



# Workforce Management

Your employees represent the largest non-inventory expense within your entire retail operations, yet few companies have advanced and comprehensive technology in place to maximize the contribution employees make to both top line revenue growth and bottom line profitability. Retail leaders are deploying web-based workforce management solutions to ensure the right employees with the right skills are scheduled at the right times to meet customer needs, increase conversion and comply with corporate mandated promotions and other tasks. These industry leaders consistently out-perform their competition with faster growth rates, greater customer satisfaction and higher profitability.

---

## KEY BENEFITS

- Reduce labor costs
- Improve customer service
- Reduce administration time
- Manage proactively, not reactively
- Improve employee morale/retention
- Increase revenue

---

## Competitive Advantage for your Enterprise

The Retail industry faces the constant challenge of delivering great customer service while maintaining healthy operating margins. With today's unprecedented competition, rising labor costs, and continuous employee turnover, meeting this challenge has become more urgent than ever. The RedPrairie Workforce Management for Retail

solution is an integrated set of web-architected applications designed specifically to help retail organizations provide exceptional service while managing their single largest controllable expense—labor.

Employees, associates, clerks, representatives, advocates - the face and heart of your business. You trust everything to their diligence. Maximize the untapped potential of your people with the Workforce Management suite from RedPrairie.

*“Store productivity and labor use will be improved. Store capacity and workload will be better matched to deliver the highest value to customers.”*

Gartner Hype Cycle for Retail Technologies, 2009

## Capabilities

RedPrairie's Workforce Management for Retail solution provides the tools necessary to create a competitive advantage by better leveraging your company's workforce contribution to revenue growth, cost reduction and improved service. Specific functionality includes:

### Time & Attendance

RedPrairie's Time and Attendance solution gives you the tools necessary to accurately capture front line employee time data, automate mundane processes and integrate seamlessly with payroll, resulting in reduced administration time and increased workforce productivity... immediately.

### Forecasting

Optimizing the labor forecast at the site level is a critical requirement for any retail organization in order to achieve the overall effective labor management they desire. RedPrairie's advanced forecasting engine combines statistical algorithms, optimization techniques and proprietary algorithms to select forecasting models and estimate model parameters.

### Scheduling

RedPrairie Scheduling combines the labor requirements forecast with employee factors such as skill level, availability, preferences, and labor laws to create an optimal schedule. Because the schedule is tightly integrated with the forecasting application and human resources data, it ensures employees are in place to meet customer demands.

---

## About RedPrairie

RedPrairie delivers productivity solutions to help companies around the world in three categories – workforce, inventory and transportation. RedPrairie provides these solutions to manufacturers, distributors and retailers looking to support business strategies that increase revenue, reduce costs and create competitive advantage.

With over 20 global offices and solutions that are installed at more than 34,000 customer sites in over 40 countries, companies trust RedPrairie workforce, inventory and transportation solutions to deliver an increase in productivity – with the flexibility to adapt as business needs change.

At RedPrairie, we understand today's operational demands and we're committed to delivering solutions that work. We're committed to delivering solutions for the real world.