

Commerce Case Study

Reinventing Employee Mgmt for Retail Savings

Helping retail chain save with time and attendance compliance, simplified scheduling, and mobile management.

Northwest Outfitters is a small retail chain tackling the challenges of selling in the competitive outdoor sports marketplace. Managing a specialized workforce across 5 locations became their focus as an opportunity to significantly reduce costs and gain a competitive advantage.

Workforce Management is a key sore spot for retail businesses with a variety of departments. Northwest Outfitters' primary challenge is keeping unique departments staffed with the right people while reducing costs with viable cross-department coverage. They also wanted to address one of their largest budget problems; unplanned overtime.

Except for a small core of supervisors, all sales associates are part time. When there is a staffing pinch, it can be nearly impossible to keep part-timers from working forty hours or more. Holiday breaks and year-end staffing has added scheduling complications and compliance pressure with the additional burden of tracking and reporting.

Workforce Management Integration Creates Savings

With TimeSimplicity, the scheduling solution in the Workforce Management Suite, department managers created standard schedule templates for busy and slow sales periods, which vary from department to department. With the standard schedule in place, managers can drag and drop to adapt to changing conditions. This has been a huge time saver for managers, and with pre-defined alerts, a significant decrease in unplanned overtime.

Employee Empowerment

Before our Workforce Management implementation, employees continually contacted managers about shift changes, time card errors, and PTO accruals. With Employee Self-Service (ESS), employees clock in/out from their mobile device, manage their own time cards, submit time off requests, and monitor accruals without having to contact a manager. With the intuitiveness of PunchLogic, time card errors are no longer a leading worry.

Streamlined Administration

When employees handle shift changes, all managers have to do is approve them on the Virtual Trade Board. The system even notifies the employees affected when a shift change is approved! With job codes and employee groups, employees with the appropriate skills are scheduled in the corresponding departments. This helps maintain superior customer service for which Northwest is known.

No More Compliance Headaches

With customized overtime alerts, managers are notified when part-time employees are approaching full-time hours, and full-timers are approaching overtime. They don't need to be continually monitoring time cards to keep employees working within the prescribed hours. In the case of a DOL audit, reports can be generated instantly from automatically



Synopsis

- **Challenge:** Northwest Outfitters' primary challenge is keeping unique departments staffed with the right people while reducing costs with viable cross-department coverage and unplanned overtime.
- **Solution:** When employees handle shift changes, all managers have to do is approve them on the Virtual Trade Board. The system even notifies the employees affected when a shift change is approved!
- **Benefits:** Managers don't need to be continually monitoring time cards to keep employees working within the prescribed hours.

captured an recorded attendance data. Northwest Outfitters is benefitting from reduced labor costs, improved scheduling, automated compliance tools, and employees who are much happier with their jobs.

SOLUTION – Workforce Management Suite

- TimeSimplicity for simplified scheduling and mobile coordination.
- TimeWorksPlus for integrated time and attendance tracking.
- Mobile access provides employee access and management control.

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