



Value Accelerator

Modern Workforce Management
Business Case for the Public Sector

The Power of the Modern Workforce

Each public sector organisation faces daily complex workforce challenges. However, economic disruptions and shifting worker expectations have given rise to new concerns, such as competition with the private sector for talent or labour shortages that impact the ability to deliver essential services. Workforce management technology can help public institutions meet regulatory obligations and maintain high service standards whilst streamlining operations, attracting talent and creating a resilient workforce that adapts to evolving citizen demands.

How Are You Reimagining Your Public Sector Operations When Faced with These Common Industry Trends?



Hiring Challenges Causing Workforce Strain

Hiring challenges are causing high staff burnout (68%), employee turnover (58%) and increased overtime (50%). Public sector agencies are increasing pay (57%) or offering flexible work rosters (41%) and remote work (34%) to attract candidates. 57% of job seekers say flexible work hours are the most appealing.¹



Demographic Shifts and Succession Planning

52% of public entities feel their employees are prepared for retirement—54% see the largest wave of anticipated retirement still to come in the next few years. In preparation for this, 32% have or are currently developing a formal succession planning process.²



Workforce IT Blockers Hinder Modernisation Efforts

67% of government leaders say their IT infrastructure is not built to handle emerging technologies, and 95% plan to invest in emerging technologies, including cloud networks (53%), over the next five years. But 69% say they lack the funding to maintain the infrastructure needed for emerging technologies.³



Business Process Automation to Manage Compliance

Public institutions are highly regulated environments with complex union rules, labor laws, legal standards and protocols that vary by department. This increases compliance risks, especially when rules are monitored manually. By 2026, 60% of government organisations will prioritize business process automation.⁴

“90% of public sector respondents indicated that focusing on individual teams and workgroups as the best places to cultivate culture, fluidity, agility and diversity is critically or very important to their success.”

— *Deloitte, 2024 Public Sector Sector Human Capital Trends Report*

Make the Case for Change

This Value Accelerator has been developed for public institutions and agencies who are building a business case for purchasing a modern workforce management solution. See what customers and analysts are saying about the value WorkForce Software brings—and review data-driven results from public sector customers—to help make your decision to invest in our modern workforce management solution the clear choice.

An Urgent Call to Action for Employers to Improve Employee Experience

As public sector employers navigate seismic shifts in workforce demographics and growing employee expectations, it is imperative that you evaluate how you can better meet the overlooked needs of deskless shift-based workers. Attracting new talent and retaining current employees requires workforce management tools and practices that support better work experiences while adapting to the diverse and complex nature of public sector requirements.

The **Third Annual Global Employee Experience Study** provides an analysis of perceptions on the importance of employee experience aspects resulting from surveying employees and managers, including a focus on hourly shift workers.

Over the last three years, our study findings have shown increasing alignment in perception by employers and employees of the ability to deliver capabilities that create a good employee experience.

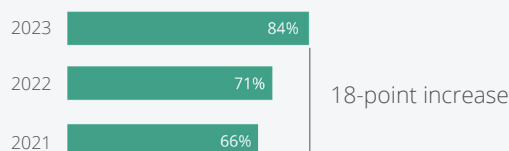
Since our first report in 2021, our results also indicate significant growth in the importance of these elements for employees, who now view better experience as fundamental. For instance, the overall percentage of employees who recognise the importance of flexible rostering has increased by twenty-five points.

The only experience aspect that saw a point decrease was the percentage of employees who feel their employer recognises their contributions. Though the change may seem nominal, it indicates the need for stronger organisational efforts to establish dedicated channels for recognising employee achievements.

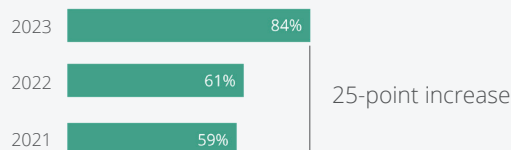
This is an urgent call to action for employers to make investments that improve these agreed upon experience challenges, or risk watching employees leave for companies who will. For organisations, responding to issues that matter to their employees holds significant value—often in the form of tangible business cost benefits, including improved retention, productivity and greater customer satisfaction.

Now that employers recognise the importance of employee experience, it is imperative that organisations meet employee needs with actions that address the underlying problems contributing to their dissatisfaction. Those who wait will miss the opportunity to make better experience a differentiator.

