

Workforce management software checklist for enterprise retailers

How to recognise a best-in-class workforce management solution.

1. Will it enable your store managers to plan efficiently and reduce costs?

Give your store managers the tools they need to avoid being over- or understaffed, while keeping on budget.



WFM software needs to have:

- ✓ Planned and actual wage percentages and productivity KPIs
- ✓ Weekly shift plan templates that can be rolled out months in advance
- ✓ Multidepartment scheduling for every store's subdepartments
- ✓ Worktime warnings that display during shift planning

2. Does it give head office the master view over operations?

Get transparency into sales, costs and hours across all your stores, empowering HQ and regional managers to make data-backed decisions in line with long-term growth strategies.

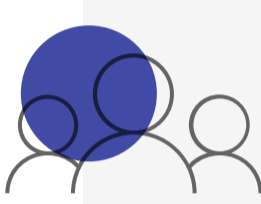


WFM software needs to have:

- ✓ Reporting tools to benchmark productivity between locations
- ✓ Complete overview of planned and actual costs, compared to budget
- ✓ In-built KPIs, including Sales per Total Hours and Off-floor Percentage
- ✓ Forecasting tools and labour cost simulations

3. Can it streamline your HR processes?

WFM software should bridge the gap between your HR and payroll software, while also giving you brand new insights into your stores' people operations.



WFM software needs to have:

- ✓ Master HR data – incl. wage codes and contracts
- ✓ HR analytics (reports on personal sales, absence rates, etc.)
- ✓ Digital signature functionality and contract generation
- ✓ Integration with employee learning platforms

4. Will it increase employee engagement and satisfaction?

Today's workforces expect more flexibility around their shifts. And modern, easy-to-use tools that give them transparency around schedules.

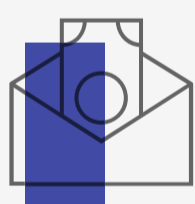


WFM software needs to have:

- ✓ Mobile app (available for both iOS and Android)
- ✓ Easy workflow for shift swaps and holiday requests
- ✓ Multiple languages available in-app
- ✓ Digital timeclock to ensure more accurate recording of worked hours

5. Does it ensure quick and compliant payroll?

A best-in-class WFM software can be configured to automatically calculate and export accurate worked hours for all your staff.



WFM software needs to have:

- ✓ Local labour laws and collective agreement compliance
- ✓ One-click payroll exports, formatted correctly for your payroll software
- ✓ Every wage component configurable (overtime, breaks, etc.)
- ✓ Optional API integration with your payroll software

6. Can it become your internal communication tool?

Save time and align your organisation by centralising company-wide communication in one solution.



WFM software needs to have:

- ✓ Document uploader (to share company handbooks, latest promotions, etc.)
- ✓ Instant notifications to alert staff of schedule changes
- ✓ Space for posting company news
- ✓ Directory of all employees' contact details

7. Will it integrate with your existing systems?

A WFM software should be easy to connect with your existing IT through advanced integrations & API.

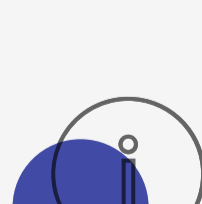


WFM software needs to integrate with:

- ✓ POS software
- ✓ ERP system
- ✓ Payroll software
- ✓ HR/HCM system

8. Does the vendor offer support and training?

You and your staff are always going to have questions. Especially when the software has just gone live. Can the vendor help with the answers?



The vendor should provide:

- ✓ Email and phone support in local languages
- ✓ On-site implementation & workshops
- ✓ Multiple display languages to accommodate all your staff
- ✓ Help Centre

