

Workplace Online

Cloud-based Workforce Management Software

Workplace Online is a Cloud-based workforce management solution consisting of a comprehensive range of products including: Schedule and Attendance Management, Shift Offering, Labor Demand Forecasting, Assisted and Advanced Scheduling, Task Management, Business Intelligence and Mobility Solutions. Workplace is the world leader in scheduling improvement techniques and its **Schedule Quality Rating (SQR)** is at the heart of improving operational efficiency.

SQR takes a company's selection of key performance indicators such as service levels, ineffectiveness, forecast labor to sales ratio, scheduled contract hours, paid absence cost, staffing level compliance, overtime and presents them in a simple to understand 1-5 rating for a schedule. Store managers and supervisors understand intuitively that one star is bad and five stars are good. Workplace Online then provides the tools to improve store performance. The SQR is part of delivering our vision: Your workforce is simpler to manage.

Week Begin	Week End	Published	Confirmed	Status	hrs confirmed	schedule cost	SQR
211-NEW YORK, NY							
Aug 11	Aug 17	✓	✓	Confirmed	34:34	\$2,137.83	SQR: ★★★★★
Aug 18	Aug 24	✓		Published	0:00	\$2,116.28	SQR: ★★☆☆☆
212-CHICAGO, IL							
Aug 11	Aug 17	✓	✓	Confirmed	33:32	\$2,199.22	SQR: ★★★★★
Aug 18	Aug 24	✓		Published	0:00	\$2,839.71	SQR: ★★☆☆☆
213-BOSTON, MA							
Aug 11	Aug 17	✓	✓	Confirmed	31:22	\$1,809.28	SQR: ★★★★★
Aug 18	Aug 24	✓		Published	0:00	\$1,731.88	SQR: ★★☆☆☆

The **Schedule & Attendance Management** products, part of Workplace Online, are feature rich, designed to be deployed quickly and intuitive for users.

Schedule Management

The **Schedule Management** product quickly and easily produces weekly schedules to create and maintain working patterns such as different week types. Full visibility of who is working where and when, together with any unfilled shifts is identified to ensure the correct schedule cover is maintained.

Managing any gaps in the schedule can be easily done by:

- Manually assigned using “drag and drop” with suggested available staff shown;
- Auto-assigned using a selection of rules; or
- Through Shift Offering which advertises available shifts to suitable employees via text, email, Facebook or other social media. The manager then reviews the responses and assigns the shift. The associate is then notified that their request has been successful.

The **real-time visibility** of the schedules across the business includes: SQR, full costs, hours scheduled compared with targets/contract hours, and KPI's of labor costs to sales ratio. When associates are scheduled over their contract hours, alerts are indicated in red text to enable quick identification and resolution. When the manager publishes the schedule notification to associates, subsequent acknowledgement (optional) of planned shifts is fully supported by email and / or text messaging.

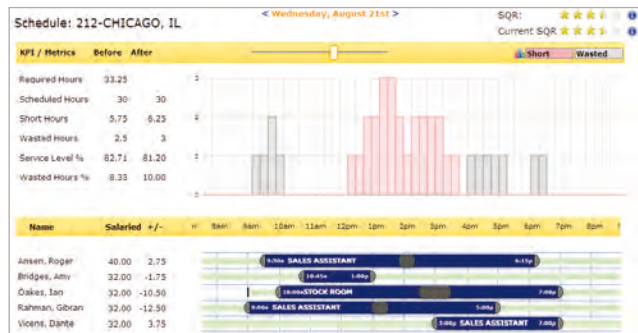


Attendance Management

The published schedules are then used as the basis for the **Attendance Management** product where exceptions to the planned hours are flagged in real-time and can be accessed from any location. Workplace Online's Attendance Management product includes a wide range of options for managing actual attendance, calculation of hours, management of vacation schemes and compliance to the working regulations. Clocking and non-clocking arrangements are fully supported with integration with leading payroll and HR systems.

Worked hours, overtime, sickness, vacations and other forms of absence are all addressed within the framework of a company's working arrangements, business rules, labor laws and company pay rules.

Arrival and departure may be registered through badge or biometric terminals, telephone, text or from the web. The daily and weekly time sheets provide a clear visibility of exceptions; where employees have not worked according to the planned shift pattern such as arriving late, leaving early, absent or not registering, within predefined tolerances. Clearing exceptions en-mass and approving the timesheet is a simple, one-click process.



