

# 4 Steps To ROI With Improved Scheduling Processes

Predictive Scheduling is here to stay, and done right it can deliver significant benefits for employers as well as employees. Employees will be happier and more motivated, which translates to happier customers and increased revenue. Engaged employees are more likely to improve customer relationships, leading to a 20% increase in sales, according to [a Gallup report](#).

Additionally, employers will be able to minimize time-consuming manual scheduling, which will free store managers to interact with customers and more effectively manage employees. “The ultimate aim [of automating scheduling] is to allow managers to strategically manage the workforce rather than tactically manage it by spending many hours on administering and ‘feeding’ the WFM [workforce management] system,” reported Gartner in a report titled: *Prepare Yourself for the Future of Workforce Management*.

So, while it initially may seem like a headache to comply with or face monetary penalties and class-action litigation, if embraced predictive scheduling will help struggling brick-and-mortar businesses solidify future success.

Predictive scheduling can deliver four key benefits that can be achieved seamlessly with the right automated scheduling system:

Engaged employees are more likely to improve customer relationships, leading to a 20% increase in sales.

— GALLUP

# 1 Schedule Optimization

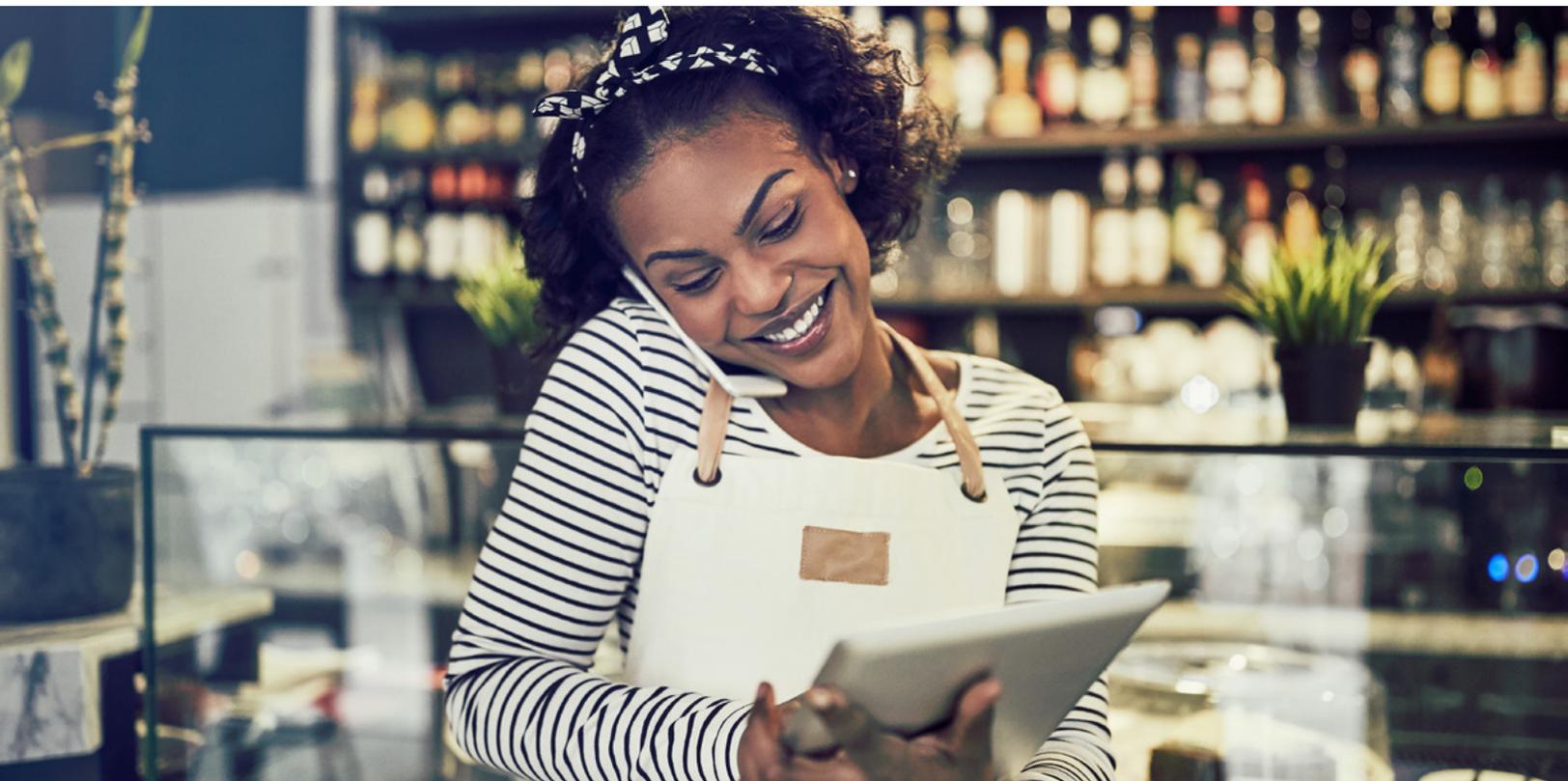
Because employers are now required to comply with several new scheduling practices — including Advance Notice, Right To Rest, and Predictable Pay — it will be vital to implement a solution that will automate these processes while ensuring the right employees are scheduled at the right time.

