Workforce Management

Labor Scheduling for
the Modern Workforce

Business Context

As the economy bounces back and businesses reopen, it's never been more important to get workforce management right. Labor shortages are affecting organizations of all types, so making the most of the labor you have is critical. This begins with optimized employee schedules aligned with labor needs and accurate time and attendance but requires so much more. Today, it's just as important to empower employees with tools to manage their own schedules and preferences and provide simple communication tools that foster collaboration. And, in this environment of uncertainty, workforce management systems must be able to immediately adapt to changes by cutting shifts or adding non-traditional workers to meet demand.

Long-term planning is also important to successfully meet growth targets. "Planning for the future while managing in the moment" requires a delicate balance to do well. Strategic workforce planning is key to doing this well – understanding and responding to future labor needs based on corporate budgets and identifying recruitment and cross-training opportunities. Legacy systems can't deliver these outcomes, so labor costs increase, engagement decreases, and customer service levels suffer.

In April 2021, **649K** retail workers quit their jobs, more than during any other month in more than 20 years[1]

[1] "What you've heard about people quitting their jobs might be wrong," VOX.com, June 2021.

Blue Yonder's Workforce Management

Blue Yonder's Workforce Management (WFM) helps businesses simplify the complex task of managing employees in today's challenging environment. It includes everything from accurate time and attendance and creating daily schedules to long-range labor planning. Using the industry's most accurate forecast, it creates optimized labor schedules that are compliant with labor laws and corporate policy, as well as aligned with employee preference. Plus, it provides the flexibility to adjust schedules mid-week if things change. Employees can view schedules, swap shifts, request time off, and more from any mobile device. And, businesses can incorporate workers from the gig economy with shift-bidding and other innovative features. The solution provides a 12-month outlook on labor needs and recommends cross-training and recruitment opportunities to cover gaps.

Industries We Serve

Retail

Distribution

Restaurants

Manufacturing

Capability Offerings

The Industry's Most Accurate Forecasting

Blue Yonder's WFM provides an automated approach to labor scheduling based on accurate demand forecasts designed to support asymmetrical patterns of need. Demand forecasts take into consideration historical data, seasonality and upcoming events to generate schedules that perfectly align labor availability with demand. The forecasting application includes a labor modeling tool for running what-if scenarios that gauge the impact of unforeseen events and task-based labor plans on utilization and profitability.

Advanced Scheduling

This gets to the heart of workforce utilization – having the precisely right number of employees with the right skills to do the required work. Once labor requirements are established, shifts are assigned based on required skills, employee availability and preference, minimum/maximum service levels, and other considerations. Businesses can also choose to create blank schedules and allow workers to pick their own shifts, which often results in higher shift coverage. Schedule adjustments can be made mid-week as needed, so schedules are always optimized to business needs. This highly automated process ensures the creation of the most optimized schedules based upon business needs.

73% of blue-collar workers would trade a $1.00 per hour raise for a more flexible work schedule[2]

Reliable Time and Attendance Tracking

The time capture feature supports employees clocking in from a variety of devices, including mobile and traditional soft and hard timeclocks. Biometric readers and other data capture devices are also supported through open APIs to provide companies with the flexibility to use any data capture capabilities they choose. The schedule validation capability ensures the right employee is clocking in or out, and that proper procedures are

followed. When everything looks good, automated approvals mean less review time for managers. If an employee fails to clock in for a shift, or other exceptions are detected, management is alerted to review and correct by editing, deleting or overriding bad data. Audit trails track time-off, accruals, attendance exceptions, and more. The payment categorization feature includes standard and retro pay, pay adjustments and special considerations for immediate pay. Closing payroll data exports to any payroll system.

Simplified Labor Compliance

Keeping up with labor laws and ensuring they are followed can be complicated. With Blue Yonder, weekly schedules are automatically compliant with laws, labor contract regulations and corporate policies, so you never have to worry about it. The system also prevents managers from manually creating schedules that aren't compliant. Blue Yonder's WFM supports businesses across 45 countries, with highly-configurable settings that can manage even the most complex labor laws and contract requirements.

Strategic Workforce Planning

Long-term workforce planning is just as much about corporate strategy as it is about forecasts. Blue Yonder's powerful modeling capabilities balance 12-month labor forecasts with corporate budgets to identify site-level resource staffing requirements. Managers can conduct what-if analysis balancing various corporate priorities and budgets to get to the optimized labor plan. The sophisticated approach to labor planning identifies cross-training opportunities to cover potential gaps and provides recruitment recommendations to help reduce turnover and labor costs. The strategic workforce planning feature balance individual labor plans with corporate plans ensuring each location reaches its potential without over-burdening or underutilizing its workforce.

