Personnel matters.

Workforce management
in the digital age.

BlueYonder   **Microsoft Azure**

The new face of work: a force in flux

Today's workplaces are unrecognizable compared to only a decade ago. Offices are no longer cluttered with duplicates and filing cabinets. Manufacturing plants are streamlined and technologically advanced. And warehouses are constantly being upgraded to meet ever-shrinking order-to-ship times.

Not only have our physical environments changed, but productivity, sales cycles and expected turnarounds have also been significantly altered by digital transformation.

While the tangible benefits of digitization are unquestionable, organizations must ask themselves: **have the ways in which we engage with our employees kept pace with these overarching changes?** In the digital age, it's more important than ever to nurture real relationships between employers and their personnel.

While a need still exists for traditional salaried employment, a new (and growing) workforce places more importance on flexibility, independence and work-life balance.

The result is the proliferation of "alternative work arrangements" such as contract, freelance and "gig" employees.

The situation is far more complex than offering premium wages to entice top-tier team members. The current atmosphere is one of unprecedented workforce uncertainty as the skills gap is widening, unemployment in the U.S. is at its lowest rate since 2000, and nearly 60% of employers struggle to fill job vacancies within 12 weeks.

By 2030, the global talent shortage could reach 85.2 million people, costing companies trillions of dollars in lost economic opportunity. The global manufacturing industry alone is expected to experience a deficit of more than 2 million workers in 2020, and by 2030, that shortage could reach more than 7.9 million people.

The resulting loss in revenue may be as high as $607.1 billion.[1]

[1] "These Industries Will Face the Biggest Talent Shortages by 2030," S. McLaren, 2018

With employee retention expected to remain a critical priority for employers, it's crucial that organizations pay attention to, and evolve to reflect, the changing expectations of their workforce.

The big challenge for HR managers is to develop and maintain strong company culture and personnel engagement within an increasingly independent labor force, all while monitoring and maintaining budgetary considerations and balancing regulatory compliance.

In the face of this increased complexity, industry leaders are digitizing their workforce management (WFM) approaches to strategically and efficiently tackle these issues.

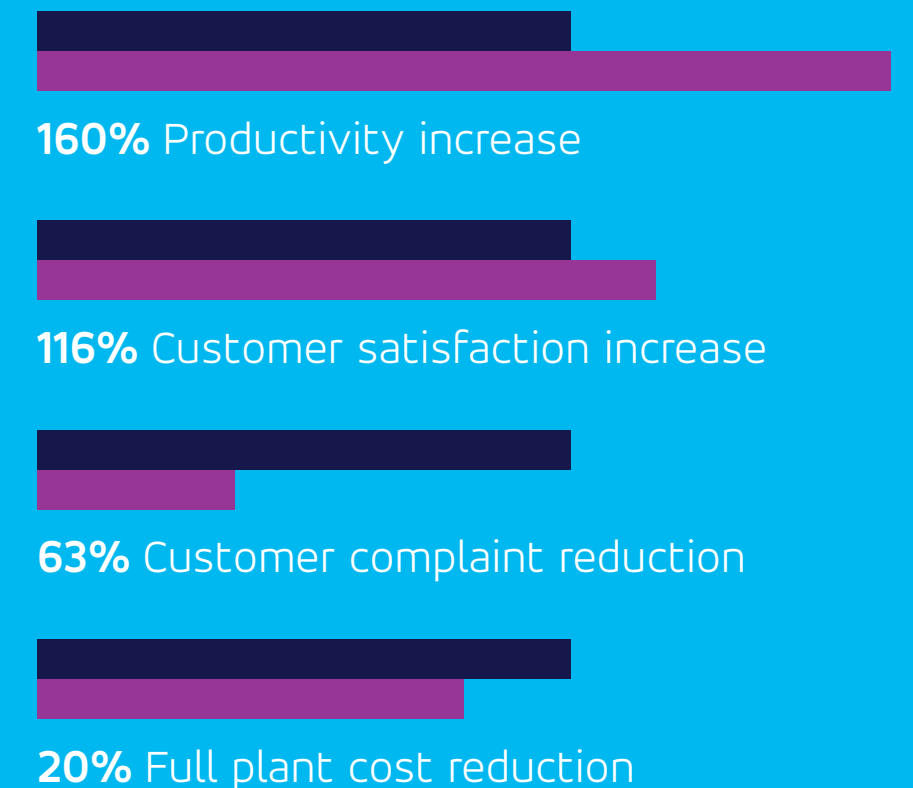Implementing a cloud-based, dynamic WFM solution allows businesses to:

- **Create simple, short-term schedules** that align with complex long-range forecasts.

