

# National Retailer Sees Highest Sales to Date After Comprehensive WFM Initiative

System & process improvements in combination with new visibility to actionable data brings high-performance results

## ▶ CHALLENGE

Using a manual, spreadsheet-based scheduling system, and lacking visibility to crucial information to guide scheduling, this national retailer was unable to consistently staff to volume and demand. With virtually no workforce management tools in place, conversion rates were in steady decline as labor and training costs continued to rise.

## ▶ SOLUTION

**Workforce Management Assessment, Vendor Selection, Labor Standards & Business Process Redesign**

**WFM System Implementation & Client-side Support, Analytics Consulting**

Workforce Insight was selected for this engagement to help the company modernize its current state and provide best-practice recommendations on how to use business and labor data to increase efficiencies and drive scheduling practices that were consistent with demand to reduce spiraling costs. Bringing WFM experts with a high level of retail operations experience and WFM solution expertise, Workforce Insight took a comprehensive, multi-pronged approach to the project that included:

- Workforce Management Assessment capturing the current state, desired future state, and outlining detailed system and process requirements
- Full-scale Vendor Selection to find a best-fit solution that met the company's specific needs
- Labor Standards Development & Business Process Redesign to create efficiencies, drive volume forecast and outline labor needs
- Comprehensive WFM Solution Implementation (Forecasting & Scheduling, Analytics, and Operations Planning with Employee Self-service) and Client-side Staff Augmentation
- Training and Change Management Services
- Custom Reporting and Analytics Consulting

Pleased with the strong relationship Workforce Insight developed and the positive results of the project, rollout of workforce management improvements were fast-tracked and brought immediate, significant results. With the right system and processes in place, combined with full access to the wealth of actionable data allowing precise alignment of staffing with need, sales are currently at the highest levels the company has seen to date.

## CLIENT PROFILE

National Auto Glass  
Replacement Retailer



Employees: 12,500