

# Deputy's Cloud-Based Software Introduces New Ways to Schedule Staff, Payroll in Minutes

Deputy

Best Advance in Emerging Workforce Management Technology

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## Company Background



<b>Company-at-a-Glance</b>	Deputy is a cloud-based staff management software that makes work life easier for business owners and managers around the globe.
<b>Headquarters</b>	Sydney, Australia
<b>Year Founded</b>	2008
<b>Global Scale (Regions that you operate in or provide services to)</b>	United States, Asia, Australia, Brazil, Canada, China, Europe, Germany, India, Japan, Latin America, Mexico, Middle East, Africa and UK
<b>Customers/Output, etc.</b>	Premium customizable scheduling and time/attendance solutions for customers including ACE Hardware, HubSpot, NASA, McDonalds, Peloton, Nike, Amazon, Aesop, and more.
<b>Industry</b>	Shift work-based industries including healthcare, hospitality, food and beverage, retail, logistics, construction and manufacturing, cleaning, education, entertainment and more.
<b>Stock Symbol</b>	Deputy is a privately held company.
<b>Website</b>	<a href="https://www.deputy.com/us">https://www.deputy.com/us</a>

## Value Proposition

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Deputy is a cloud-based, staff management software that supports global shift work teams by introducing a new way to schedule staff in minutes, simplify timesheets and connect to teams regardless of device — including Android, iPad, iPhone and Apple Watch. With Deputy, companies can:

- **Spend less time on admin.** Whether a company has five or 500 employees, Deputy is the trusted second-in-command for more than 165,000 customers globally. As small and medium-sized businesses scale, managers and owners typically find they're spending more time on admin, which means valuable time lost on activities they could be focusing on (e.g., finances, business development, building solid customer relationships and the like).
- **Get a holistic look at workforce management.** Deputy replaces all manual spreadsheets and paperwork and eliminates the need for lengthy calls and emails, supporting businesses' ability to effortlessly create team schedules and track staff hours, even allowing managers to export this information to payroll. In short, Deputy makes work management easier.
- **Implement staffing for all.** While Deputy supports the business owner, it also simplifies work processes for the employee. All employees on Deputy receive automated tasks and timesheets from their managers. They can also see others' shifts in real-time to keep entire departments connected, regardless of how busy they may get. With Deputy, companies no longer have empty shifts, as employees can swap shifts among themselves at the push of a button.
- **Align with labor regulations for complete control.** Deputy also helps companies better align with labor requirements to reduce labor costs and optimize staffing levels to make sure they have the right people at the right time. Managers no longer have to ask if their workers are being paid correctly or prove staff have taken appropriate breaks and paid for overtime. Compliance safeguards are built into Deputy, storing all scheduling and timesheet details automatically, which provides a continuous compliance record.

### Customers Using Deputy

A host of well-known companies are already using Deputy, including McDonald's, ACE Hardware, NASA, Amazon and many more.

- *"Payroll used to span two days, now I get it done in about 45 minutes."* — **Stewart Cumming**, Head of Operations, Curry Leaf Café

- *"I liked the simple interface and the visual layout of the whole thing. It's very easy to use. You can see everything right in front of you."* — **Nisa Berzeg**, Managing Director, Wildash London
- *"Deputy gives us real-time insights into the wage costs for each store, so we immediately know if we're over-staffed and can adjust accordingly, reducing our wage bill significantly."* — **Declan Lee**, Director and Co-Founder, Gelato Messina
- *"Deputy enabled us to scale. We've been able to open a second business and triple our staff levels, without increasing our administrative workload."* — **Paul Flynn**, Manager, Thievery and Butter

## Product or Program Innovation

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The world of workforce is moving at an incredible pace. Deputy is constantly evolving and innovating to keep up and meet the ever-changing challenges facing today's businesses. Here's how:

- **Adaptable.** Deputy was born out of a complex Australian labor market with hard-to-track compliance regulations. Deputy now works across multiple regions, and ensures labor compliance regardless of how intensely regulated the labor market is in a given area
- **Simple to use.** Deputy was created with the shift workforce in mind. The platform is as intuitive for a green new hire to navigate as it is a seasoned manager. Deputy customers can create staff schedules in minutes, ensure labor compliance with a few mouse clicks, and enable staff to see and swap shifts in real time with little to no training.
- **Flexible and integrative.** Deputy seamlessly links with 15 point of sale (POS) platforms, 20 payroll platforms, and 17 other HR apps to save companies money and provide real-time insights into business performance. Deputy helps companies connect with existing and new systems to sync employee details, sales data and more to make scheduling simple and accurate. Deputy integrations include:
  - Payroll: Xero, Square, NetSuite, ADP, Paycor
  - Point of Sale: Vend, Revel, Lightspeed
  - Other HR apps: Dropbox, Zapier, AirWatch, LastPass

## Unique Differentiators

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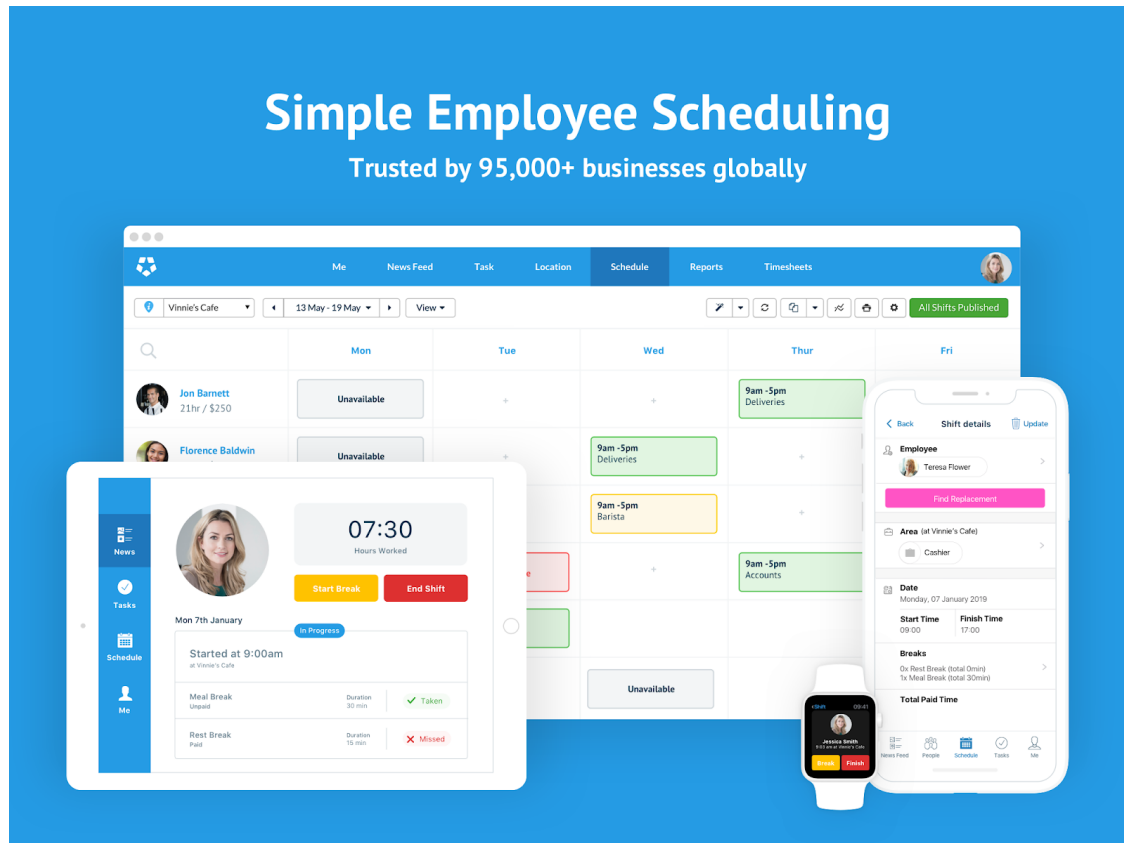
Deputy is one of the most complete staff scheduling and management platforms on the market. It has the robust features of Kronos while remaining low cost and easy to use. Most workforce management platforms feature an outdated user experience, manual staff schedule curation, and don't integrate with existing HR technologies.

This all creates major headaches for management and staff alike, who require a single system to manage shifts, payroll, and labor regulations to work as productively and efficiently as possible.

