

National Retailer Targets 100% Payroll Efficiency with Kronos Analytics to Improve Customer Service & Profitability

Workforce Insight deploys and augments analytics to help retailer optimize staffing and skill mix during prime time hours



► CHALLENGE

This large retail organization was striving to more accurately and efficiently forecast and better allocate store associates during peak business hours to improve customer service. However, the current state use of manual spreadsheets and processes made scheduling efforts a daunting task rife with error and inconsistencies between stores.

The organization developed payroll budgets at the corporate level for every location, leaving weekly payroll allocation at the discretion of store managers. But without the tools to help identify the root cause of forecasting and scheduling inaccuracies, managers were unable to achieve optimal alignment of associates with the types of customer services required. The result was a lackluster customer experience and payroll waste due to misaligned labor spend.

► SOLUTION

Workforce Insight was engaged to help the organization implement, adapt, and augment Kronos Analytics, improving visibility to the data critical to achieving payroll efficiency, improving customer service, and boosting profit margin.

Key areas of focus included:

- **Analytics Assessment & Strategic Planning** – review of current state manual processes and exploration of factors driving inefficiencies. Goals and requirements were defined to improve visibility to store-level forecasts, with focus on identifying varying customer needs, service types and skill mix required.
- **Analytics Implementation & Custom Visualizations**
Workforce Insight implemented Kronos Analytics and developed custom dashboards across 4 regions to help the organization score and improve payroll accuracy, establish quality forecasts and allocate the right mix of staff with varying skills and experience levels to meet customer demand during prime business hours.

CLIENT PROFILE

National Printing & Shipping Services Chain

 Stores: 974

 Employees: 35,000

Real Time Visibility to Identify Root Cause of Inaccuracies - essential to driving Improved Payroll Efficiency and Customer Service