

Modern Workforce Management for Retail Employers

Create Moments That Matter, When and Where Work Happens

Making the most of your workforce puts you in a position to deliver exceptional experiences that continually adapt to customer expectations and improve operational performance.

Long-term success starts with attracting and keeping frontline associates and by creating an environment that engages and supports them as they work. When you also strike the right balance between meeting customer demand and optimising costs, you'll be well positioned to achieve your business goals—even when the unexpected arises.

Leading our industry, WorkForce Software is the only global provider of workforce management solutions with integrated employee communications.



97% of Customers
Experience High Value
and Plan to Renew



The Leading Vendor
in WFM Value Matrix
10 Years Running

Our Retail Customers Realise Significant Value with WorkForce Software

We are helping leading retailers build highly engaged and effective teams to become employers of choice for the next generation of workers, improve operational performance and continue to adapt and respond to ever-increasing change.

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“We went from having virtually no communication between teams to having one core, unified communication channel that connected our DTC visual merchandising, marketing and operations groups.”

— Thiago Rigo, Retail Director, Online & Stores for Global Partner Markets, Converse

“We selected WorkForce Software based on their expertise on rostering employees across multiple locations, user friendliness and their rapid implementation strategies.”

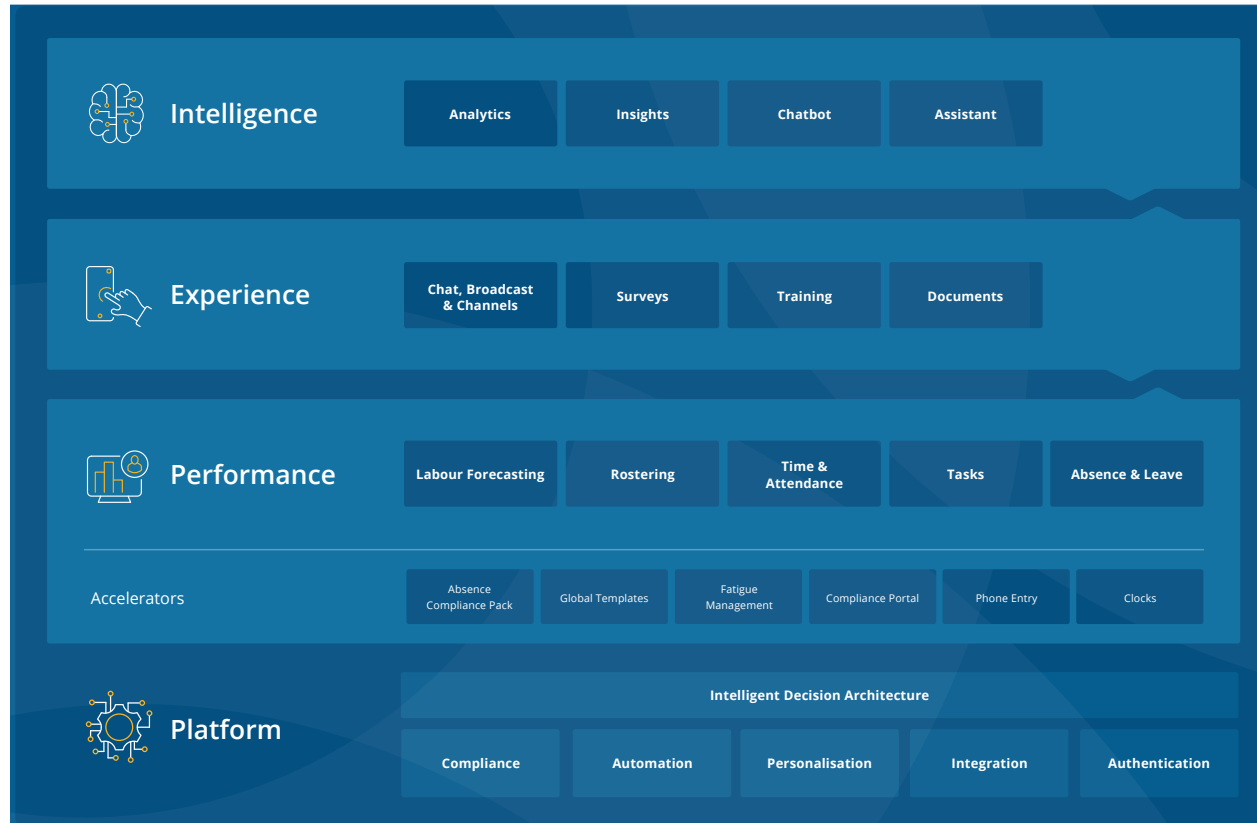
— Dave Markley, Vice President of Financial and Labour Analysis, Rite Aid



Experience WorkForce Software

Enterprise-grade and future-ready, WorkForce Software solutions will adapt to your organisation's needs—no matter how unique your pay rules, labour regulations and rostering needs. We've made an investment in smart communications and task management tools with retailers in mind that are designed to be in the flow of work and support your ability to adapt and communicate quickly, with the ease of use of a favorite personal app.

The WorkForce Suite



Personalised one-stop approach

Offers a mobile-first, responsive design for access from any device and full support for your global workforce management and employee engagement needs.



Self-service

Access to rosters, time sheets, gross hours, pay, absence and leave requests, shift swaps, availability and communications for clarity and connection between leaders and co-workers.



AI-enabled urgency model

Uses real-time data to predict potential issues, prioritise tasks, automate actions and send notifications to proactively address items that require immediate attention.



Retail task management

Distributed to associates on any device, with workflows that mimic company processes; define priorities, deadlines, brand standards; calendar of coming tasks, alerts for those at risk of being late.



Global compliance

Across multiple countries and no matter how unique your pay rules, labour regulations, rosters, or policies.



Built to adapt

Delivered through an enterprise-grade platform and an Intelligent Decision Architecture that enables rapid adaption to new operating policies or regulatory change.

We're excited by the opportunity to partner with you to bring continuous innovation and collaboration to your company's most valuable asset—your workforce.

Visit us at wfsaustralia.com/retail to learn more.

