NUCLEUS RESEARCH

WORKFORCE SOFTWARE VISION 2022 CONFERENCE

ANALYST
Joseph Arocha

THE BOTTOM LINE

At the WorkForce Software Vision 2022 conference, the vendor unveiled new functionality centered around task management, communication, and scheduling. WorkForce also announced it has seen an increasing number of customers moving onto the Oracle Cloud Infrastructure, bringing improved security and productivity benefits to those who switched. Nucleus spoke with multiple customers at the conference and found benefits focused on time savings, improved data accuracy, reduced labor spending, and eliminating payroll errors. Nucleus expects the product updates and the continued shift to the Oracle Cloud will deliver greater value to its customers while also improving the platform's usability.

OVERVIEW

At WorkForce Software's Vision 2022 conference, the vendor covered several recent announcements and priorities for 2023.

MOVING TO THE ORACLE CLOUD

WorkForce Software is currently in the process of migrating its customers onto its WorkForce suite powered by the Oracle Cloud Infrastructure. This is a positive move for WorkForce as it brings new capabilities, improves security, and solidifies WorkForce's move to become a complete SaaS-delivered solution. The move allows users to leverage Oracle's Cloud database, which enables autonomous database management and reduces IT costs and the need for organizations to employ dedicated employees for database management. The shift to the Oracle Cloud will also enable WorkForce Software to push updates to users with no downtime or interruptions to workflows.

One organization saved $400,000 annually by automating payouts and accruals

TASK MANAGEMENT

WorkForce Tasks is the vendors task management feature. The capability was added to the WorkForce Suite following the acquisition of Foko Retail in May 2021, bringing a variety of new capabilities. Task management through the WorkForce platform is a unique experience. It integrates with WorkForce's Smart Communication functionality, allowing managers to create and prioritize tasks, set deadlines, and review and approve tasks while simultaneously communicating with employees to improve visibility. These new capabilities also allow organizations to drive positive feedback loops, which provide users with greater visibility into tasks, engages employees, and ensures that users can directly communicate with managers in the context of a specific task.

SMART COMMUNICATION

Smart Communication through the WorkForce Experience suite provides organizations with an intuitive platform for complete organizational engagement. Smart Communication integrates with an organization's workflows, enabling employees and managers to directly communicate with one another while also providing context for the conversation. Employees can reach out to managers for time-off requests and shift changes. Managers

can then instantly view the employee's schedule and approve requests without navigating away from the conversation. Additionally, when employees are assigned new or uncommon tasks, Smart Communication alerts managers and allows them to attach training videos and documents to guide employees on how best to complete a task.

NEXT-GEN SCHEDULING

Next-Gen Scheduling is another area where WorkForce is making significant strides. The functionality provides organizations with more than just a basic scheduling solution. It allows managers and employees to communicate with each other while leveraging analytics to create optimized schedules. WorkForce's analytics enables organizations to optimize labor planning and ensures that organizations avoid issues such as schedule padding and unplanned overtime costs. Nucleus found that organizations employing labor optimization capabilities can reduce their overall labor spend by five percent on average. Next-Gen scheduling also allows employees to swap and cover shifts with each other. This removes the need for managers to find employees willing to work open shifts and empowers employees to take charge of their own schedules, improving overall satisfaction and engagement.

CUSTOMER EXPERIENCE

Nucleus Interviewed three customers at Vision 2022 to examine the benefits of their WorkForce Software deployments.

GLOBAL MANUFACTURER

This global manufacturer employs more than 60,000 staff and has utilized WorkForce Software for approximately three years. Before adopting WorkForce Software, the organization used an outdated version of Kronos that required users to engage in time consuming manual processes and employ legacy spreadsheet systems. Business leaders noted the organization was faced with constant errors in payroll due to the lack of integration between their time and attendance data and their payroll solution. This meant payroll staff would have to manually input time and attendance data every payroll period. The organization reached a critical point in its Kronos deployment where it either needed to heavily invest in consulting costs to upgrade the system or move to a different WFM platform. Business leaders stated that Kronos's updates did not make sense for them to adopt, so the customer chose to move to another platform. The organization settled on WorkForce Software because of the technological advancements the product provided

compared to Kronos, and greater usability and functionality centered around WFM at a lower price than upgrading its previous solution.

After switching to WorkForce Software, the organization was able to scale the deployment of the solution and fully implement it across all its US, Canada, and Mexico locations. The organization realized significant benefits related to the automation of manual processes and the elimination of legacy spreadsheet systems. After implementing the solution, Nucleus found the organization was able to move more than half of its US-based payroll staff to other cost centers and realized $400,000 in annual savings associated with automating its payouts and accruals. Additionally, the customer noted that using the Kronos platform required 527 hours to complete a two-week payroll period across all staff. Since implementing WorkForce Software, Nucleus found the organization now spends 283 hours per payroll period, representing time savings of 46 percent. The organization achieved these results by integrating WorkForce Software with its existing payroll solution, which allowed for time and attendance data to be accurately transferred from the WorkForce platform to its payroll solution. Further, the organization can now transfer line workers from one cost center to another with no disruption to work or payroll. This was a significant benefit to the organization which previously had difficulty moving skilled labor from one manufacturing line to another.

One organization achieved 15% time savings by eliminating manual processes

MUNICIPAL ORGANIZATION

This organization employs more than 600 staff and has utilized WorkForce Software for approximately eight years. Prior to implementing WorkForce Software, the organization used a homegrown in-house solution for time and attendance and time-off requests. The solution required manual data entries and the use of legacy spreadsheet systems that were causing significant payroll errors. With the previous solution, managers sorted through hundreds of papers every payroll period to confirm the accuracy of their time and attendance data and ensure that employees were duly compensated for any overtime they incurred. The organization also dealt with inaccurate time and attendance data that had to be reconciled daily and represented an area where most payroll errors occurred. Business leaders highlighted that its homegrown solution was written in an outdated programming language which was fast becoming unsupported and made the solution unstable. The organization realized that switching solutions was becoming an issue of survival and decided

an RFP needed to be made for a new WFM solution. After the RFP, WorkForce Software was selected because of its attractive pricing, modern technology, and breadth of functionality.

Upon implementing the solution, the organization realized significant benefits centered around time savings, reduced payroll errors, and increased data accuracy. With WorkForce Software, the organization eliminated all its manual processes and legacy spreadsheet systems. Nucleus found that by implementing WorkForce's time and attendance functionality, the organization reduced payroll errors by 75 percent and increased the accuracy of its time data by more than 80 percent. Business leaders pointed out that with the vendor's solution, they now rarely experience payroll errors because time and attendance data is now automatically fed into its payroll solution. Managers also receive real-time alerts when an employee forgets to punch in, which allows these errors to be corrected before it becomes an issue for payroll staff. With the organizations previous legacy systems, managers spent hundreds of hours sorting through paper which created pain points in its payroll processing. Nucleus found that by implementing WorkForce Software, the organization achieved a yearly time saving of 15 percent, which business leaders noted is now spent on other value-add tasks, such as improving employee engagement.

LOOKING AHEAD

WorkForce Software has continued its momentum in improving the platform's usability and functionality. The move to the Oracle Cloud has made WorkForce one of the only fully SaaS-delivered WFM platforms on the market and makes it an attractive choice for global enterprise organizations seeking a WFM solution. Investments in task management, scheduling, and communication will continue to help WorkForce differentiate itself from other players in the market and make it a clear leader in the WFM space.