Forecasting

Workplace consultants are experts in producing highly accurate forecasts and converting them into labor demand forecasts. This process can be undertaken before, during or after the implementation of the Schedule and Attendance Management features. The complexity of the labor demand forecast can vary and the Workplace Online **Forecasting** product generates accurate labor hours required, budgets and forecasts for days and weeks in advance as the basis for cost effective, productive staffing deployment across the estate.

Using a combination of differing methods for predicting business volumes and calculating labor hours ensures the most appropriate method is configured.

Methods include:

- Applying historic shapes (for example Saturday is the busiest day of the week, the 3rd of the month is the busiest day of the month etc.) of the business to the existing budget/demand hours;
- Creating a simplified 'step standard' model whereby managers are provided hours in 'steps' based business driver volumes.
- Assigning fixed staffing levels for specific roles or tasks during times of the day and weeks of the year; and
- More sophisticated modeling of the business operation such as time standards, 'time-shifting' (where work takes place a significant amount of time before or after that transaction occurs) and business driver volumes.

The Forecasting product identifies the correct amount of labor hours to be used for the business together with the optimum times of the day/week and the activity to be performed. The move towards activity driven budgeting and forecasting delivers significant labor cost reduction.

Assisted Scheduling

The Workplace Online **Assisted Scheduling** product gives managers an intuitive and easy to use tool that highlights where there is over and understaffing. The manager can then make small changes in shift duration and start/finish times, without changing the particular days worked. Because the changes are subtle, there is less resistance to change from employees yet a dramatic improvement in service levels and ineffectiveness not to mention a better Schedule Quality Rating. Assisted scheduling can also be used to understand the impact of removing labor hours from the schedule, easily identifying where there is understaffing.



The Workplace Online **Advanced Scheduling** product is designed to allow expert users to assist with producing "optimized" schedules. This is done by producing completely new, more efficient schedules based upon the forecast labor hours required and availability/preferences of associates together with the business/schedule rules.

The Workplace Online **Task Management** product allows simple setup and planning of head quarter's integrated projects and tasks together with complete progressing, monitoring and execution control. Task management ensures that promotions, recalls seasonal layout changes are completed on time and to quality with visual verification. Task Management integrates with both the Forecasting and Scheduling products to enable effective planning.



Business Intelligence, Reporting & Dashboards

Workplace Online **Business Intelligence** reporting provides key information regarding a number of KPI's such as SQR, labor cost, attendance, absence and workforce compliance. A number of standard reports and dashboards are available and additional reports and dashboards can be created to provide additional KPIs as required.



With a comprehensive scheduling and attendance management software solution, tremendous visibility is released into the organization:

The benefits gained from Workplace Online's Schedule & Attendance Management products include: managing overtime more tightly, avoiding uncovered shifts, managing time-off more proactively and full visibility of schedule quality. In short, problems are avoided and costs reduced.

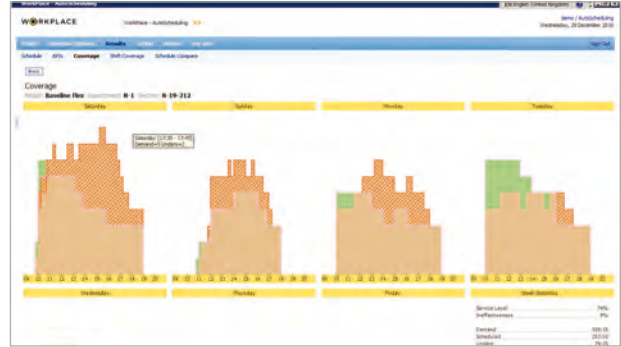
Dashboards developed specifically for senior management contain key performance indicators so that management has better control and ability to monitor and manage the business without the need to search through reams of data.

Workplace **Online Mobility** solutions allow "on-the-go" access for managers and executives to dashboards at anytime, anywhere. Workplace Online can be accessed via any internet enabled device, delivering self-service features to associates and KPI's to managers and executives to make key workforce decisions wherever they are.

