

Warehouse Labor and Workforce Management

Delivering an effective, efficient, and satisfied workforce for your warehouse



Transform your warehouse operations

Work in the warehouse is changing rapidly. Fulfilling e-commerce demand direct to consumers, shipping smaller, more frequent orders to customers, and integrating robotics and advanced automation are all now part of “business as usual.” Technology is everywhere you look in warehouse operations, except when it comes to the workforce.

Manually managing labor leaves a huge productivity gap. Manual work schedules are often obsolete by the time they’re finished and lead to an inefficient use of increasingly expensive labor.

Managers need advanced tools that automatically align their available labor force to the facility’s anticipated work requirements and keep schedules updated as circumstances change over time. This is where Blue Yonder’s Warehouse Labor and Workforce Management capabilities can help you transform your warehouse operations.

Common workforce challenges for warehouse/distribution center operations:



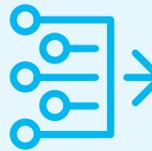
Finding and keeping qualified workers



Rising labor costs



Workforce productivity and effectiveness



Balancing workforce resources with demand



Bringing modern workforce management into the warehouse

Historically, a Workforce Management (WFM) project was a cost-savings initiative. While this is still important, today's emphasis has shifted toward the employee as the focal point. Warehouse Labor Management (WLM) tracks activities within the warehouse, while measuring and optimizing performance. The combination of WFM and WLM together gives operators a deeper understanding of warehouse workload for better staff forecasting and improved execution while staff are at work.

Retaining skilled employees reduces recruitment and training costs and provides a competitive advantage in the battle for attracting and maintaining warehouse talent. As the demand for varying distribution capabilities increases across warehouses worldwide, a holistic workforce and warehouse management approach will help warehouse operations tap into crucial cost savings.

Reduced Costs

With increased utilization, our customers have seen labor cost reductions of up to **35%**.

Increased Engagement

More engaged workers have lower absenteeism and turnover. Operations have seen up to **25%** increase in employee engagement and **50%** reduction in turnover.

Time Savings

Efficient scheduling allows management to spend more time on the warehouse floor motivating colleagues and driving quality. Administration time can be reduced by up to **65%**.

Compliance

With configurable pay rules and automated scheduling, companies can achieve increased compliance with legal and corporate policy by up to **60%**.

Productivity

Monitoring and managing performance at the individual level can improve productivity by up to **20%**.

Improved Customer Service

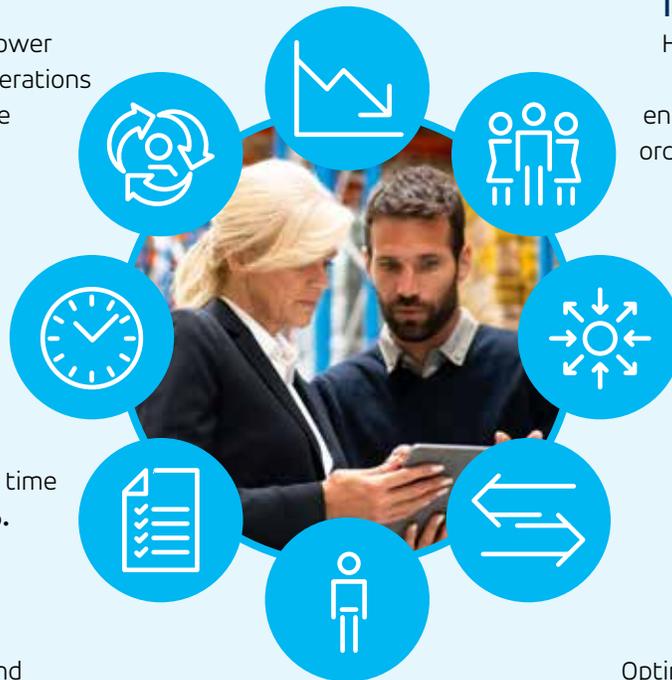
Having a properly trained staff in the right place at the right time ensures fulfillment centers deliver orders in full and on time, with the requisite care and attention to delight customers.

Integrated Planning

Coordinated plans across corporate, retail, and fulfillment operations maximize revenue opportunities and provide agility to respond faster to demand volatility.

Greater Flexibility

Optimized schedules with mid-week rebalancing gives employees the option to volunteer for time-off, which gives them more freedom while saving money for the organization.