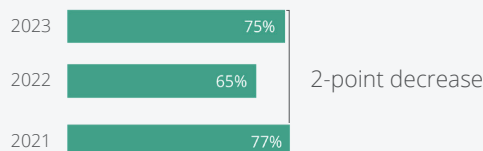
Prefers Easy Access to Training and Information



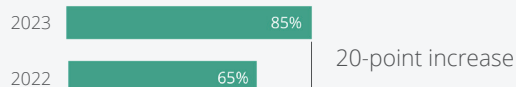
Wants Employer Who Offers Rostering Flexibility



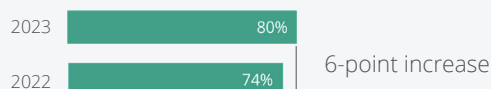
Feels Employer Recognises Contributions



Prefers Easy Communication and Collaboration



Would Choose Employer Who Asks for Regular Feedback



WorkForce Software is a pioneer in our industry as the first global provider of modern workforce management solutions with integrated employee communications. We've made an investment in smart communication tools that are designed to leverage data, adapt and communicate quickly with the ease of use of a favourite personal app.

The Next Generation of Public Workforce Management

WorkForce Software improves your employee experience and operational performance and supports regulatory compliance. We understand your departments have varying needs, and we'll work to support and automate even the most complex rules for pay, absence, attendance, CBA requirements and rostering.



Perform with Greater Agility

- Minimise errors, prevent payroll leaks, and eliminate repetitive tasks with automated time, attendance, absence, leave, and gross pay processing.
- Serve relevant data to employees and supervisors in real time, as work, overtime, absence, scheduling or time issues arise. This includes work-order processing, servicing grants, alert responses and ensuring final data for processing payroll is complete and accurate.
- Refine labour utilisation with KPIs, optimal rostering and intra-day reallocation as needed.
- Optimise labour costs with proactive alerts when actual work doesn't align with planned work.
- Update staff as situations arise with group announcements and broadcasts. Send alerts for emergencies, natural disasters, events, weather patterns and reasons as necessary.



Win and Keep Top Talent

- Enable real-time workforce communication and collaboration through a familiar, easy-to-use app—share best practices, ask for help, and celebrate successes.
- Train workers in new skills, re-train employees that need further knowledge and up-skill workers with micro training delivered at the time work happens.
- Provide access to integrated documents for policies, regulations, instructions, manuals, protocols and task lists.
- Give employees control over work/life balance with easy access to rosters and self-service features to view vacation and PTO, request time off, swap shifts and provide availability.
- Provide real-time visibility into gross pay and hours with automated alerts for issues impacting an employee's pay—before payroll is processed.
- Act on employee sentiment using poll survey responses for topics like unplanned overtime and extended work hours.



Reduce Compliance Risks

- Mitigate the risk of litigation, fines and breaches. Comply with union and collective bargaining agreements, as well as national, regional and local legislation.
- Roster the right employee per municipal and union requirements while adhering to local, state and federal laws—considering employee preferences and factors like locations, skills, certifications and seniority.
- Automatically backfill one or multiple absent employees at once with a few simple clicks, selecting replacement staff with required skill sets, adhering to CBA requirements, and—when possible—using the lowest-paid employees first to control labour costs.

Public Sector Organisations Realise Significant Benefits with WorkForce Software

There are a range of benefits and savings our public sector customers realise with WorkForce Software solutions. These estimates are based on the aggregated results of value studies with our existing public sector customers across a range of deployments and organisational maturities.

Customer Sample Benefit Ranges (AUD \$)
(Conservative—Likely)

WorkForce Software Capabilities	5K Employees Benefits	50K Employees Benefits	100K Employees Benefits
Time & Attendance	\$3.8M – \$7.0M	\$37.9M – \$70.0M	\$75.8M – \$140.1M
Rostering & Forecasting	\$3.1M – \$5.5M	\$30.5M – \$55.2M	\$61.1M – \$110.3M
Task Management	\$885K – \$1.1M	\$8.9M – \$11.1M	\$17.7M – \$22.1M
Absence & Leave Management	\$54K – \$108K	\$538K – \$1.1M	\$1.1M – \$2.2M
Employee Experience	\$3.7M – \$6.4M	\$36.7M – \$63.5M	\$73.4M – \$127.0M
Total Benefits	\$11.5M – \$20.1M	\$114.5M – \$200.8M	\$229.1M – \$401.7M

Sample benefit calculations only. Your actual return on investment will depend on your current processes, implementation details and post-implementation state.

WorkForce Software Business Case Value Drivers

We understand that your organisation is unique. Each public sector entity, and often each department within an organisation, bears a unique set of detailed requirements. WorkForce Software's Customer Value Experts are dedicated to partnering with you to make a compelling case for change that appeals to the stakeholders of your organisation.

