

# Precision Task Management Drives Store Sales & Productivity

## Retail Success Demands Precision Task Management

Leading retail analysts such as AMR Research's Rob Garf have cited task management as the critical competency retailers must leverage to drive supply-chain efficiency into store execution success. Effective store task planning, execution and measurement supported by integrated systems and workflows will become the key driver of retail success.

Retailers who are locked into inefficient paper-based processes or inflexible IT enterprise platforms struggle to focus field and store teams on tasks that deliver the most value. Task management systems that can't adapt to store uniqueness and measure task outcome provide generic plans that deliver suboptimal results.

>>>**Reflexis Time & Attendance Integration™** interfaces Reflexis Labor Scheduling with all major enterprise time and attendance platforms to deliver the real-time insight and exception management capabilities.

>>>**Reflexis Store Audit & Compliance™** measures store task effectiveness and policy compliance in real-time to drive best practices and speed improvement across the company.

Reflexis real-time integrated solutions close the loop on task and labor planning, store execution, and task compliance measurement with the precision retailers require to drive sales, deliver service and ensure a consistent customer experience.

Home Depot conducted over 13,000 successful store walk audits.

"Reflexis speeds critical process improvement while allowing operational visibility into execution and labor planning," says Paul Raines, VP Operations at The Home Depot.

**Allied Domecq/QSR**, with over 6,500 Dunkin' Donuts, Baskin-Robbins, and Togo's stores in the U.S., deployed the Reflexis held-held store audit solution to reduce audit costs and improve field manager productivity.

"In the first year of use, we saved a minimum of \$1.5 million in redirected time," says Wendy Foye, Field Operation Manager at Dunkin' Donuts. "That includes the time of consultants and those processing information. We estimate that we'll save another \$50,000 in printing costs annually. Due to saved shipping and postage and time savings, the devices and solution components have paid for themselves in about 9 months."

**Marks & Spencer** implemented Reflexis Task Management capabilities to improve labor scheduling for their 300+ stores. Reflexis Labor Scheduling integrates with Reflexis Task Management to drive task-based labor forecasting and scheduling that stores can rely upon to maximize productivity, execute tasks, retain skilled and motivated employees and deliver a consistent customer experience.

**Staples** realized nearly \$2 million in first year savings with Reflexis Task Management. Reflexis solutions helped Staples eliminate their communications confusion and improve their store productivity by streamlining the planning and communication of task priorities to over 1,100 stores nationwide. Staples estimates that Reflexis real-time task execution visibility saves each corporate and field manager at least 7-10 hours a week by eliminating time consuming paper chases and phone tag, driving focus where it can provide the most benefit. ■



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— LV PRASAD, SENIOR VICE PRESIDENT OF SALES, REFLEXIS SYSTEMS

Precision task and labor planning determines the true task workload demand based on unique store attributes and employee skills. Precision execution focuses field and store teams on critical sales, service and operational tasks. Precision measurement drives results and speed improvements to stores where it can help the most.

### REFLEXIS PRECISION WORKFORCE MANAGEMENT SOLUTIONS

Reflexis solutions deliver the precision retailers need.

Reflexis Workforce Management provides complex retail enterprises the real-time, integrated solutions they need to plan, execute and measure effective merchandise and operational campaigns.

>>>**Reflexis Task Management™** streamlines the planning, communication, and execution of corporate program and routine store tasks with real-time visibility to all levels of the enterprise.

>>>**Reflexis Task-based Labor Scheduling™** leverages bottom-up and top-down labor forecasting methodologies to generate employee schedules that meet each store's unique requirements to accomplish tasks, satisfy high customer expectations for service and retain skilled resources.

Reflexis web-based solutions integrate with all major enterprise platforms and portals to deliver immediate value and fast ROI.

### PRECISION TASK MANAGEMENT DELIVER REAL WORLD RESULTS

The Home Depot uses Reflexis solutions to manage the successful deployment of nearly 250 projects a month across their 1,700 stores. With Reflexis Task Management, corporate merchandising and operational managers develop store project tasks in one central portfolio. Store communications gatekeepers coordinate project priorities, balance workload demand with store capacity, and launch projects to ensure that each store has the ability to effectively execute project tasks without sacrificing customer service. Store managers can view their planning horizon and report task status from an easy-to-use dashboard, delivering real-time visibility of project status to all levels of the enterprise.

The Home Depot also deployed Reflexis Store Audit and Compliance to help measure and ensure best practice policy compliance at their 1,700 stores. Deployed via hand-held devices, the solution streamlined audit execution and provided real-time policy compliance visibility to all levels of the company. Integrated with Task Management allows The Home Depot to launch corrective best practice tasks that can be tracked in real-time to resolution. In the first 6 months, The

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