- **Easily optimize scheduling** for minimized downtime and increased revenue.

- **Enable employees** to post and swap their own shifts, claim shifts and enter availability, while managers oversee and approve or reject, all from their own mobile devices.

- **Receive alerts** if schedule changes conflict with constraints such as allowable hours per cycle, and many other parameters.

- **Ensure compliance** with labor regulations.

- **Free up time** managers once spent on manual scheduling and budget compliance, and redirect it toward engaging with their associates.

Most organizations could benefit from upgrading their workforce management systems. Let's find out exactly how the right WFM solution can positively impact your business.

Applied digitization (in consumer goods)

A global consumer packaged-goods company recently transformed an established plant using a range of digital tools, including digital performance management, to evaluate and improve its manufacturing operations.

Impact over a three-year period:

160% Productivity increase

116% Customer satisfaction increase

63% Customer complaint reduction

20% Full plant cost reduction

" Fourth Industrial Revolution: Beacons of Technology and Innovation in Manufacturing," World Economic Forum, 2019.

These are your people

For the first time, salaried employees are no longer the norm.

This pressure to evolve workforce relationships is being felt most deeply in the retail and manufacturing sectors. While seasonal retail flux and sporadic manufacturing demand were once the biggest staffing challenges for these industries, the new expectations of their workforces are now providing another layer of complexity for employers and managers.

Millennial workers who plan to stay in their current jobs still require satisfaction via financial metrics, but they also deeply desire community impact, talent development and diversity and inclusion. Companies that have traditionally focused primarily on profitability are now working hard to adopt new mindsets that coincide with what younger generations seek.[2]

40%

35%
33%

45%
27%
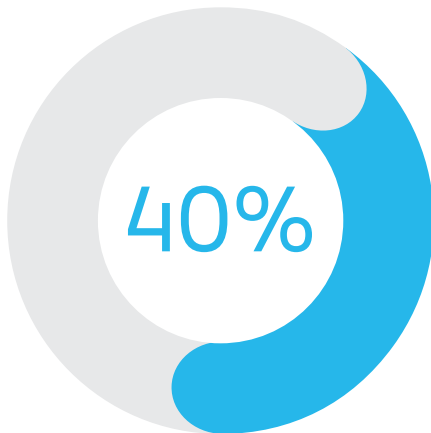
In the United States, more than 40% of workers are now employed in "alternative work arrangements," such as contingent, part-time or gig work.
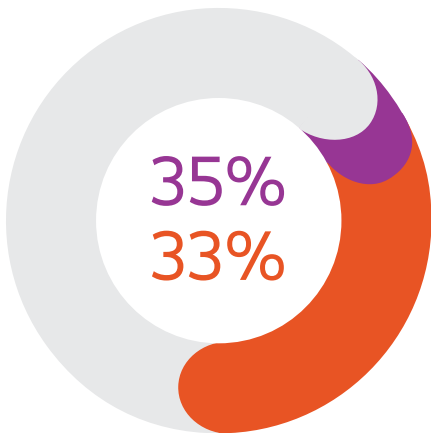
In highly flexible working environments, the difference between those who see themselves leaving within 2 years (35%) is just 2 points above those anticipating to stay beyond 5 years (33%).
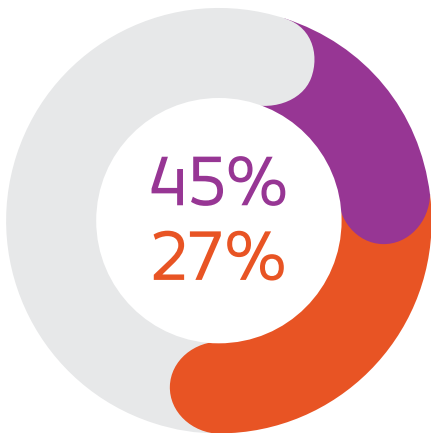
Among those in the least flexible organizations, there is an 18-point gap (45% versus 27%). The difference is significant.[3]

[2] "The Deloitte Global Millennial Survey," 2019.   [3] "The Deloitte Millennial Survey," 2017.

