

National Restaurant Chain & Food Retailer Transforms Business Through WFM Overhaul

Visibility provided by newly-implemented system & other WFM improvements help retailer achieve ROI within 12 months

▶ CHALLENGE

Having outgrown their homegrown legacy workforce management system, a large, well-known restaurant chain had begun to rely heavily on each restaurant's general manager to manually create employee schedules, a process which had developed into a highly time-consuming endeavor. Because schedules were largely created by generating separate reports that did not work in concert with one another, labor volume in relation to customer demand was not taken into account. Because staffing was not aligned to the needs of each restaurant, the company's labor costs were abnormally high compared to industry standards, and customer and employee satisfaction rates were dropping to an all-time low.

▶ SOLUTION

Retail Best Practice Consulting and Enterprise-Wide Technology Implementation

Workforce Insight was engaged to oversee the company's workforce management initiative, which would fully transform the status quo across the enterprise. As part of this complex project, our team of retail WFM experts, WFM technology specialists and training and change management professionals provided an all-encompassing set of services to holistically address the company's challenges, including:

Workforce Management Assessment and Roadmap surveying the current state, identifying WFM gaps, and outlining a clear path to the company's desired future state

Business Case Development illustrating cost-benefit projections and estimated timeline to anticipated ROI

Labor Standards, using menu prep and customer service data drivers to help provide a consistent standard for performance metrics reporting

Vendor Selection, including RFP development and scoring, and onsite and "day in the life" vendor demos

Enterprise-Wide WFM System Implementation of Forecasting, Optimized Scheduling, and Time & Attendance solutions with Employee Self-Service and Mobile functionality, as well as integration with the company's point of sale and ERP systems

Training and Change Management Services, including instructor-led end-user training and communication plan development and execution across the enterprise to ensure optimal adoption of the new system

CLIENT PROFILE

Fortune 1000 Restaurant and Retail Food Products Company

 Stores: 570

 Employees: 50,000



The visibility provided by the new system has allowed the company to move toward volume-driven and productivity and performance-based scheduling, leading to marked improvement in customer and employee satisfaction rates.

In addition, less than one year after system rollout to all locations, efficiencies brought about as a result of this project allowed the company to recoup project costs and begin to realize ongoing returns on their WFM investment.