SAP Information Sheet | PUBLIC
SAP Solution Extensions | Retail Workforce Management

Digitalize and Transform Retail Workforce Management in the Cloud

THE BEST RUN **SAP**

Summary

By moving workforce management processes to the cloud, your retail business can optimize employee coverage and enable high-quality customer service, sales, and compliance. You can make it happen with these applications: SAP® Time and Attendance Management by WorkForce Software, SAP Workforce Forecasting and Scheduling by WorkForce Software, and SAP Absence and Leave Management by WorkForce Software.

Objectives

- Deliver high-quality customer service and overcome dynamic challenges of the retail industry
- Optimize scheduling and forecasting to avoid understaffing and overstaffing
- Empower the workforce, including store associates, managers, HR experts, and executives, by giving them more control over their work experience

Solution

- Automated alerts and mobile self-service
- Intelligent labor forecasting using traffic and store data
- Support for complex pay rules and local labor laws
- Pay calculations including overtime and other premiums
- Tracking of work hours for employees across multiple locations
- Accrual tracking including vacation and sick time

Benefits

- Optimized employee coverage for all departments and locations
- Improved customer service levels and in-store sales
- Enhanced policy and regulatory compliance
- Increased efficiency and reduced operations and IT costs

Learn more

To find out more, call your SAP representative today or visit us **online**.
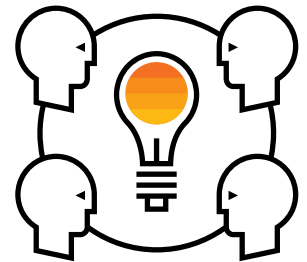
SAP Information Sheet

Quick Facts

Overview

Streamline workforce management in the cloud with the SAP Time and Attendance Management, SAP Workforce Forecasting and Scheduling, and SAP Absence and Leave Management applications by WorkForce software. Retailers can enable communications and consistent scheduling and let employees manage availability and preferences with mobile functionality. You can capture hours worked and automatically enforce policies such as pay premiums and rules and overtime equalization. Display real-time accrual balances, including current and future projections.

Intelligent alerts help managers prioritize issues and prevent escalations, while data such as sales, footfall, and order volume enhances scheduling and forecasting. You can allow permissions-based shift swapping and benchmark employee and store performance. Improve budget management, provide visibility for scheduling across locations, and support compliance with configurable rules. Reduce overtime and on-call shifts, and increase employee and store productivity. Automate time accrual and tracking for benefits, and enforce policies. Speed payroll preparation while increasing accuracy and eliminating duplicate data entry. Calculate premiums, and sync time and pay information with HR, payroll, and other solutions.

By transforming workforce processes, you can optimize scheduling and coverage enterprise-wide, improve customer service and sales, and eliminate manual tasks. You can also support compliance while increasing efficiency and reducing costs.

Follow us

THE BEST RUN SAP