

WorkForce Labour Forecasting

Harnessing the power of data and analytics to forecast optimal labour

Using data-driven insights to plan your workforce requirements can dramatically increase business agility—especially when seasonal changes, promotions, holidays, regional variations and external events impact your customer demand patterns. As organisations' processes and technology evolve, capacity levels expand and contract, and business conditions change, historical data will only get you so far in predicting labour needs for operational excellence.

The Workforce Suite offers labour forecasting capabilities to intelligently predict the optimal labour required to meet your demand. Employing advanced analytics, it provides balanced analyses of historical data and emerging trends, measurement of labour demand against key performance indicators and continuous refinement against performance benchmarks.

Scale Your Workforce to Adapt to Changing Business, Employee, and Customer Needs

Maximise performance with accurate labour forecasts optimized to meet your goals

- Predict labour demand down to 15-minute intervals to support your business targets
- Stop the costly practice of overstaffing and unplanned overtime to account for the unknown
- Prevent mistakes, diminished productivity and missed opportunities due to understaffing

Create positive employee experiences

- Enable fair and predictable rosters that support more flexible employee rosters
- Avoid employee burnout and higher turnover rates due to understaffing
- Drive engagement by minimising overstaffing, which can create lulls in activity and boredom

Meet and exceed customer expectations

- Minimise wait times and achieve higher spend rates and likelihood of repeat business
- Measure labour forecasts against key performance indicators to identify areas of improvement
- Account for foot traffic, transactions, call volumes, work orders, items to be produced and more



According to the 2020 ReimagineHR Survey, the ability to better predict labour demand is a key input to providing employees a better experience not just at work but with life in general. Organisations that support employee life experience can achieve:

20%

increase in employees reporting better mental and physical health

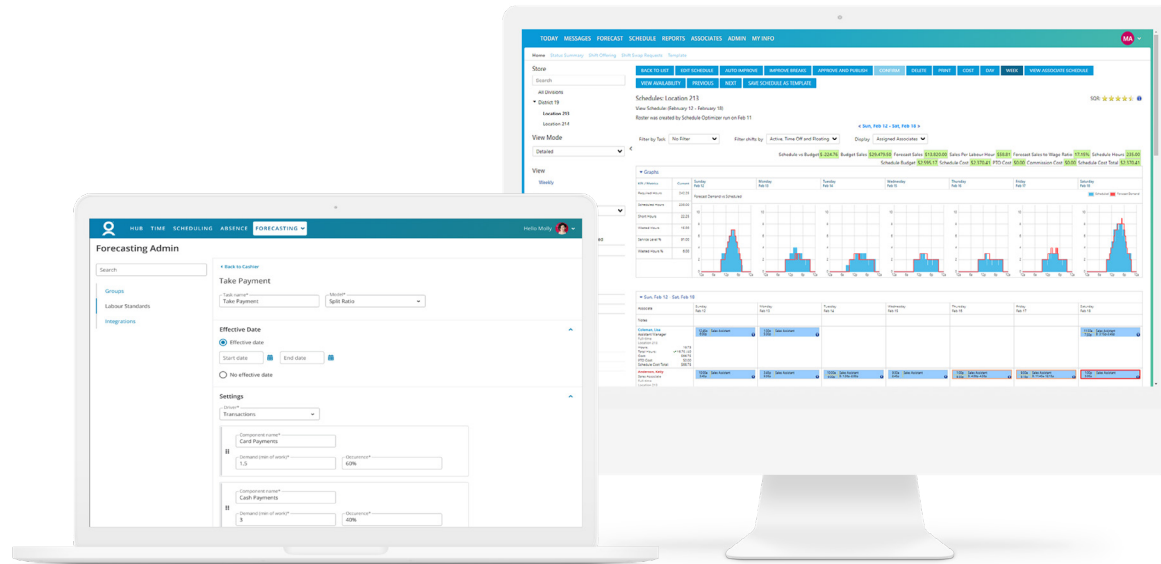
21%

increase in high-performing employees

"Wage costs are the single biggest cost in every business. As a business, we've been coming under wage budget in the last four consecutive financial years since we have started using WorkForce [Labour] Forecasting and [Demand] Rostering."

— Fred Harrison, CEO, Ritchies

Be Prepared to Adapt to Change with Analytics and Technology That Accurately Predict Your Labour Needs



Leverage data to fine-tune your business performance

- Proactively incorporate historical business data, emerging trends and human intelligence
- Segment data to fine-tune forecasts by department, area or product line
- Remove one-off, unpredictable situations from consideration for future forecasts

Define labour standards for each group and each activity

- Define labour standards for each group and activity to align business volumes and staffing levels
- Set minimum and maximum staffing levels for each activity within a group
- Incorporate time standards and time-in-motion data for more precise labour forecasts

Stay on track even when isolated situations occur

- Identify periods when labour demand may be higher due to seasonal or temporary variations
- Adjust for sales and other promotions, including slower periods before and after the event
- Account for third-party events that are out of your business's control

Make data-driven labour demand decisions with WorkForce Labour Forecasting. Visit wfsaustralia.com/workforce-suite/labour-forecasting to learn more.

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