Insights to Optimize Your Labor Investment

With Blue Yonder's warehouse labor management and workforce management, you can gain granular and holistic visibility of the warehouse workforce along with insights into workforce productivity. It helps organizations define best practices and performance expectations, track warehouse activities, and provide insights for supervisors to effectively mentor their teams. Using dashboards and alerts, management is always aware of how operations are running and when opportunities for improvement arise. Supervisors can address issues throughout the day with observations and coaching sessions. Associates benefit from standardized processes, awareness of their own performance, and job recognition.

25% increased employee engagement

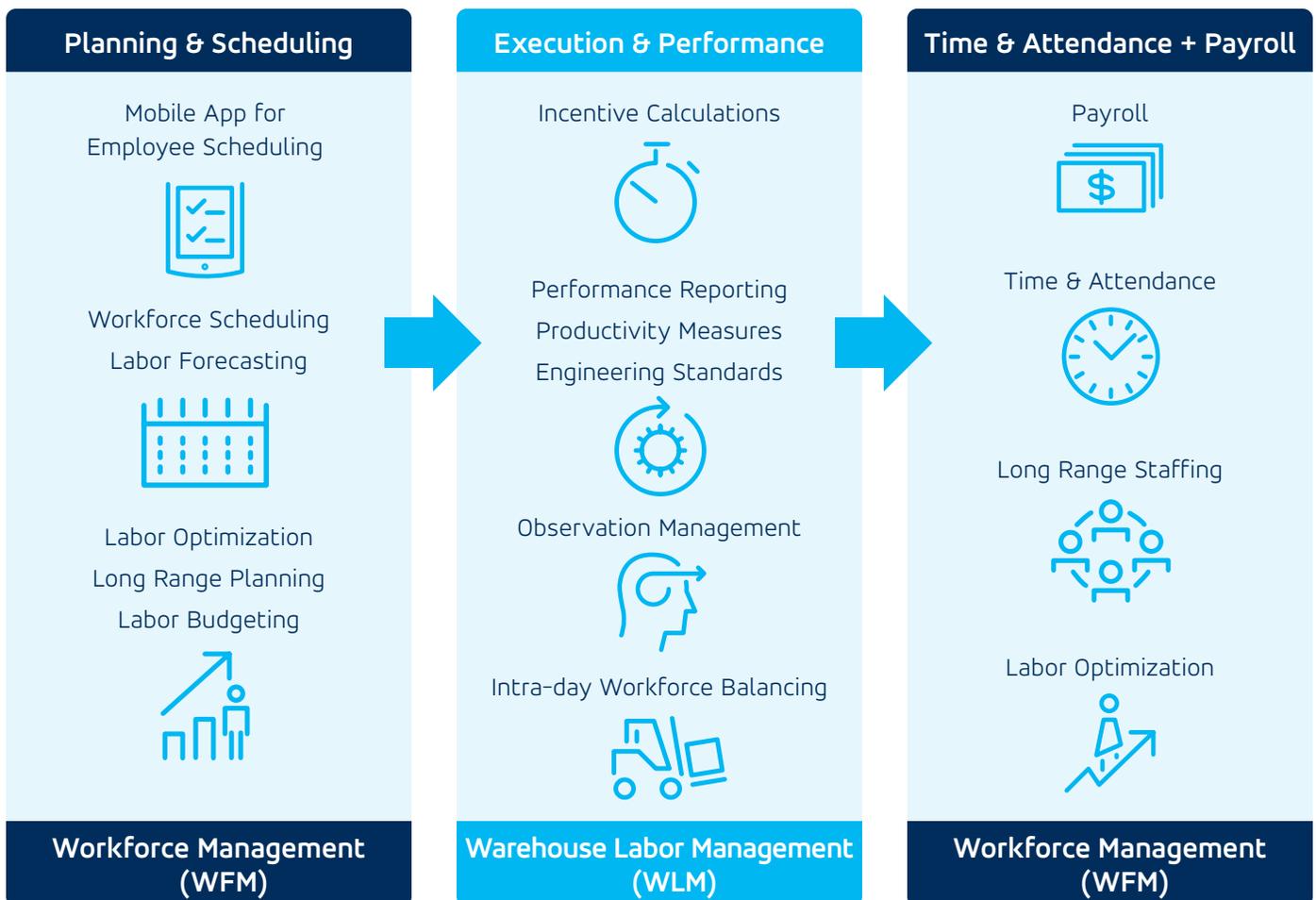
35% reduced labor expense

20% increased productivity

50% reduction in turnover rate

Stats based upon successful Blue Yonder implementations of a unified WLM/WFM system

