Boosting Retail Margins: Advancing Employee Engagement to Drive Customer Satisfaction with Infor Workforce Management

The most flexible WFM, automating complex labor planning and tracking while empowering employees with an easy-to-use solution.

As retail channels rapidly transform, delivering exceptional customer experiences driven by a highly engaged workforce is pivotal for driving robust financial performance. Infor Workforce Management offers flexible solutions tailored to meet the unique challenges of the retail sector, optimizing labor spend and engaging today's employees to deliver stellar customer experiences.

Achieve the highest possible efficiency in staff assignments to offer stellar customer experiences.

Create frustration-free experiences & give employees input into their own schedule.

Leverage a highly-secure platform to accelerate innovation and support business agility.

Infor Workforce Management delivers

- Proven technology and architecture to support multifaceted integration and data exchanges

- An extensive library of pay rules and work standards that ensure legislative compliance

- Effective strategy options for all labor management functions, specialized by industry

- Mobile access to workforce insights anywhere, anytime

- AI-powered capabilities and machine learning to optimize labor forecasting contextual analytics to drive business insights

Strategic Workforce Forecasting
Utilize AI-powered machine learning to project labor demands accurately, considering variables like seasonality and special events. Leverage templates, advanced scheduling capabilities, and validation to optimize for efficient personnel allocation and meet demand.

Dynamic Workforce Scheduling
Ensure optimal schedule creation that respects employee preferences and compliances. Leverage retail standard drivers such as transactions, traffic and unique drivers to your retail business.

Actionable Workforce Insights
Harness the power of connected data for comprehensive workforce analytics; enable informed strategic decisions with interactive dashboards and customizable reports. Utilize Infor Data Lake to seamlessly integrate data across all your applications, Infor-provided or otherwise, for unparalleled insights.

Mobile for Modern Workers
Enable staff to have a say in their schedules and bid for preferred shifts with a few taps on their device, enhancing work-life balance. Attract talent with user-friendly tech along with stability and growth not offered by other "gigs."

Why Infor WFM

Only Infor WFM is designed for the complexities of retail operations, supporting large-scale implementations across various store types—from boutiques to big-box retailers.

- **Streamline Work:** Simplify management of various employee roles and shifts across multiple locations with a centralized scheduling system that adapts to each store's needs.
- **Stellar Customer Experience:** Align workforce management with customer demand to ensure staff availability during key shopping times, enhancing customer service and driving sales.
- **Agile Operations with Infor OS:** Leverage capabilities like automating business processes, embedding predictive analytics, providing contextual insights, and facilitating rapid innovation through a low-code development environment.

Deployed across 250 organizations, Infor Workforce Management Solution is reshaping how work gets done

11-14%   reduction in lost productivity costs

8-12%   decrease in employee turnover

10-20%   average reduction of cost in payroll and legal non-compliance

*statistics are sourced from an independent third-party evaluation assessment of actual customer outcomes

About Infor

Infor is a global leader in business cloud software products for companies in industry specific markets. Infor builds complete industry suites in the cloud and efficiently deploys technology that puts the user experience first, leverages data science, and integrates easily into existing systems. Over 67,000 organizations worldwide rely on Infor to help overcome market disruptions and achieve business-wide digital transformation.

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Discover how Infor can transform your operations by optimizing labor costs and enhancing employee experiences.

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