



infor

BROCHURE

# Infor Workforce Management for Grocery

WORKFORCE MANAGEMENT

---

## **Tailor your workforce to maximize satisfaction for grocery consumers**

Grocers are confronting a complex marketplace propelled by technological advances, growing competition, legislative and economic uncertainty—and a new, savvier consumer. To help grocers keep up with this rapidly evolving landscape, Infor® Workforce Management provides a comprehensive grocery solution that helps you develop the most effective employees—those that have higher customer satisfaction scores and higher average sales. The solution features integrated modules for addressing all critical workforce management requirements, including planning and forecasting, scheduling, time and attendance, performance management, task management, and workforce mobility.

## **Built with grocery in mind**

Today's shoppers have higher expectations than ever, with instant access to product information, customer reviews, and price comparisons. Due to customers' increased ability to purchase online or at the nearby competition, it's challenging to attract and maintain customers without an in-store experience that's personalized to their liking.

---

**Infor Workforce Management helps grocers align their staff management processes with corporate strategy to improve bottom-line business results.**

All this is on top of the perennial grocery industry challenges of high turnover, shrinkage issues, and the need to accurately match labor to demand. With margins tighter than ever, real-time visibility into what is happening is crucial. Your workforce's service level, performance, agility, and collaborative ability all drive the customer experience, which makes workforce insight a strong business strategy for deploying the right talent at the right time for the right customer need.

Infor Workforce Management empowers your grocery business to:

- Automate key workforce management processes across regions and districts
- Anticipate workforce demands and schedule the optimal coverage around seasonal needs
- Efficiently staff all departments (cashier, bakery, produce, and meat)
- Better analyze and report on workforce data during peak times or downtimes
- Comply with complex regulations and rules around the workforce
- Maximize sales and business value from your workforce

## Easily manage schedules, time, and attendance

Managing manual processes with spreadsheets can create discrepancies and errors. By making it simpler for your staff to control their scheduling and time and attendance efforts with Infor's visibility tools, your workforce can focus on delivering excellence.

## Workforce planning

Streamline and automate the grocery workforce planning process so you can accurately plan your workforce deployment. The Workforce Planning module helps eliminate costs, time, and errors from your budgeting and planning processes. It also integrates annual and periodic forecasting activities with weekly workforce management execution. The module features both budget creation and budget management features, using historical data to generate bottom-up budgets.

## Machine learning forecasting

Machine integrated labor forecasting allows grocers to aggregate large, high-quality data with broad labor models and flexible forecasting algorithms. The solution statistically analyzes data trends on multiple levels to provide accurate labor forecast demand. External factors such as weather and climate patterns, marketing events and promotions are also considered to provide further accuracy to forecasting.

## Workforce scheduling

No two grocers have the same combination of shopper demand, employee considerations, union rules, government regulations, and corporate policies driving their workforce scheduling processes. To meet the diverse requirements of your customers, the Workforce Scheduling module offers several schedulers, all of which are integrated with the core workforce management solution. That means you can confidently manage schedules, even with a temporary workforce or during the fluctuating demands of cyclical business peaks and valleys.

To help you solve your most complex grocery scheduling challenges, each scheduler provides capabilities so that:

- Employees can document their availability for shifts and balance their work/life preferences
- Employees can set their own schedules using an intuitive web-based interface
- Managers can modify schedules or fill unexpected gaps as they happen, using email or their mobile device
- Your company can create schedules that follow your configured scheduling rules to comply with union rules, government regulations, and corporate policies
- Your company can distribute optimized schedules over the internet or your intranet, or through a mobile device

## Workforce time and attendance

Payroll can get complex when you have temporary staff for promotions or holiday help coming and going. By using the Time and Attendance module, your payroll department can reduce errors and overpayments by validating time and labor data collection in real time and by automating zero-to-gross pay calculation. The module includes real-time pay categorization, overtime equalization, job bidding, and balance and accrual automation. And Absence Management helps you maintain a history per employee with violation notifications, while creating an overall assessment of the impact of unexpected absences.

## Workforce mobility

Extend the reach of your workforce management solution by giving employees and managers the ability to perform workforce-related tasks using their smartphones or other mobile devices. Employees can use their smartphones to check their work schedules, set shift preferences, and check work and vacation balances. Managers can edit time sheets, approve or decline employee requests, view analytics, and respond to workforce issues in real time. This supports your on-the-go and expanding grocery workforce.

## Workforce performance

With the Workforce Performance module, grocery managers get timely visibility into key workforce performance indicators, including labor spend, overtime, and attendance, across all regions. The module includes management dashboards for at-a-glance views of workforce performance with real-time alerts, and also includes reporting to support decisions, perform ad hoc queries, or create customized reports to drill down on specific grocery needs.

### With Infor Workforce Management for Grocery, you can:

- Easily comply with complex labor standards
- Optimize multiple shift, department, and break transitions
- Improve sales and productivity with greater workforce visibility and insight
- Align talent based on business demand and adjust in real time as needed
- Reduce risk associated with workforce unpredictability and seasonal cycles
- Optimize the business value of the workforce while driving the customer experience

## Leverage your workforce

Infor Workforce Management is designed to help grocers drive sales, deliver on customer experience, maximize promotional efforts, achieve operational excellence, and monitor performance in more granular, quantitative, and disciplined ways. The solution delivers the tools to structure staffing plans to make the most out of peak times, while streamlining costs on slow days. Plus, it offers grocery managers the ability to optimize their staff task mix at any given point in time, strategically allocating teams to specific departments, customer service, or back-office tasks, tracking overtime and other compliance measures throughout.

[LEARN MORE →](#)

Follow us:    



Infor builds business software for specific industries in the cloud. With 17,000 employees and over 68,000 customers in more than 170 countries, Infor software is designed for progress. To learn more, please visit [www.infor.com](http://www.infor.com).

Copyright© 2020 Infor. All rights reserved. The word and design marks set forth herein are trademarks and/or registered trademarks of Infor and/or related affiliates and subsidiaries. All other trademarks listed herein are the property of their respective owners. [www.infor.com](http://www.infor.com).

641 Avenue of the Americas, New York, NY 10011

INF-2376825-en-US-0920-1