Integrated Workforce Labor and Workforce Management **Capabilities**



Key Features

 Performance Management	 Resource Planning	 Labor Optimization	 Incentives & Rewards
<ul style="list-style-type: none"> • Ensure compliance with regulations and work rules • Track indirect time, attendance, quality, and safety • Establish performance standards • Calculate incentives to reward associates 	<ul style="list-style-type: none"> • Short term and long-term planning • Forecast and balance resource needs across operations • Intra-day planning identifies concerns before becoming issues • Review and plan future headcount requirements aligned with the right skills to meet demand 	<ul style="list-style-type: none"> • Assign and reassign workers to priority areas and functions based on order flows, deadlines, skills, and cost considerations • Effectively schedule every week, day, and hour based on demand • Forecast demand considering events, weather, available automation, and associate preference 	<ul style="list-style-type: none"> • Keep team morale high with incentives • Instill quality standards • Create employee report cards for mentoring and growth • Integrate incentives and reward with payroll systems
 Long-term Labor Planning	 Advanced Scheduling	 Time & Attendance	 Mobile Self-service
<ul style="list-style-type: none"> • Balance corporate strategies, budgeting, and labor forecasts with optimized site-level resources • Calculate long-term forecast plans and labor plans • Identify cross-training opportunities for existing staff • Provide recruitment suggestions along with availability needs • Reduce turnover and labor costs 	<ul style="list-style-type: none"> • Create optimized schedules by aligning shifts to anticipated labor needs • Meet service level targets with plans that consider both direct and indirect labor • Automate employee schedules based on workload, seniority, associate preferred availability, regulations, and corporate policies • Conduct mid-week re-optimization by adding shifts or offering voluntary time off to avoid being under or over-staffed 	<ul style="list-style-type: none"> • Gain flexibility in time capture, which supports multiple clocking options to avoid unproductive punch lines • Support numerous clocking options including web-based, soft, hard, and mobile • Ensure compliance with clock-in rules with punch edits, audit trails, timecard statements, time off, accruals, and exception handling • Exports to any payroll system 	<ul style="list-style-type: none"> • Engage and empower workers with a modern user experience • Provide mobile access for employees to: <ul style="list-style-type: none"> • View schedules and timecards • Request time off • Post and swap shifts, pick up shifts, and update availability • Increase shift coverage and productivity with flexible scheduling • Improve manager productivity with mobile access