With forecasting capabilities, store managers can effectively project sales and labor needs down to the quarter hour. The best solution will combine sophisticated algorithms with historical point-of-sale data — including customer traffic, sales, transactions and units sold. Data in hand, managers can align staffing with demand, factoring in recurring special events, seasonal trends, department variations and irregular patterns.

An automated workforce management system can be the single point of access for all shift, holiday and time-off information. This is especially important during busy times of year, such as the holidays, when the number of part-time and temporary staff increases. Now, part-time workers can have greater control over the shifts they'd like to work and have a more reliably predictable schedule, so they can better manage their other work and family responsibilities.

**66% of full-time workers in the U.S. said they don't strongly believe they have a good work-life balance.**

— FAMILYLIVINGTODAY.COM



## 2 Analytics-Driven Alerts

In order to optimize scheduling effectively, retailers need access to real-time information. Analytics provide executives and managers easy and immediate visibility into key data and more control of overtime, absence, and labor costs for better budget control, transparency, and accountability in individual cost centers.

Sophisticated analytics tools track daily traffic data and provide insights into expected and actual demand. Managers are now able to more accurately schedule to meet demand using information provided by the employees regarding when they are available to work. With more control of their schedules, employees are motivated to be better brand advocates and are less likely to leave the job.

Gone are the days where alerts can only *react* to an issue. New solutions allow for *proactive* alerts based on schedule, location and more. This type of artificial intelligence stops an exception before it happens and is only possible when working in a modern cloud. The end goal is achieved: Zero exceptions on a timesheet. So, in regard to predictive scheduling compliance, this technology can make sure you are not putting your company at risk by changing an employee's schedule manually or accepting a shift swap request that may disobey a rule.

Employers who use automated scheduling are 1.8 times more likely to have below-average industry turnover rates.

— APTITUDE RESEARCH PARTNERS



### 3 Enhanced Employee Self-Service Tools

With an automated scheduling system in place, employees can input their preferred and total availability, make time-off requests, and view their payroll information, all via a mobile phone or laptop. Now employees can view their schedules weeks in advance and make any necessary changes to their schedule with shift-swapping capabilities, easily from their mobile devices.

Mobility also helps employers keep employees honest. Geofencing functionality in the mobile application ensures that employees can punch in and out on a mobile device only when they are at their place of work.

**By arming store associates with mobile devices, retailers have reported a 44% increase in employee morale; and 33% had implemented task management via mobile in 2017.**

— *RETAIL TOUCHPOINTS*  
2017 STORE  
OPERATIONS SURVEY



## 4 Shift-Swapping Capabilities

Shift-swapping allows employees to request and confirm shift swaps with other employees, request coverage for a shift, and accept open shifts recently added to the schedule.

Advanced solutions can offer more intelligent shift-swapping capabilities, such as recommend a shift-swap based on history and inferred preferences. The system will make recommendations on who to swap with based on preferences, location, shift, position, etc. To make the process seamless for managers, Auto Approval is available, based on policy, coverage and available time off.

Employees also can pick up shifts in other locations/stores within a specified geographical range (using geosensing technology). For example, a college student may work at one store during the school year and different stores during breaks. This advanced technology will keep employers compliant and provide the ability to work smarter and more efficiently.

**31% of retailers had implemented shift scheduling via mobile devices in 2017.**

— *RETAIL TOUCHPOINTS*  
2017 STORE  
OPERATIONS SURVEY



# Predictive Scheduling: Next Steps

It's no longer a question of whether or not to pursue predictive scheduling. It's now a question of *When?* And *How?* To address the numerous regulations associated with predictive scheduling, as well as the differing state requirements, retailers are wise to seek legal counsel and invest in an automated scheduling solution.

The end result will be positive for both employees and employers: In addition to meeting compliance requirements, retailers stand to boost sales and revenue. Better engaged employees convert into happier customers.

**To learn more about the terms that define predictive scheduling and the individual states' requirements, read the Kronos white paper and access the on-demand webinar below.**



[Read The White Paper](#)

[Access The Webinar](#)



Kronos is a leading provider of workforce management and human capital management cloud solutions. Kronos for Retail is the most widely adopted and deployed workforce solution available. We've designed our solutions to meet the unique needs and challenges of retail organizations. More than 1,000 retail organizations use Kronos to empower employees and promote continuous improvement. Because in today's fiercely competitive market, your success depends on your ability to remain flexible while providing impeccable customer service to gain market share and increase your brand loyalty. Learn more about Kronos and our retail-specific suite of solutions at [kronos.com/retail](http://kronos.com/retail). Kronos: Workforce Innovation That Works™.

978.250.9800



*Retail TouchPoints* is an online publishing network for retail executives, with content focused on optimizing the customer experience across all channels. The *Retail TouchPoints* network is comprised of three weekly e-newsletters, special reports, web seminars, exclusive benchmark research, an insightful editorial blog, and a content-rich web site featuring daily news updates and multi-media interviews at [www.retailtouchpoints.com](http://www.retailtouchpoints.com). The *Retail TouchPoints* team also interacts with social media communities via Facebook, Twitter and LinkedIn.

201.257.8528

[info@retailtouchpoints.com](mailto:info@retailtouchpoints.com)

