labour Demand

- Leverage labour forecast data to optimise schedules for highly variable staffing needs even at shorter intervals (e.g., 15 minutes)
- Roster top talent during peak hours and pair them with less-experienced employees to accelerate training
- Align employee breaks with lulls in planned activities or customer volumes while remaining compliant



Manual roosting

and unintentional roster padding
increase labour costs by **3% to 6%**



Optimised roosting

can reduce total payroll spend by
more than **5%** on average



Automated roosting

can reduce time spent on creating
employee work schedules by an
average of **75%**

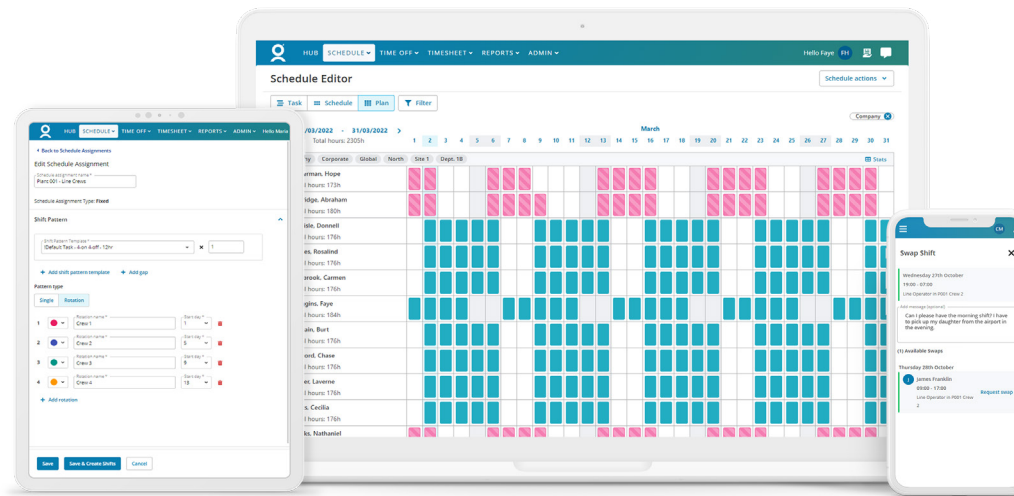
Nucleus Research: WFM returns \$12.24 for every dollar spent

"By reducing the amount of time dedicated to roosting and time corrections, our retail managers can focus more on optimising store operations."

— Jay Lytle, Vice President and Chief Information Officer, Goodwill of Central & Southern Indiana



Full Support for Unique Rostering Needs Across Different Teams



Mitigate Compliance Risks

Grievances, complaints and lawsuits are costly and disruptive to the organisation. With the WorkForce Suite, organisations can confidently comply with rostering rules while improving your employee's experience.

- Adhere to legislative, contractual and union work hour limits and required meals, breaks and rest periods
- Ensure employees' skills, licences and certifications are up to date before placing them on the roster
- Provide fair and predictive rosters that meet organisational needs and adhere to roster publication and update rules

Offer Employees Flexibility

Employees' individual needs don't always align with yours. Providing employees with flexible options to resolve conflicts and coordinate personal and work obligations themselves helps attract and retain top talent.

- Provide options for employees to manage their availability and plan time off for consideration in the rostering process
- Allow employee-initiated shift swap requests to resolve conflicts (with options for manager approval or rules-based auto-approval)
- Enact flexible work arrangements that communicate when employees must be working and when they have more flexibility

Adapt Quickly to Changing Conditions

No matter how well you plan, the unexpected can still happen. As conditions change or new trends emerge, organisations can easily update and communicate rosters to keep disruptions to a minimum and create a better employee experience.

- Monitor planned schedules against updated labour forecasts to ensure planned coverage meets business demand
- Easily adjust activities and breaks to balance operational peaks and lulls in labour the demand across different areas
- Quickly find and automatically contact qualified and available replacement workers to fill vacant shifts when unplanned absences occur

Visit us at wfsaustralia.com/workforce-suite/rostering to find out how we can help your organisation ensure that you have the right people for the job, when and where you need them.