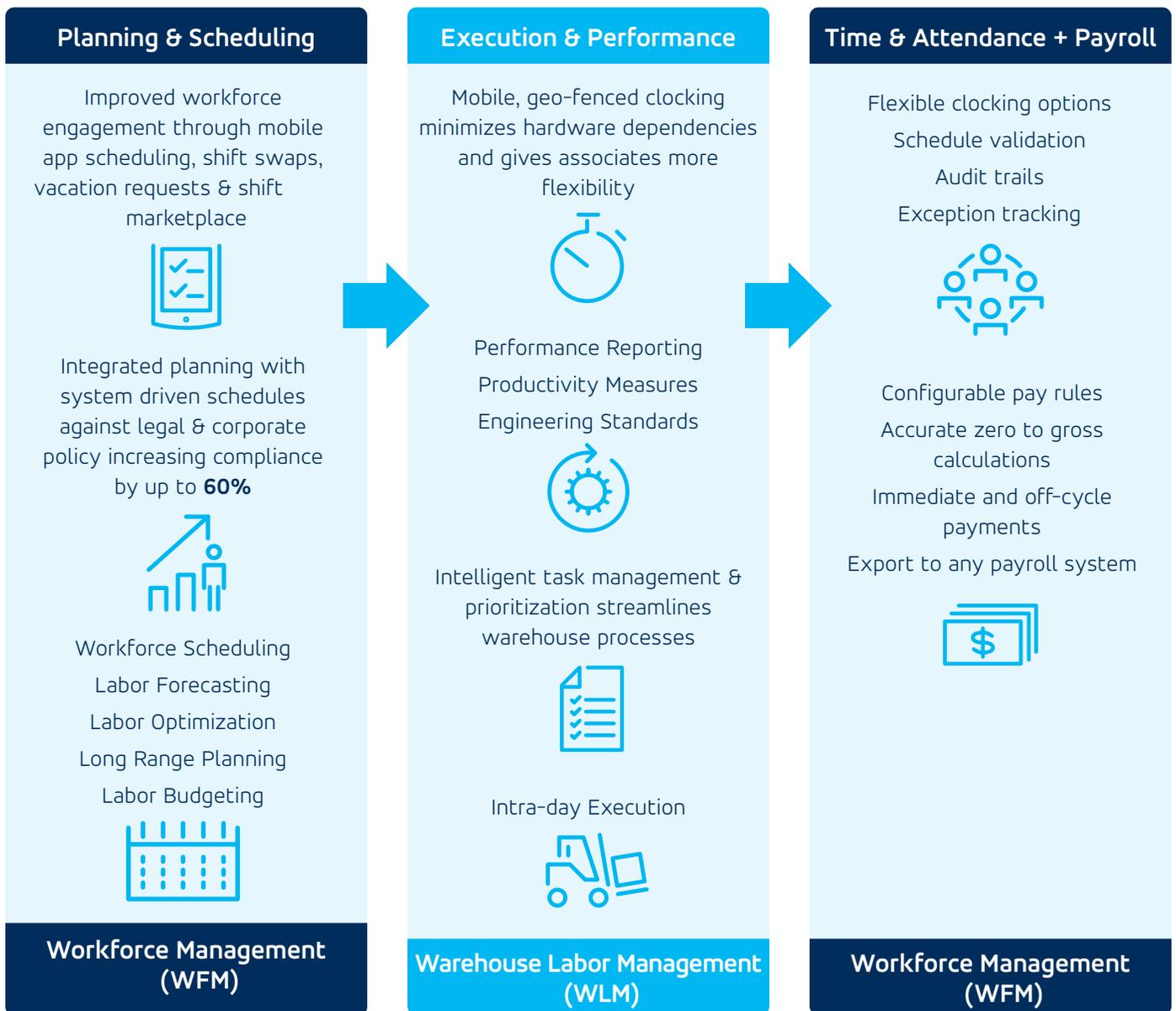
A truly integrated solution for the modern workforce

The first-of-its-kind integration of Blue Yonder's warehouse labor management and workforce management is the right solution for today's dynamic supply chain and workforce cultures. Under a single platform, it uniquely leverages previously disparate data sources to create forward looking labor planning and schedules, while also optimizing

daily activities that must be performed within the facility. The result creates a high-performance work environment supported by highly motivated, engaged, and satisfied employees.

This integrated solution helps organizations solve their two biggest challenges: thriving in the digital economy and attracting, motivating, and retaining today's workforce.

Integrated Workforce Labor and Workforce Management **Benefits**



Be prepared to navigate through unforeseen challenges

If we've learned anything over the past year, it's "prepare for the unexpected." In the last calendar year, we have seen enormous global disruptions in many different forms that have significantly impacted society, the supply chain, personal and global economics, and day-to-day life. Attempting to predict these sorts of events is fruitless. Instead, organizations must prepare by building flexibility into their operations to respond quickly whenever disruption occurs. Organizations equipped with integrated solutions that help users understand the broader picture more accurately will be positioned to advance through the forthcoming recovery effort and well into the future. While this is considered a competitive advantage today, this will become the standard all organizations must achieve to be successful in the future.

A partner you can count on

Manufacturers, distributors and suppliers of all types rely on Blue Yonder for their WLM and WMS needs. Built with robust data insights and an engaging user experience, our solutions offer agile, cross-industry capabilities backed by decades of experience with leading organizations. Blue Yonder's labor solutions are an integral part of our end-to-end supply chain and retail solutions that help organizations reduce costs, increase revenue, retain and recruit employees, and better serve their customers.



About Blue Yonder

At Blue Yonder, we're fearless leaders. We're the leading provider of end-to-end, integrated retail and supply chain planning and execution solutions for more than 4,000 customers worldwide. Our unique solutions empower our clients to achieve more by optimizing costs, increasing revenue and reducing time to value so they can always deliver on their customer promises.

Fulfill your potential with Blue Yonder

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