

International Apparel Retailer Gains Competitive Advantage through Optimized Scheduling

The successful enterprise-wide WFM system rollout brought substantial performance improvement, providing the visibility to put the right person in the right place at the right time, and unlocked significant ongoing ROI through reduced payroll waste and labor cost savings



► CHALLENGE

With the rise in omni-channel retailing in a competitive, increasingly online market, this industry leader was seeking to offer a vastly improved in-person customer experience that seamlessly integrated its global spread of brick-and-mortar locations with online operations. However, the company's failed attempt at implementing a forecasting and scheduling solution to help achieve these objectives left key stakeholders skeptical of a productive outcome. Support for the project waned, threatening to nullify the potential for return on their WFM investment.

► SOLUTION

Retail Best Practice Consulting and Comprehensive WFM System Implementation

Workforce Insight was engaged as a trusted workforce management advisor to bring the troubled implementation back on track. Using our time-tested approach based on best practices, industry standards, and both successes and lessons learned along the way, the Workforce Insight team took a comprehensive look at this retailer's WFM initiative and performed a holistic range of services that work in tandem to promote the ongoing success of the company's WFM initiative, including:

- **Current State Assessment, Industry Benchmarking and Best Practice Modeling** to identify optimal system and process design aligned with business requirements. Core process areas included Scheduling, Forecasting and Reporting/Analytics for multiple brands, including factory outlets, full line and luxury stores.
- **Optimized Scheduling & Forecasting Solution Implementation** across banners, brands, and location types worldwide, providing best-practice oversight to help the company reduce costs related to ineffective scheduling, performance, and payroll waste
- **Time & Motion Studies, Labor Standards Development and Business Process Redesign** to yield more effective scheduling and execution of tasks
- **Change Management Services**, which were integral in re-engaging key stakeholders with the vision and value associated with workforce management performance improvements, helping garner strong project support at all levels of the organization, and boosting end-user adoption

CLIENT PROFILE

Fortune 500 Apparel and Lifestyle Products Retailer

 Stores: 315

 Employees: 19,000



Scheduling Effectiveness Analytics

Workforce Insight's analytics and retail experts were also engaged to provide visibility and understanding of scheduling effectiveness by rating the true quality of the schedule – incorporating power hours, staff availability, experience and skills.