Value Drivers	SAMPLE BENEFIT RANGE [AUD \$] (Conservative— Likely)					
	5,000 Employees	50,000 Employees	100,000 Employees	100,000 Employees	100,000 Employees	100,000 Employees
TIME & ATTENDANCE						
Payroll Savings with Improved Accuracy and Automation	\$1.2M	\$2.9M	\$12.0M	\$28.5M	\$24.0M	\$57.0M
Labour Cost Savings with Reduced Time Inflation	\$440K	\$881K	\$4.4M	\$8.8M	\$8.8M	\$17.6M
Reduced Unearned PTO Expense with Automation	\$423K	\$813K	\$4.2M	\$8.1M	\$8.5M	\$16.3M
Overtime Cost Savings with Improved Overtime Visibility	\$218K	\$671K	\$2.2M	\$6.7M	\$4.4M	\$13.4M
Manager Turnover Reductions with WFS Assistant	\$168K	\$337K	\$1.7M	\$3.4M	\$3.4M	\$6.7M
Reduced Legacy System Costs	\$168K	\$181K	\$1.7M	\$1.8M	\$3.4M	\$3.6M
Timekeeping, Data Processing Efficiencies with Automation	\$933K	\$957K	\$9.3M	\$9.6M	\$18.7M	\$19.1M
Retroactive Adjustments and Pay Correction Efficiencies	\$30K	\$48K	\$298K	\$475K	\$597K	\$951K
Employee Self-Service and Automation of Time-Off Requests	\$207K	\$264K	\$2.1M	\$2.6M	\$4.1M	\$5.3M
	\$3.8M	\$7.0M	\$37.9M	\$70.0M	\$75.8M	\$140.1M
ROSTERING & FORECASTING						
Labour Cost Savings with Reduced Over-Rostering	\$2.7M	\$5.1M	\$26.6M	\$50.5M	\$53.2M	\$101.0M
Rostering Automation Efficiencies	\$391K	\$464K	\$3.9M	\$4.6M	\$7.8M	\$9.3M
	\$3.1M	\$5.5M	\$30.5M	\$55.2M	\$61.1M	\$110.3M
TASK MANAGEMENT						
Task Management Efficiencies with Improved Task Management	\$885K	\$1.1M	\$8.9M	\$11.1M	\$17.7M	\$22.1M
	\$885K	\$1.1M	\$8.9M	\$11.1M	\$17.7M	\$22.1M
ABSENCE & LEAVE MANAGEMENT						
Payroll Savings with Automated Leave Management	\$37K	\$75K	\$373K	\$745K	\$745K	\$1.5M
Absence Management Efficiencies with Automation	\$17K	\$33K	\$166K	\$332K	\$332K	\$663K
	\$54K	\$99K	\$538K	\$1.1M	\$1.1M	\$2.2M
EMPLOYEE EXPERIENCE						
Deskless Turnover Reductions with Improved Engagement	\$1.2M	\$1.9M	\$12.5M	\$18.7M	\$24.9M	\$37.4M
Turnover Cost Reduction with Integrated Pulse Surveys	\$476K	\$977K	\$4.8M	\$9.8M	\$9.5M	\$19.5M
Survey, Training and Document Cost Reductions	\$157K	\$196K	\$1.6M	\$2.0M	\$3.1M	\$3.9M
Deskless Labour Collaboration Efficiencies	\$956K	\$1.9M	\$9.6M	\$19.1M	\$19.1M	\$38.3M
Document Search Efficiencies with Mobile Access	\$837K	\$1.4M	\$8.4M	\$13.9M	\$16.7M	\$27.0M
	\$3.7M	\$5.8M	\$36.7M	\$63.5M	\$73.4M	\$127.0M
TOTAL SAMPLE ANNUAL BENEFITS	\$11.5M	\$20.1M	\$114.5M	\$200.8M	\$229.1M	\$401.7M

Sample benefit calculations only. Your actual return on investment will depend on your current processes, implementation details and post-implementation state.

These Public Sector Customers Use WorkForce Software to Transform the Way People Work

Enterprise-grade and future-ready, WorkForce Software is helping some of the world's most innovative public sector organisations optimise their workforce, protect against compliance risks and increase employee engagement to unlock new potential for resiliency and improved performance.



"WorkForce Absence Compliance Tracker (ACT) tracks intermittent leave hours with precision and provides real-time reporting into how these absences affect an employee's accrual balances and work schedule."

Payroll Manager, City of Roseville



"The WorkForce Suite has given us a way to interact with employees in a way that makes them feel connected to their payroll data."

Senior HRIS Application Analyst, City of Omaha



Minnesota
Department of Veterans Affairs

"With the software system fully in place across all homes, we have found that staff are better able to view their schedules, report their time, and managers have access to reports that help in their work."

Sr. Director, Minnesota Department of Veterans Affairs (MDVA)

Info-Tech Buyer Experience Report Cites Users Rate WorkForce #1 Workforce Management Provider for Trust and Security

“With WorkForce Software, it has been perfection redefined and it has helped us almost double productivity. For this, I recommend it.”

