

Top 10 reasons why businesses should implement a bespoke Workforce Management solution.

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Overview:

The best retail businesses know that managing demand correctly to ensure customer satisfaction is the best way to grow the top line. These businesses are increasingly looking to high tech solutions to manage this challenge.

However, in recent years, businesses that employ staff on hourly paid contracts, have been inundated by a raft of regulations relating to pay, holidays, pensions and working hours. These regulations have increased the cost of employment dramatically and also increased the complexity of managing staff and the risks of being non compliant.

These two related challenges have led to a rise in the number of retailers searching for an effective Workforce Management (WFM) solution that can replace paper or spreadsheet based processes to manage staff scheduling.

ShopWorks have been at the leading edge of this change in business management since 2009, offering our cloud-based solution to companies in the retail sector – helping them increase revenue, save money and become more compliant.

In this report, we will be discussing the different functionalities that ShopWorks offer and how they help reduce staff costs by an average of 7%.

According to our investigations, over 60% of multi-site retailers are still using manual, spreadsheet based processes to manage weekly rotas and time & attendance. This report is written to help those companies understand the benefits they can expect from implementing a bespoke WFM platform.

We hope you find it helpful. If you would like to find out more don't hesitate to contact us at: www.theshopworks.com or contact@theshopworks.com

What is a Workforce Management (WFM) solution?

A Workforce Management solution allows a business to plan and execute weekly rotas, track staff time and attendance, tracks accurate payroll for all staff and analyses demand data. Modern systems are nearly all cloud-based and sold as a "Software as a Service" (where pricing is often "per shop per week" or "per person per month"). Businesses expect their platform to be customised, for instance to reflect their pay and holiday rules.

ShopWorks' Workforce Management platform offers extensive functionality including:

Scheduling: The heart of our Workforce Management platform is the planning tool, which allows companies to plan their staff schedules in advance. The simple drag and drop tool reduces the time taken to create complex schedules and allows you to easily track staff hours and overtime to ensure you stay within any pre-determined budgets.

Time & Attendance: Using biometric readers, we can guarantee 100% accurate time and attendance for every staff member. It ensures that all staff are paid correctly depending if they were on time or if they require additional overtime.

Compliance: In an increasingly complex compliance environment, operators need to automate the checking of their staff scheduling against multiple criteria. For instance, ShopWorks will prevent a manager from scheduling a non-compliant member of staff into a shift. If a non-EU citizen has already worked 20 hours that week, or their visa has expired, the system will not allow them to be scheduled, saving a potential £20,000 fine per employee. ShopWorks also ensures your business is compliant with all GDPR regulation.

Mobile Staff Portal: Once a shift is planned, the staff need to be aware of where they are required and when. This is done via an SMS or e-mail notification and by giving employees access to a self-service portal, accessed via a smart phone. This now also includes the latest feature 'shift offer' which allows managers to offer last minute shifts that need fulfilling. Often staff will call in sick or need to change their shifts and this module makes it quick and easy to do so.



Staff
Scheduling



Biometric
T&A



GDPR
Compliance



Self-Service
Staff Portal



Budget
Management



Business
Intelligence



Holiday
Management



fast
PAYE

Budgeting: By using a spreadsheet based system, finance directors are unaware of the spend versus budget on staff, until accounts are published weeks later - when of course it is too late. The ShopWorks platform brings together data from each department, to ensure your business is running efficiently as possible. A Finance Director can ensure that all staff spend is checked against budget and pre-approved by the relevant managers. This undoubtedly is the largest contributor to the savings made by our customers.

Business Intelligence: Using technology-driven processes for analyzing data and presenting actionable information to help managers enables us to monitor KPI's accurately ensure end-users can make informed business decisions. ShopWorks can offer data for cost v sales per 30-minute segments.

Holiday Management: Before you can plan a roster you need to know which staff members are on leave. Integrating the holiday management into a system that drives payroll and also has a self-service module for staff to book leave stops employees being given shifts they cannot work. This module also allows leave to be booked and checked and in the case of the ShopWorks system, training to be completed.