Budgeting likewise is done from both the individual site and corporate perspective. The system creates a bottom-up forecast and allows for top-down editing to conform the budget to corporate

[2] "Voice of the Blue-Collar Worker," EmployBridge, 2021

strategies. The Blue Yonder labor scheduling engine applies this final budget so labor schedules don't exceed budget limits without special authorization. If cuts are needed, the schedule constraint process uses artificial intelligence-based algorithms to evaluate business priorities for which hours, days or roles to cut. It also maintains minimum staffing requirements without inflating labor demand to ensure essential services are always available.

36% of U.S. workers today are part of the gig economy[3]

Empowering Employees with Self-service

Things happen every day that impact an employee's availability. People get sick, transportation breaks down, or life events require taking time off. Today's mobile-first employees are looking for more control over their work/life balance with tools that can be accessed from their smartphone or any mobile device. Employees can review their punches and work schedules, update their future availability, and request time off. When things change, employees can post shifts, swap shifts or pick up shifts in real time. The system also automatically posts open shifts for call-outs. This provides maximum flexibility while ensuring proper shift coverage. And, management is immediately alerted to these changes so they can take corrective action if needed to optimize coverage.

Voluntary turnover in the US increased 88% since 2010, costing businesses $630 Billion in 2020[4]

Modern and Scalable Infrastructure

The cloud-based SaaS infrastructure of Blue Yonder's WFM provides maximum scalability and system uptime. Blue Yonder's Luminate™ Platform, a digital fulfilment supply chain platform, is powered by Microsoft Azure. Luminate Platform combines rich internal and external data from across a customer's digital supply chain to allow for smarter, more actionable insights for better decision-making. Open APIs seamlessly integrate with your human capital management (HCM) and payroll systems to ensure a single source of accurate employee and payment data.

[3] "The Future of Employment – 30 Telling Gig Economy Statistics," SmallBizGenius, May 2021.

[4] 2020 Retention Report, Work Institute

Extended capabilities with Microsoft integration

Building Communities with Microsoft Teams

Blue Yonder's WFM integration with the Teams Shifts connector creates a single, simple interface for frontline workers to streamline everyday processes. Employees can directly access the WFM employee portal from within Teams to see schedules, view and sign up for available shifts, swap shifts, and request time off. This familiar, seamless mobile user experience provides employees with greater engagement and sense of community, amplifying connectivity on any device – from the frontline to the C-suite.

When combined with the Teams Shifts connector, Blue Yonder gives frontline workers the freedom to work the way they want, securely, and with streamlined tools that support the unique demands of the frontline.

Empower Workers
Streamline the management experience by managing shifts and employee communications all within a single interface

Simplify WFM
Deliver an employee mobile experience that requires little training while providing access to robust workforce management tools

Microsoft Teams

Optimize Productivity
Connect workers through a single pane of glass to increase collaboration and foster a sense of community

Streamline Engagement
Facilitate training and onboarding by securely delivering information to the people who need it, when they need it

Blue Yonder WFM and Microsoft Teams deliver a solid foundation that is essential to frontline worker success.

A Partner You Can Trust

With the right tools, businesses can build strong teams of efficient and well-trained employees that provide a high level of service. And, they can do this at a lower cost with long-range labor planning and precisely aligning labor availability to demand for weekly schedules. Blue Yonder's WFM capabilities are based upon decades of experience providing workforce management solutions to businesses around the globe. The solution is an integral part of Blue Yonder's Luminate™ platform that helps operators reduce costs, increase revenue, recruit and retain employees, and better serve their customers.

Organizations Around the World Trust Blue Yonder's WFM

7.2 million active employees scheduled weekly

265 clients across 45 countries scheduled weekly

Key Features:

- Time and attendance
- Labor planning
- Shift scheduling
- Labor compliance
- Payroll integration
- Employee engagement
- Cloud-enabled

Key Benefits:

- Increase engagement
- Optimize productivity
- Reduce turnover
- Lower labor costs
- Improved visibility
- React faster to change
- Minimize labor law violations

For more information visit blueyonder.com/solutions/workforce-management

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