- Claire N, Finance

“The WorkForce Suite supports every pay rule, every compliance requirement and every unique agreement across your entire employee population.”

- Sanjeet K, IT

[Learn More](#)



Nucleus Research Calls WorkForce Software a Leading Workforce Management Vendor for Solution Usability and Functionality

For ten years, Nucleus Research has recognised WorkForce Software as a leader in the Workforce Management Technology Value Matrix for their consistency in delivering value to hundreds of customers. WorkForce Software has continuously responded to changing needs of employees through renewed investment in automation and analytics across areas including rostering and communication.

“WorkForce Software’s positioning as a leader in the WFM Value Matrix for the tenth consecutive year underscores their commitment to meeting the evolving and often complex requirements of global customers and their employees.”

— Evelyn McMullen, Research Manager, Nucleus Research

[Learn More](#)

Getting Cross-Departmental Collaboration and Buy-In When Building Your Business Case

It's in each department's best interest—whether it's human resources, finance, operations, or IT—to collaborate and create a shared vision of the benefits of evolving your workforce management practices (and using technology to facilitate it).

Here's what each team offers and why they should be part of the process:



Human Resources

As the public sector navigates consequences of high turnover (due to retirements, competition for tech-savvy talent and concerns about safety and work/life balance), HR teams are focused on creating positive employee experiences to boost engagement, productivity and loyalty. This includes ensuring a safe work environment, adhering to labour laws and leave policies, fulfilling contractual obligations, offering flexible rostering and providing opportunities for skill development and career growth.

HR can drive these initiatives by assessing specific workforce management needs, evaluating the potential consolidation of current HR systems and incorporating employee feedback into proposed solutions.



Finance

Investing in modern workforce management yields the highest ROI among human capital initiatives. CFOs and finance teams confirm quantifiable cost savings across financial, operational and risk metrics. ROI, backed by KPIs like labour cost optimisation, reduced turnover and preventing non-compliance costs, helps garner support for workforce management technology investments.

Efficient time tracking streamlines payroll processes, avoiding the need for manual overrides, saving time and money on labour costs. These savings often fund HR digital transformations and aid finance teams in effective budgeting.



Operations

The role of operations leadership is crucial to ensure productivity and engagement amid growing demand for streamlined performance and the need to deliver essential services with a limited workforce. They play a key role in standardising processes to optimise labour utilisation and satisfaction. Achieving this requires that the workforce be informed, listened to and motivated daily.

Operations identifies pain points and shares specific department knowledge to help build an accurate process within the system that supports efficient workflows. These configurations use digital assistants to automate tasks where possible. By tailoring configurations, the system can then support the preferred work styles of a multigenerational workforce.



Information Technology

The IT department will be a valuable partner in ensuring the successful implementation of technology solutions. They can partner with other departments to align technology with organisational goals, ensure compliance with security standards and monitor the adoption and performance of new technology.

The IT department can also provide expertise in evaluating and selecting technology solutions to determine if they are the right fit for the current or planned infrastructure and requirements, including support plans and processes, integration capabilities and ongoing maintenance efforts.

WorkForce Software Solutions Equips the Public Sector to Better Serve Their Communities

WorkForce Software is the modern workforce management choice for public sector organisations, aligning with your mission to deliver high-quality services to your community, starting with your employees. Our solution's capabilities enable your organisation to effectively navigate complex regulatory changes, labour shortages and efficient cost control with digital employee management, accurate pay, compliant absence and leave, flexible scheduling and improved communications.

Our Customer Value Team is ready to support your decision-making process by working with you and your key stakeholders to develop a customised business case that you can stand behind.

Key Takeaways

- The public sector must prioritise resilient strategies that support greater cost control that in turn support modernisation. The right technology solutions can help them adapt with evolving workforce demographics, foster skills development, streamline operations and navigate complex compliance and labour rostering requirements.
- While managers today are more aligned with their employees, employers continue to fall short in implementing workplace processes and tools that adequately address their workers' needs. Workforce management technology can play a major role in providing the experiences deskless workers expect and deserve.
- WorkForce Software can meet your team's most unique rules when it comes to compliance automation, payroll, rostering, labour forecasting, task management, time and attendance and employee experience—thereby improving agility, reducing turnover, increasing productivity and providing greater financial stability.
- WorkForce Software capabilities can create combined benefits of up to \$20.1 million (organisations with 5,000 employees), \$200.8 million (50,000 employees), or \$401.7 million (100,000 employees).
- Your team's decision to adopt modern workforce management can provide beneficial cross-departmental collaboration between HR, finance, operations and IT.

Request Your Personalised Value Assessment

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