

A Fresh Take

The Ritchies Supermarket Chain Enjoys Reduced Wage Costs and Happier Employees with WorkForce Labour Forecasting & Scheduling



RITCHIES
Where the Community Benefits

“WorkForce Software actually offered a practical alternative that would allow us to change and be in control of what we were doing. We want to make work easy—easy for Ritchies, easy for the employee.”

— Fred Harrison, CEO, Ritchies

Goals



Make it easier for young staff to balance work with school and personal commitments



Save on time and cost with easy-to-use technology and real-time data collection



Identify employees' core strengths with historical data

Challenges

- Employees' handwritten timesheets caused confusion and resulted in costly payroll errors
- There was limited communication between managers and employees outside of the store
- Manual, paper-based processes could not keep up with growing operations and the young workforce

The Ask

- Replace manual processes with a workforce management solution that equips all employees—from management to cashiers—with simple and accessible technology that makes their lives easier inside and outside of work

The Solution

- Ritchies' entire organisation agreed that WorkForce Labour Forecasting and Scheduling was the right solution for the needs of their employees and management
- Since implementation, they have experienced increased employee engagement and cost savings while staying ahead of potential disruptions and costly errors

Work Made Easier at Every Level with WorkForce Labour Forecasting and Scheduling



Simplified Scheduling Processes

Rather than a manual clock-in process requiring a manager's signature, employees can now sign-in with a thumbprint scan. Outside of stores, employees (the majority of whom are young people and students) can easily access their schedules and communicate their school and personal commitments to their managers through the WorkForce Scheduling mobile app.



Reduced Wage Costs

Ritchies has experienced significant cost savings in their business's greatest expense—wages. A data-driven solution means managers now have the time and accurate information to plan for the future and stay within or even below budget.



Engaged Management

Managers spend less time resolving errors (which are typical of paper-based systems) and more time on the floor with their staff. When potential scheduling issues arise, management can make informed decisions, communicate with employees, and stay ahead of disruptions—all from their mobile devices.



Skilled Employees

As Ritchies' operations grow, management now has an innovative opportunity to get to know the staff and determine how to help them thrive. With access to historical data, leaders can gain insight into their employees' core strengths, making it easier to employ the right people with the right skills at the right time.



"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 Forecasting and Scheduling."

— Fred Harrison, CEO, Ritchies

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