Integrations: Our cloud-based software integrates with any HR, Payroll, accounting or BI providers you may currently use. We understand that it may not be beneficial or viable for you to change every system or supplier you use to integrate our staff scheduling tool. If you are also looking to update any of your other systems, then we also have a number of preferred partners we can suggest to you. Simply head over to our website to find out more.

"A smart workforce management system allows you to optimise the number of staff to match the levels of customers to match peak periods."

Lee Bowden - Head of Strategy

Top 10 considerations for implementing WFM:

Here are the top 10 considerations for retailers when determining what Workforce Management solution they should implement:

1. Increased revenue:

Matching staffing levels with demand and avoiding understaffing at key times drives up revenues. Whether it is a coffee franchise ensuring that customers don't turn around and walk out the door when they see the size of the queue, or whether a retailer has enough staff on the shop floor to manage the customer's needs - having too few staff reduces revenue.

A sophisticated Workforce Management system, such as ShopWorks, allows operators to match staff levels to predicted demand. We build bespoke integrations into EPOS and other revenue systems as well as analytic tools to ensure accurate predictions of demand.

2. Lower costs:

ShopWorks customers reduce their direct staff costs by an average of 7% from using our platform. Impressively, we have helped one retailer reduce it by as much as 12%. The savings come from a number of different features.

3. Improved Compliance:

In an increasingly complex compliance environment, operators need to automate the checking of their staff rotas against multiple criteria. For instance, ShopWorks will prevent a manager from scheduling a non-compliant member of staff into a shift. If a non-EU citizen has a Visa restricting the number of hours that can be worked and has already filled that allocation - or their Visa has expired - the software will not allow them to be scheduled.

We agree bespoke rules for each customer to ensure that only compliant staff are rostered and these form part of the scheduling and planning tools within the ShopWorks platform.

In addition ShopWorks includes a fully integrated e learning suite, which can ensure that all employees are up to date with required training and have read and agreed to all policies before they can work a shift.

ShopWorks will also keep tabs on working time directive compliance and ensure that overtime is accrued within holiday pay. We can even ensure someone gets an increase in accordance to the National Minimum Wage if they meet a new threshold on their birthday.



ShopWorks can manage the complexity of ensuring a staff rota is 100% compliant across a huge number of regulations including GDPR.

4. Higher Staff Morale:

It is pretty obvious, but staff want to be paid accurately and on-time with all their allowances and benefits taken into account every payday. In our experience, companies using spreadsheets and older systems find it challenging to achieve this basic staff requirement. ShopWorks users can expect 100% accurate payroll runs, 100% accurate holiday management and zero pay queries.

When added to clear communications about when and where they are expected to work its no wonder that staff who work for ShopWorks customers are happier.

5. Freed up Management time:

The management time that is traditionally consumed by sorting out rotas, pay and compliance can be freed up to focus on more value added items such as growing the business.

"ShopWorks has been a revelation for our head office team. The time taken to run payroll at the end of each month has been reduced by 80% and it is now accurate first time." People Director, Sofology.

6. Faster growth:

Implementing workforce management software at the start of a roll-out ensures that all new business units opened or acquired are managed within corporate guidelines from day 1 and staff costs and demand levels are quickly brought into line. This allows for a quicker maturing of new units and allows the business to add another unit that much sooner.

Several of ShopWorks customers have implemented a system at the start of a period of growth either by acquisition or through new openings and we consistently hear that the system has enabled the company to maintain a higher rate of growth.

One of our customers recently acquired an estate of 340 shops and ShopWorks has allowed them to quickly assimilate the new staff into the company.

7. Central view:

For some of our customers a central view of all staffing data is the number one benefit they believe they get from ShopWorks. They can benchmark staffing levels and costs between different venues and compare different approaches.

8. Improved operational efficiency:

There should be no reason to have too few or too many staff turn up for a given shift, let alone failing to open a business unit because a staff member hasn't been scheduled or thought they were on leave. ShopWorks has inbuilt safeguards against all of these risks and the staff self service portal allows staff to check where they are meant to be and when against a live version of the rota. Our latest update now allows staff to be notified if a last minute shift has become available to due an unforeseen absence.