Businesses must evolve and adapt their HR approaches in order to keep their management processes relevant.

Many organizations choose to build their own complex systems in an attempt to keep pace with this transition. The downside to this approach is that HR departments become mired in systems development and implementation, which takes their focus away from relationship and culture building.

In-house solutions can also create additional complexity for management teams, whereas deploying the appropriate WFM solution should streamline their inputs and simplify daily operations.

Achieving that level of simplicity frees management teams to manage and coach. Then, the spotlight can turn toward seeking opportunities for organizations to lead in the workplace evolution.

Changing expectations: Generation Z workforce

75%
expect to learn from peers on the job, not online programs

82%
say that social media can be a valuable tool in the workplace

91%
say the technology offered by an employer would be a factor in choosing amongst similar job offers

77%
are willing to be technology mentors to others on the job

Work in progress: Make change win-win

It's easy for HR teams to view the increase in alternative work arrangements as an unwanted complication.

But forward-looking companies are harnessing it as a spark for positive change: By offering progressive employment expectations, reorganizing their HR processes and adapting to the new landscape, industry leaders are attracting new, highcaliber employees.

To counter the increase in HR burden by accommodating this shift, leading-edge employers are using a streamlined WFM tool set that can keep up with evolving workforce demands and free their HR teams to focus on strengthening culture, the force that moves a business forward.

A great example of the advancements in digital HR management is Blue Yonder's workforce management.

The key focus of Blue Yonder's workforce management is on streamlining staffing operations in a way that engages individual team members without burdening management. By empowering staff with scheduling transparency and welcoming their individual preferences, Blue Yonder's system encourages a team dynamic, while relieving managers of the constant need for manual adjustment.

Blue Yonder's workforce management capabilities in action:

Proactive time management. Digitize, optimize and simplify employee scheduling to save money, boost productivity and free up managerial time.

Labor cost control. Flag excessive costs, such as overtime, that require supervisor resolution.

Self-service features. Empower employees to request manager-reviewed shift-swaps and time off via personal mobile devices, anywhere.

Labor law compliance. Establish set parameters that ensure your schedules account for all relevant regulations, and avoid costly mismanagement.

With the ability to preset parameters and enable associates to provide preferred schedules ("lifestyle" scheduling), these tools allow management teams to get back into the trenches to make their impact felt on a personal level. It's impossible to connect with your team members meaningfully when you're stuck behind a computer screen. Especially when the mandate for leaders is increasingly to do more with less.

An agile, comprehensive set of workforce management capabilities from Blue Yonder enables that change.

The Blue Yonder workforce management mobile app makes these advantages truly accessible. It allows employees a new level of flexibility and reduces the miscommunication that leads to shifts going uncovered, with simple alerts and the capability for instant manager approvals, even when managers are offsite.

For management, this reduces the time spent middle-managing scheduling changes. In a large-scale enterprise, that adds up to a considerable redirection of valuable resources.

Blue Yonder users can also establish scheduling parameters. Whether it's a maximum of individual hours per shift or cycle, or total team wages per shift or cycle, meaning that any shift change that breaches predefined budget targets can be red flagged automatically and dealt with by a supervisor.

Defining position-relevant rules will also trigger alerts for potential labor regulation violations, instilling organization-wide confidence in your legal compliance. Blue Yonder users experienced up to a 60% reduction in labor violations, while also optimizing operations and reducing administrative time-spend by up to 50%.

Viewing and tracking expected versus actual performance levels can also be a critically important measurement in highly volatile environments. Blue Yonder's workforce management forecasting engine was built specifically for the asymmetrical patterns that drive labor demand, including seasonality, promotions, events and new product introductions.

Blue Yonder's intuitive dashboard also provides frictionless access to long-term forecasting data that can optimize your labor force's hour and wage spend over the upcoming cycle or years in advance. It's simple to analyze the numbers from previous periods and use them to inform future forecasts and projections.

