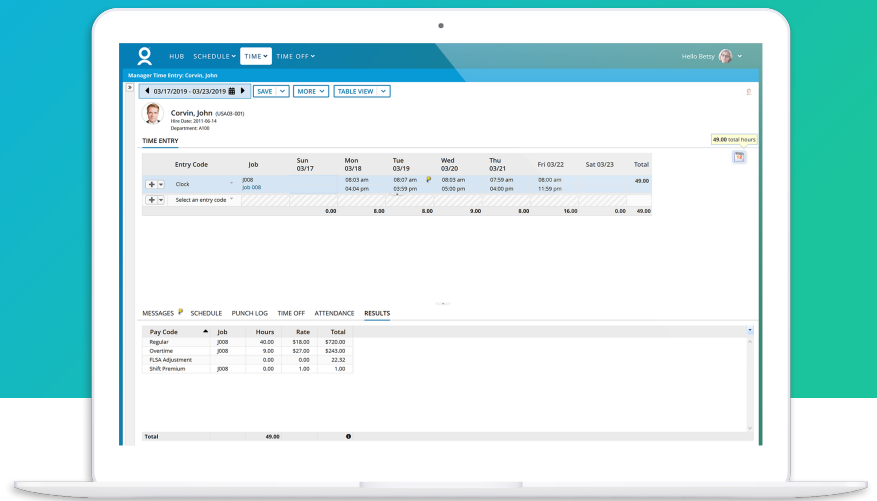


The WorkForce Suite

# HCM and ERP Integrations



Sacrificing functionality for the convenience of an all-in-one-approach to Human Capital Management (HCM) or Enterprise Resource Planning (ERP) can limit the return on investment an organization can achieve when modernizing technology, especially when it comes to workforce management. With the WorkForce Suite's modern integration platform, data is easily shared between business-critical solutions and enables a seamless user experience—all while providing a class-leading approach to workforce management.

## Filling the Gap Between Human Resources and Payroll

The WorkForce Suite sits between core HR and payroll solutions to accurately and efficiently calculate gross pay employees, streamline time off and leave management, and improve scheduling when sharing data across all the systems providing:

- **A single source of truth:** Core HR data is fed downstream to the WorkForce Suite and payroll to eliminate dual entry and ensure employee data is consistent across all systems.
- **Eligibility-related data:** Employee data from core HR solutions such as qualifications, job-related data, pay rates, employment status, and more is used when determining eligibility for pay premiums and other rules, time-off and leave policies, or filling shifts.
- **Real-time visibility into labor costs:** Gross hours and pay are calculated in real-time to provide visibility into labor costs throughout the pay period and enables easy export to payroll at the end of the pay period.

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“Wage costs are the single biggest cost in every business. As a business, we’ve been coming under wage budget in the last 4 consecutive financial years since we have started using WorkForce Forecasting and Scheduling.”

**Fred Harrison**  
CEO, Ritchies Supermarkets

## Improve Customer Service and Sales

Sharing data with the WorkForce Suite between other business critical solutions such as finance, point-of-sale (POS), and customer relationship management solutions can provide valuable and actionable insights to improve customer service and increase sales with:

- **Accurate labor demand forecasts:** Inbound historical sales volumes, foot traffic, and sales orders improve effectiveness and support ongoing refinements of labor forecasts.
- **Assigning tasks to available resources:** Outbound information from the WorkForce Suite on who is working enables easy allocation of customer-related activities such as taking a customer support call or a workorder.
- **Identify new best practices:** Sharing business critical information between ERP solutions and the WorkForce Suite can help identify strong performers to develop and rollout new best practices.

## Monitoring Financial Performance

When it comes to managing a workforce, it is important to stay on track with labor budgets. This requires closely monitoring labor costs against established budgets to identify potential overruns before they become a problem. The WorkForce Suite helps keep budgets on track by sharing data between finance and other critical business systems to:

- **Accurately capture labor data:** Ensuring accurate data entry within the WorkForce Suite is easy with inbound data feeds of critical labor allocation data that enforce hierarchies and other dependencies.
- **Budget analytics:** Import labor budgets attributed to each area of the business for real-time monitoring against gross hour and pay calculations related to captured labor data to identify and mitigate risks associated with unplanned labor costs.

## Key Features

### Data Sharing

- A library of standard RESTful and SOAP APIs
- Standard integration with leading HCM and ERP solutions
- Extensive set of file-based interfaces using popular formats such as CSV or XML
- Support for customer-specific integrations

### Seamless User Experience

- Support for integration with Single Sign On and Single Log Out software
- The ability to embed the WorkForce Suite within third party solutions
- Compatibility with multi-factor authentication