

The *True* Value of Optimising *Your* Retail Workforce

You are unique, we get it. Let us help
you build the unique business case for
your workforce management project.



wfs

A WORKFORCE
SOFTWARE
COMPANY





Why it's so difficult to quantify the value of improving your workforce management processes **and why it's worth it.**

Make a Case for Change

Change is an undeniable constant in the retail industry, which means that finding ways to operate smarter and more competitively are imperative to staying ahead. Unexpected traffic surges, empty shifts, inconsistent rosters, and disgruntled employees are only a few issues on a long list of factors that could negatively affect your customer satisfaction. On top of that, labour and compensation costs are a major concern for every retailer. You understand that a workforce management solution can help. Improving the processes of those high-volume transactions between HR and Payroll—in areas like employee rostering, time tracking, and leave management—can really impact your bottom line. So how do you make a case for change that appeals to the stakeholders of your company?

Discover the Benefits That Apply Specifically to You

No two retailers occupy the exact same state of workforce management maturity and automation. Your organisation is different from the rest, which is why the mysterious formulas of generic online calculators yield inaccurate ROI predictions. Instead, we want to equip you with accurate information that supports your unique case.

Retail Organisations Realise Benefits Up to \$97.7M Annually with WFS

Based on aggregated results of case studies we've done with our customers across a broad spectrum of deployments and organisational maturity, we see that retail organisations can realise benefits up to \$97.7M annually with WFS. The total return on investment you can expect will depend heavily on the particulars of your current processes, implementation details and your desired state post-implementation.

| Value Drivers | Company Size (Approx. 5K EEs) | Company Size (Approx. 20K EEs) |
|--|-------------------------------|--------------------------------|
| Revenue Improvements due to Roster Optimisation | | |
| Increase in Average Sale Amount | \$1.44M - \$1.7M | \$11.2M - \$13.36M |
| Increase Revenue through Improved Conversion Rates | \$1.3M - \$1.58M | \$12.9M - \$15.5M |
| Direct Savings due to Roster Optimisation | | |
| Reductions in Direct Labour Costs | \$574.7K - \$718.4K | \$7.9M - \$15.8M |
| Savings on Turnover Costs | \$273K - \$316K | \$4M - \$10M |
| Other Direct Savings | | |
| Reductions in Labour Costs due to Improved Timekeeping | \$1.15M - \$1.3M | \$9M - \$18.25M |
| Reduced Legacy System Costs | \$71.8K - 143.6K | \$4M - \$4.6M |
| Reduced Time Inflation and Payroll Costs | \$190K - \$379K | \$1.44M - \$3M |
| Payroll and Labour Expense Savings due to Improved Absence Case Management | \$24.5K - \$28.8K | \$1.44M - \$2M |
| Process Savings | | |
| Efficiencies in Timekeeping | \$1M - \$2M | \$3.3M - \$5.3M |
| Efficiencies - Adjustments and Corrections to Pay | \$61.7K - \$71.8K | \$71.8K - \$148K |
| Savings from Self-Service - Time | \$152.3K - \$261.5K | \$718.4K - \$1M |
| Savings from Self-Service - Absence | \$64.66K - \$83.3K | \$359K - \$431K |
| Rostering Efficiencies | \$1.3M - 1.44M | \$6.9M - \$8.6M |
| Total Sample Annual Recurring Benefits | \$7.6M - \$10M | \$63M - \$97.7M |

“Our workforce evolved from a labour intensive and manual process to an efficient, easy to use digital experience with WorkForce Forecasting and Scheduling. The solution has minimised payroll errors, improved productivity, and reduced labour costs—all while helping colleagues achieve a better work/life balance by giving them greater visibility into future rosters and tools to indicate availability or request time off.”

– Louisa Woodward - Senior Productivity Manager,
Ladbrokes Coral Group

Tailor the Value to Your Company

Let's dig a little deeper. Request your personalised Quick Value Assessment [here](#) so that we can help you determine the true value of implementing a workforce management solution in terms and in measures relevant to your unique organisation. These measures include hard benefits such as payback periods and return on investments, as well as soft benefits like improving employee experience, retention, and compliance. We can also help you understand the specific areas that only a WFS solution can improve. All you need to do is provide us with some basic information about your organisation and labour costs such as number of employees, pay rates, employee turnover rate, etc. and we will take it from there.

WFS collaborates with retailers worldwide to complete customised and comprehensive Value Assessments that benchmark your company against industry norms. We're committed to helping you make a case for change with an assessment that applies to your company, using your information. It doesn't have to be difficult—so let us help.

**Request Your Personalised
Value Assessment Now!**

LEARN MORE