▼**50%**
reduction in administrative time-spend

▼**60%**
reduction in labor violations

Scheduling at any scale: Blue Yonder + the world's largest retailer

Blue Yonder has worked with the largest retail chain in the world to deploy an advanced scheduling system that touched 1.1 million associates across 4,600 stores. But the positive impact of Blue Yonder's solutions isn't limited to the world's largest retailers.

Blue Yonder's customers, of varying scales, across a wide range of industries, consistently reported experiencing the following benefits:

Target	Result	Benefit
Employee engagement	Self-service capabilities increased employee engagement by up to 25%	Improved productivity, reduced turnover, lower training costs
Scheduling compliance	Labor violation reduction of up to 60%	Preset parameters and empowered managers considerably reduce labor violations and exceptions
Operational optimization	Administrative costs reduced by up to 40%	Optimized scheduling and forecasting tools enable managers to direct energy into proactive workforce management

Blue Yonder: Built on partnership

The advantages provided by digitizing your WFM tools are boundless. But a major part of Blue Yonder's value lies in its adaptability.

By integrating Blue Yonder with a leading cloud platform like Microsoft Azure, you can take full advantage of its mobility, with enterprise-level security, and maximize the investment that your company is already making in its cloud platform.

Blue Yonder's strategic partnership with Microsoft Azure ties into their broader vision to deliver an Autonomous Supply Chain™ to organizations through an infusion of advanced, intelligent, cloud platform capabilities. As a Blue Yonder customer, you'll be able to tap into Microsoft's global footprint and worldwide partner ecosystem while leveraging Azure's large compliance portfolio, embedded security and industry-leading support. It's a cloud partnership backed by Azure's four pillars, enabling productive, hybrid, intelligent and trusted cloud operations.

If you are considering implementing, or you're already using Microsoft's suite of business applications, consider another advantage: Blue Yonder's workforce management is designed for seamless integration with Microsoft Dynamics 365. Working together, the true power of Blue Yonder's workforce management capabilities can be realized, unlocking the ability to optimize fulfillment and reduce costs, and synchronize logistics across sites, warehouses and transportation modes.

Blue Yonder's workforce management is an integral tool for modern management, and it's just one of Blue Yonder's broader set of retail and manufacturing tools. Blue Yonder's full portfolio of supply chain and productivity solutions focuses on reducing costs, increasing revenue and better serving customers.

Harris Teeter

A U.S. grocery chain operating in seven South-Atlantic states.

HQ: Matthews, North Carolina

Industry: Retail/grocery, distribution, logistics

Scale: 260 stores, 52 fuel centers, 30,000 employees

Challenge

Changing workforce demands put stress on Harris Teeter's existing, rigid scheduling systems.

As employee preference moved towards flexibility and "lifestyle scheduling," managers found that the schedules they created in advance were increasingly being altered due to last minute changes. This caused a steep climb in time and resource allocation for managerial oversight.

Solution

Harris Teeter turned to Blue Yonder's workforce management capabilities to help give team members more autonomy in their scheduling, and free managers from the burden of implementing shift changes.

Together, they set out to rethink Harris Teeter's management systems, specifically in terms of time and attendance metrics, advanced scheduling capabilities and team-member mobility.

Outcomes

Blue Yonder helped Harris Teeter transform their employee/employer relationships into partnerships. Increased engagement from staff led to higher satisfaction levels among associates, stronger employee retention and improved customer experience.

In concrete terms, Blue Yonder and Harris Teeter worked to establish:

- **Consistency.** A single time/attendance and scheduling platform was instituted company-wide.

- **Mobility.** Staff gained real-time mobile access to actionable information, empowering them to reorganize shifts with automated supervision.

- **Automation.** Schedule compliance and advanced metrics are now captured without manual measurements and editing.

- **Accuracy.** Analyzing scheduling efficiency and accuracy led to improved scheduling to handle business peaks and troughs.

- **Long-term vision.** Analytics transformation was established to inform longer-term analysis and forecasting.

Learn more »

"We are truly able to leverage Blue Yonder's workforce management across our entire organization, and drive engagement by putting more control in our associates' hands."

Chris Harmon
Workforce Management Business Analyst
Harris Teeter

Speak with an expert about how Blue Yonder can help empower your workforce to accomplish more, while streamlining your management and scheduling and providing key performance insights.

Reach out »

BlueYonder

Microsoft Azure