WorkForce Scheduling

Scheduling solutions designed to balance employee flexibility with optimal operations—yes, it is possible.

Top-performing organizations are transforming themselves by tapping into the power of their modern workforce. They know it's possible to operate with agility even when unexpected changes arise while meeting employee needs such as work preferences, availability, easy-to-use technology, and better communication. A one-size- fits-all approach to scheduling often won't work—especially when labor requirements vary widely across geographic regions, lines of business, locations, and even departments in the same organization.

The WorkForce Suite is designed to meet the unique scheduling needs of diverse teams and roles in your organization. Choose from flexible options to address your workforce scheduling requirements—whether employee shifts are predictable or highly variable. Now you can give your employees the power to control their own schedules, improving how you attract and retain the best talent, with the right balancing to ensure you achieve business results.

Three Needs, One WorkForce Suite

Scheduling to Meet Ad Hoc, Flexible, or Consistent Coverage

· Create schedules, assign weekly schedules, or implement rotating shift patterns across multiple weeks

· Enable work patterns that distinguish between mandatory work times and periods when employees have flexibility

· Easily update schedules to meet one-time or ad hoc changes, whether planned or last minute

Scheduling to Meet Fixed Labor Demand

· Create blueprints defining the jobs that need to be performed in each shift and the headcount for each job

· Manage seasonal changes, maintenance periods, or situations that require variations in headcount and/or skills

· Dynamically verify skills, certifications, and licenses are up to date before an employee is assigned to a shift

Scheduling to Meet Highly Variable Labor Demand

· Leverage labor forecast data to optimize schedules for highly variable staffing needs even at shorter intervals (e.g., 15 minutes)

· Schedule top talent during peak hours and pair them with less-experienced employees to accelerate training

· Align employee breaks with lulls in planned activities or customer volumes while remaining compliant

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Manual scheduling
and unintentional schedule padding increase labor costs by **3% to 6%**

Optimized scheduling
can reduce total payroll spend by more than **5%** on average

Automated scheduling
can reduce time spent on creating employee work schedules by an average of **75%**

Nucleus Research: WFM returns $12.24 for every dollar spent

"By reducing the amount of time dedicated to scheduling and time corrections, our retail managers can focus more on optimizing store operations."

— *Jay Lytle, Vice President and Chief Information Officer, Goodwill of Central & Southern Indiana*

Full Support for Unique Scheduling Needs Across Different Teams
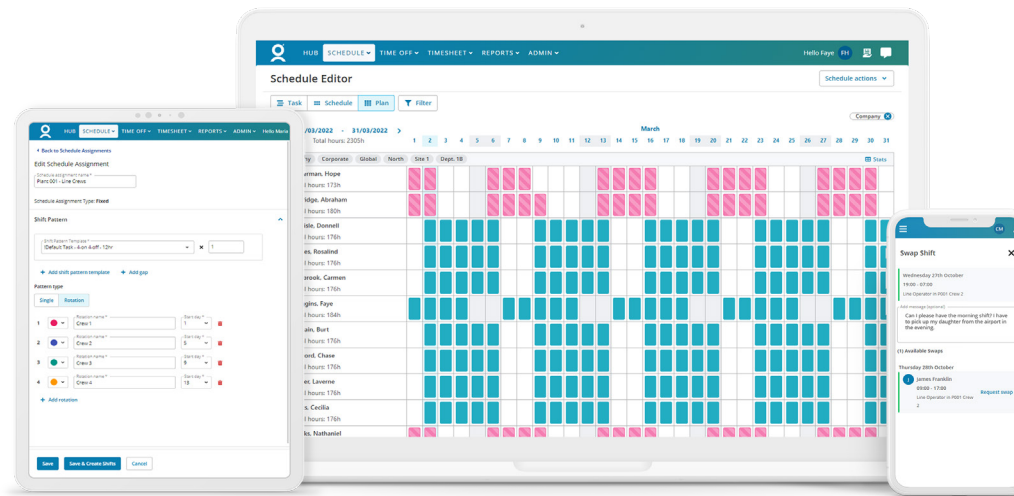
Mitigate Compliance Risks

Grievances, complaints, and lawsuits are costly and disruptive to the organization. With the WorkForce Suite, organizations can confidently comply with scheduling rules while improving your employee's experience.

- Adhere to legislative, contractual, and union work hour limits and required meals, breaks, and rest periods
- Ensure employees' skills, licenses, and certifications are up to date before placing them on the schedule
- Provide fair and predictive schedules that meet organizational needs and adhere to schedule publication and update rules

Offer Employees Flexibility

Employees' individual needs don't always align with yours. Providing employees with flexible options to resolve conflicts and coordinate personal and work obligations themselves helps attract and retain top talent.

- Provide options for employees to manage their availability and plan time off for consideration in the scheduling process
- Allow employee-initiated shift swap requests to resolve conflicts (with options for manager approval or rules-based auto-approval)
- Enact flexible work arrangements that communicate when employees must be working and when they have more flexibility

Adapt Quickly to Changing Conditions

No matter how well you plan, the unexpected can still happen. As conditions change or new trends emerge, organizations can easily update and communicate schedules to keep disruptions to a minimum and create a better employee experience.

- Monitor planned schedules against updated labor forecasts to ensure planned coverage meets business demand
- Easily adjust activities and breaks to balance operational peaks and lulls in labor the demand across different areas
- Quickly find and automatically contact qualified and available replacement workers to fill vacant shifts when unplanned absences occur

Visit us at workforcesoftware.com/scheduling to find out how we can help your organization ensure that you have the right people for the job, when and where you need them.

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