The case for workforce management - Optimal and efficient staffing is of critical importance to today's high growth business. The workforce challenge is to ensure that the right level and types of associates are scheduled against the right tasks at the right time to meet the expected workload. Providing optimum service levels while at the same time keeping associates engaged and motivated is paramount to drive continued profitability and business growth.

Schedule too many associates and costs are wasted. Schedule too few associates and there is a danger of lost sales through bad customer experience. Fail to meet the needs of the individual associates and the risk of employee turnover and absence increases.

Today **employee engagement** is seen as an essential component of driving revenue and profit. With the Workplace Online **self-service portal**, employees have visibility of working times, ability to accept offered shifts, manage any additional availability and request vacation time. With improved associate engagement Workplace customers experience a significant increase in sales and satisfaction, with a reduction in absence/call offs.



Historically, resolving the workforce challenge has meant major software projects; with the associated high capital investment and long implementation time frames associated with them. Many of these projects did not make it past the conference room pilot. Additionally, traditional, on-premise workforce management software implementations caused huge change management requirements and produced shift patterns that were met with resistance and as a result were poorly adopted. High capital investment, long time frames, and high risk of project failure, all meant that ROI was elusive at best. Not surprisingly, many businesses still persevere with ineffective and time consuming manual or semi-manual scheduling processes.

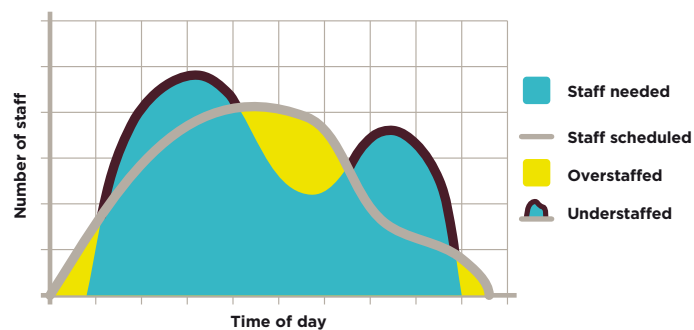
Uniquely, the **Workplace approach** coupled with our **Cloud-based** workforce management solution has overcome all these issues. Workplace has over 27 years' experience in delivering workforce management solutions and has developed an innovative product and approach that delivers a very quick return on investment through fast engagement and deployment.

We get closer to your business by asking the right questions and listening, in order to build a complete understanding of your workforce needs. We deploy our Cloud-based workforce management software in weeks, giving visibility, control of costs and the tools to improve your workforce efficiency. Our approach takes existing schedules and compares them to labor demand showing the areas where there is over and understaffing, and Workplace Online gives managers the tools to improve the Schedule Quality Rating (SQR) without making dramatic changes to associate working patterns. Your workforce is simpler to manage; ensuring managers are where they belong - in front of customers.

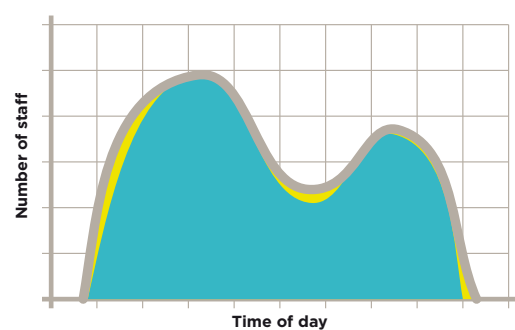
Workplace Online is a Cloud-based solution, also referred to as Software as a Service (SaaS), which is a common and industry-leading approach to delivering software. The benefits include:

- Roll-out of the solution in weeks with no infrastructure changes allowing your IT department to concentrate on strategic IT applications.
- Continued innovation of software that delivers new features on a regular basis; no hardware and software upgrade costs and all customers are always on the latest version of software.
- Workplace takes on the IT burden rather than you. The solution is scalable, secure, managed and maintained by Workplace.
- Associates, managers and executives have access from anywhere, on any device with internet access, and benefit from real-time visibility.
- A Cloud-based software deployment and subscription model moves the balance of risk from the customer to Workplace, the experts, and gives predictable costs to the business.

Existing staffing model



Desired staffing model



WORKPLACE

Now is the time to exploit WFM from Workplace.

Workplace Online is a complete suite of cloud-based workforce management modules:



Schedule Management



Attendance Management



Forecasting



Advanced Scheduling



Shift Offering



Reports & Dashboards

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