

# WFS Suite for Retail

Your retail business operates in an ever changing environment with the quality of customer service being influenced by a range of tangibles. To ensure success, you have to have the right mix of skilled employees available for each shift, have the ability to respond to customer traffic fluctuations and ensure staff are engaged and focused. WFS Australia's cloud-based workforce management solution simplifies rostering, time and attendance, and leave management across all employee types and locations— so you can increase store productivity, reduce attrition and optimise business performance. The WFS Suite provides:

- Optimised coverage for all departments and locations
- Improvements to customer service levels and instore conversion rates
- Accurate gross pay calculations—including overtime
- Work-hour tracking for employees across multiple locations
- Tracking for all types of accruals, including vacation time and sick time



The WFS Suite eliminates manual processes, streamlines roster creation and performs complex time and attendance calculations, helping each store to meet revenue targets—even during high-volume promotions and seasonal fluctuations. Consider how WFS Suite meets the needs of your entire workforce:

## Store Associates

- Mobile self-service for employees to manage their own availability, shift preferences and allows shift swapping - improving work/life balance
- Provides more consistent and predictable rosters and pay
- Captures hours worked using a variety of data collection methods, including mobile and biometrics
- Automatically enforces company or national policies, such as pay premiums, overtime equalisation, and pay rules
- Displays real-time accrual balances for all time-off banks and improves time-off request and approval communications
- Allows employees to participate in collaborative rostering that balances employee preferences, business needs and customer demand

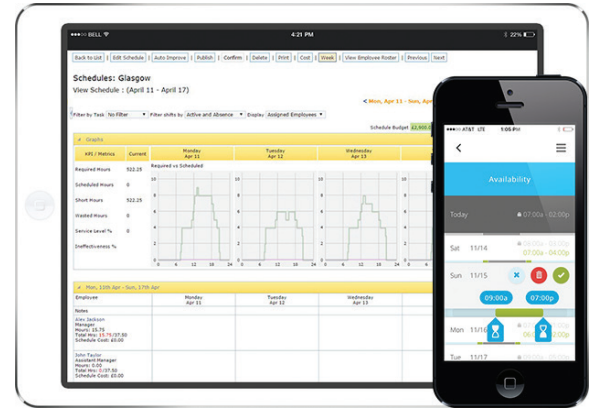
## Store Managers

- Increases shift and store productivity through optimised resourcing
- Schedules a single location or an entire organisation within the same dashboard
- Simplifies labor rostering and ensures adequate, qualified coverage for all departments, positions, and shifts
- Automatic alerts prevent timesheet errors and simplify time-off approvals
- Key performance indicators help managers track overtime, absences, and other impactful metrics

- Allows shift swapping amongst employees based on predetermined permissions, reducing administrative burden of roster management
- Easily fill open shifts with available qualified workers

## Head Office

- Seamless integration with other systems reducing the burden on IT
- Increases compliance with hard and soft constraints and configurable system rules
- Eliminates manual processes, increasing efficiency and reducing operational costs
- Increases organisational performance and profitability through increased employee and store productivity



## HR & Payroll

- Automates the accrual and tracking of employee benefits such as PTO and vacation
- Decreases the time spent on payroll preparation while increasing accuracy and eliminating duplicate data entry
- Tracks and records all absences and tardy events, and automatically enforces attendance point tracking policies
- Reduces payroll costs through labor optimisation
- Calculates all premiums and other special pay for 100% of your workforce
- Synchronises time and pay information with HR, payroll, and other related systems