

Workforce Manager™

Workforce Manager™ gives retailers complete control over budgeting, forecasting, and scheduling store labor, ensuring efficient operations, on-time task execution, and consistent levels of customer service. The result: stores generate more sales while using labor dollars more effectively, leading to increased profitability and growth. Even better, Workforce Manager's power and complexity stay behind the scenes while managers and employees use simple, Web-based forms that eliminate the frustration and drudgery of paper-based scheduling.

To Workforce Manager, labor scheduling is not just about filling shifts for the day, it's about matching skills and availability to the actual tasks in and around the store. Powered by unique algorithms, Workforce Manager takes into account all store activities—routine, sales-driven, corporate-directed, even vendor deliveries—and incorporates them into labor forecasts that yield optimal labor schedules. It's also the only labor scheduling system to fully leverage the ad hoc activities that account for more than 30 percent of work in most retail stores.

Work that Matters

Workforce Manager generates accurate labor forecasting and scheduling based on real-life drivers such as a store's square footage, hours of operation, and ideal mix of full-time and part-time labor. This allows retailers the flexibility to combine the precision of bottom-up labor scheduling with traditional techniques based on projected sales.

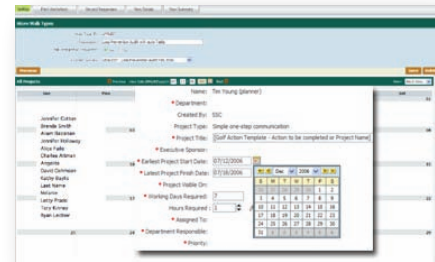
Workforce Manager delivers best-fit scheduling driven by full visibility into store patterns, labor laws, corporate directives, employee skills, proficiency ratings, availabilities, and work preferences. Corporate has real-time access to reports and alerts that show planning effectiveness, benchmark performance, and compliance. Meanwhile, cross-department and cross-store scheduling provide store managers with the flexibility to meet extended needs as well.

- ✓ Reduce costs
- ✓ Enhance revenues
- ✓ Boost customer satisfaction
- ✓ Increase employee satisfaction

Forecast: Sales

Workforce Manager integrates with our time and attendance application and can forecast and schedule in sub-hour (15-minute), hour, day, week, month, and annual intervals—and any combination of these time periods. Forecasts can be analyzed through robust what-if reports and refined to meet budgetary requirements as well as the needs created by planned events and promotions.

Workforce Manager also includes sophisticated reporting and analytical tools, with key performance indicators (KPIs), schedules, and exception reporting built into the solution. It is hands down the most robust labor scheduling solution available to major retailers today.



“Retailers are using granular task information, combined with understanding how long it takes to accomplish certain tasks based on labor standards, to fuel labor forecasting systems. This enables more accurate forecasting of demand by balancing both customer service priorities and home-office driven mandates.”

**- Rob Garf
Ex-VP of Retail Strategies
AMR Research**



Reflexis has won back-to-back Retail Systems Achievement Awards in the Best in IT/Business Alignment category for two major retailers in the U.S. and Europe.



“Automated labor scheduling is used more frequently by retailers who out-perform their peers in year over year comparable store sales increases.”

**- Paula Rosenblum
Managing Partner
RSR Research**

A Complete Solution

Workforce Manager can be integrated with other solutions in the Reflexis Retail Execution Platform. The Reflexis platform is made up of four suites: Merchandising Operations, Store Operations, Vendor Operations, and Retail Execution Support (see the figure). Workforce Manager is part of the platform's Store Operations suite and integrates seamlessly with the suite's other modules including Task Manager, Time and Attendance, StoreWalk, and Visual Verification. Workforce Manager also integrates with other solutions in the Reflexis Retail Execution Platform, including Vendor Activity Scheduler. Integration scenarios and benefits include:

- Integration with Task Manager for optimized labor schedules which ensure stores have the right labor to complete all tasks, including corporate driven work.
- Integration with Time and Attendance allows real-time monitoring of exceptions to ensure compliance with labor laws, union rules, and other policies.
- Integration with Vendor Activity Scheduler provides a single interface to coordinate and schedule projects performed by third party service providers with tasks performed by store employees.

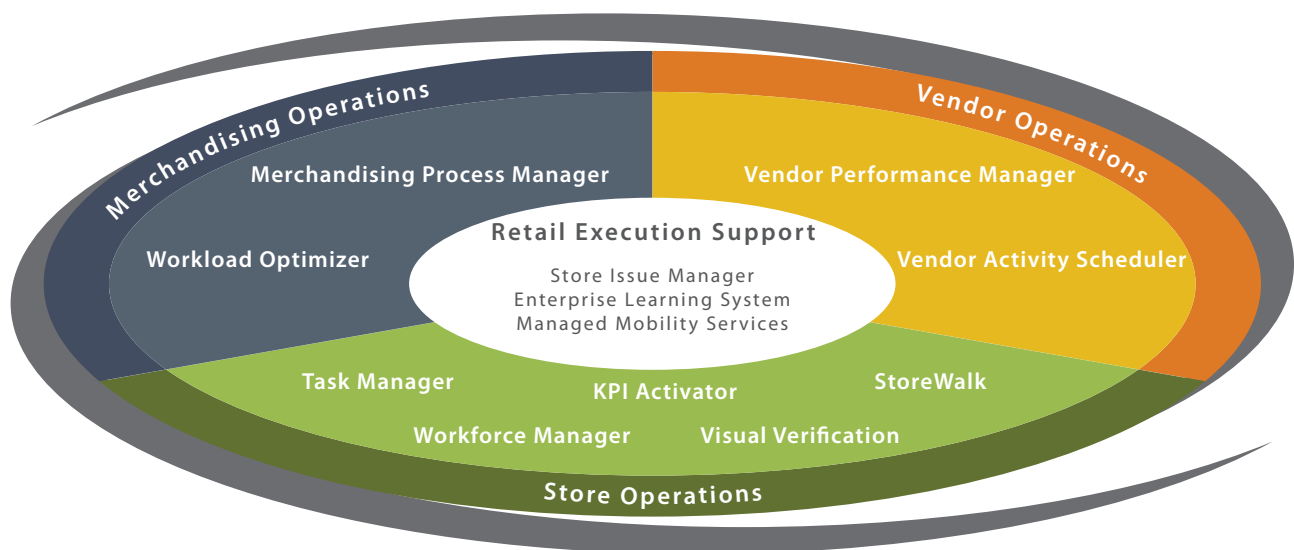
Let's Get Started

Reflexis can implement Workforce Manager, fully integrated with your existing systems, and drive cost-savings and operational benefits throughout your retail chain. Reflexis implementations consistently meet or exceed customer expectations for on time and on budget performance. The best time to get started is now.

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RETAIL EXECUTION PLATFORM



Retail Execution Management

It's about selling more. Not just doing more.

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