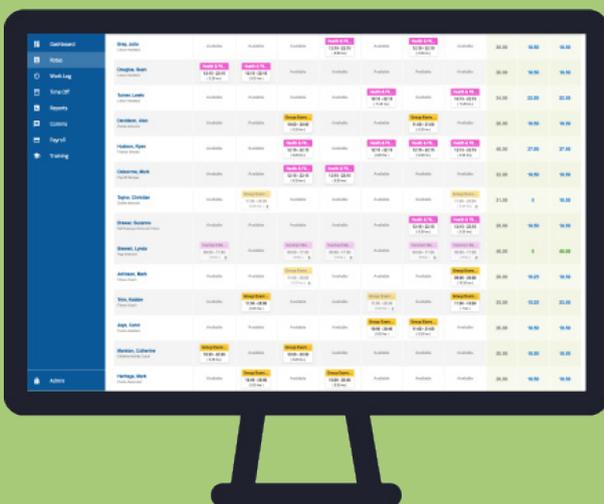
9. Creating value from data:

Companies that use spreadsheets aren't collecting any data on the staffing and demand levels. Having a large history of staffing data in the cloud and allowing it to build with time generates an increasing level of value; the data can be used to predict everything from the likelihood of someone resigning to the optimum incentive package to encourage Sunday working. The value of a large data store will only increase as Artificial Intelligence (AI) becomes more prevalent because AI requires lots of data to work well so collecting it in a digital format makes good commercial sense.

10. Investors love it:

OK so not every business is looking to sell to a private equity business or raise money, but we all have our price right? Private Equity firms and other financial institutions love to see clear, accurate and comprehensive record keeping.

A Workforce Management system can provide evidence that you have been paying your staff correctly, are compliant with many laws and regulations and that you are running a tight ship. In fact we are often approached by Private Equity firms to put our systems into new investments because they know when it comes to selling the business in a few years time, the due diligence process will be that much smoother and the sale is less likely to fall over on a compliance related issue.



Our latest rota management update simplifies the way managers can create weekly schedules and ensure that budgets are managed correctly.

The new shift acceptance tool provides the opportunity to fulfill last minute absences that cannot be foreseen.

How a Workforce Management system helps a business make cost savings:

- **Pre-approving Staff Costs Against Budget:**

Using a spreadsheet based system, finance directors would be unaware of the spend versus budget on staff until management accounts were published weeks later, when of course it is too late. Now a Finance Director can ensure that all staff spend is checked against budget and pre-approved by an appropriate person. This undoubtedly is the largest contributor to the savings our customers make.

- **Biometric Time & Attendance:**

Biometric readers cut out any payroll fraud and ensure all staff are paid for the hours they work. The technology is low cost with low maintenance and significantly reduces mis-payments. When linked to an "automatch" platform like ShopWorks, the readers automatically adjust pay for lateness.

- **No Double Payments:**

Paying two people to work the same shift is a regular mistake made on older systems - for instance when a member of staff is off sick and the company pays both the person covering and the person off sick. ShopWorks includes safeguards against these sort of double payment.

- **Reduced Management Time:**

Our software is proven to reduce the time taken to manually manage weekly rotas, It is an often overlooked cost, but it gives managers more time to take care of other tasks and improves productivity.

- **Integrations:**

Not having to employ people to enter worksheets into payroll systems is time consuming and expensive as well as prone to error. ShopWorks will remove this cost all together by integrating into Payroll and accounting systems.

- **Accurate Holiday Allocation:**

Holiday rules are becoming increasingly complex. Workforce Management software ensures that only correctly accrued time is booked and paid for - again saving the company from paying out unearned holiday.

- **Lunch break rules:**

Automatically calculating lunch break rules ensures that unpaid break time is always deducted. This is a key reason for overspend in older paper and spreadsheet based systems.

- **Training:**

The in built e-learning package within the ShopWorks self-service module saves our customers travel and other training costs by ensuring that low level induction and on job training can be done via an employees smart phone or desktop.



shopworks

STAFF SCHEDULING

If you would like a demonstration of the ShopWorks system or want to discuss how our system can help you mitigate the impact of the National Living Wage, please contact contact@theshopworks.com