Unlike other workforce management platforms, Deputy offers:

- **Free trial for all users**, giving companies peace of mind that they are choosing the best workforce management solution available.
- **Ease of use and support.** Deputy outperforms all other workforce management software on reviews and ratings site G2. In fact, Deputy has a 96% user-satisfaction rating on the platform. The company is No. 1 in G2's workforce management category under highest rated and easiest to use — stacked against the likes of Kronos, BambooHR, Humanity, Paycom, etc.
- **Language options.** Deputy works around the world, which means it supports languages including Chinese, English, French, German, Italian, Japanese, Portuguese and Spanish.
- **More customizable platform options.** With Deputy, companies can create staff schedules in minutes with their preferences in mind and assign tasks throughout the company to ensure activities are completed on time.
- **Platform integration.** Deputy integrates with more than 50 different HR, payroll and POS systems to enable more efficiency across organizations.

Figure 1: Simple Employee Scheduling



All illustrations provided by Deputy

Figure 2: Track Employee Hours and Export to Payroll

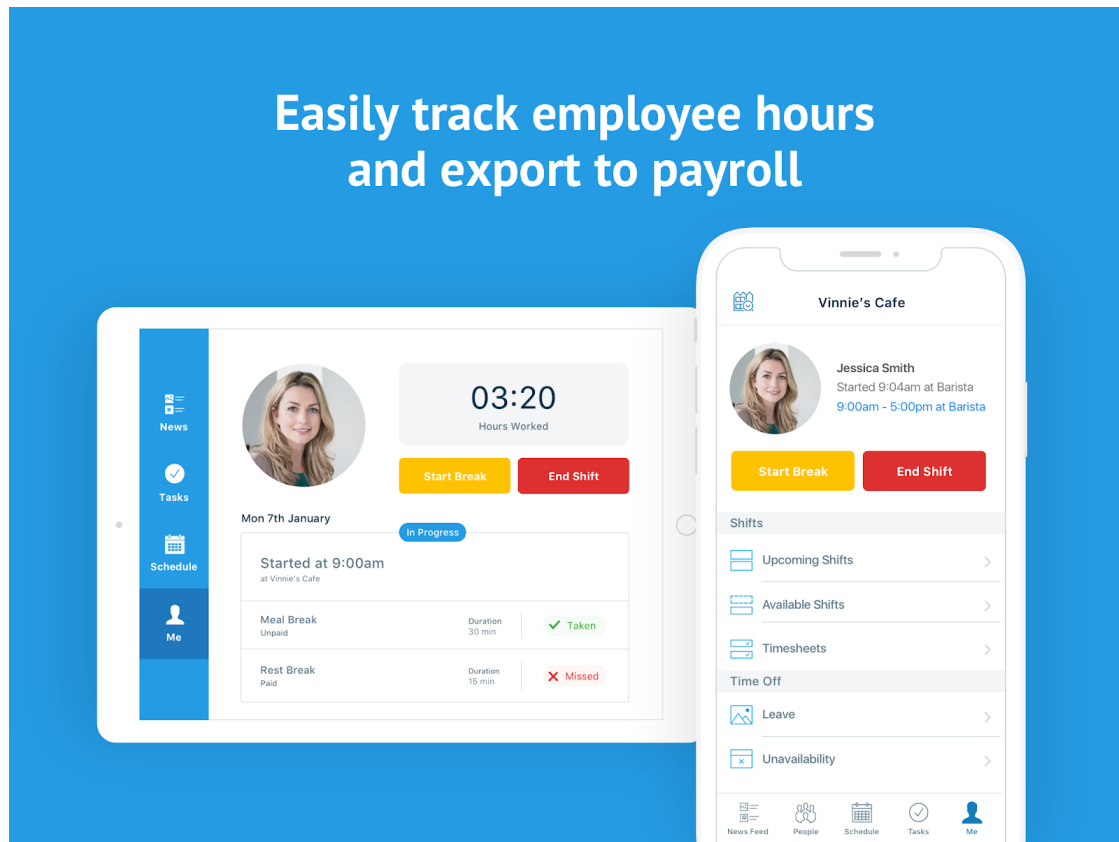


Figure 3: Create Staff Schedules In Minutes

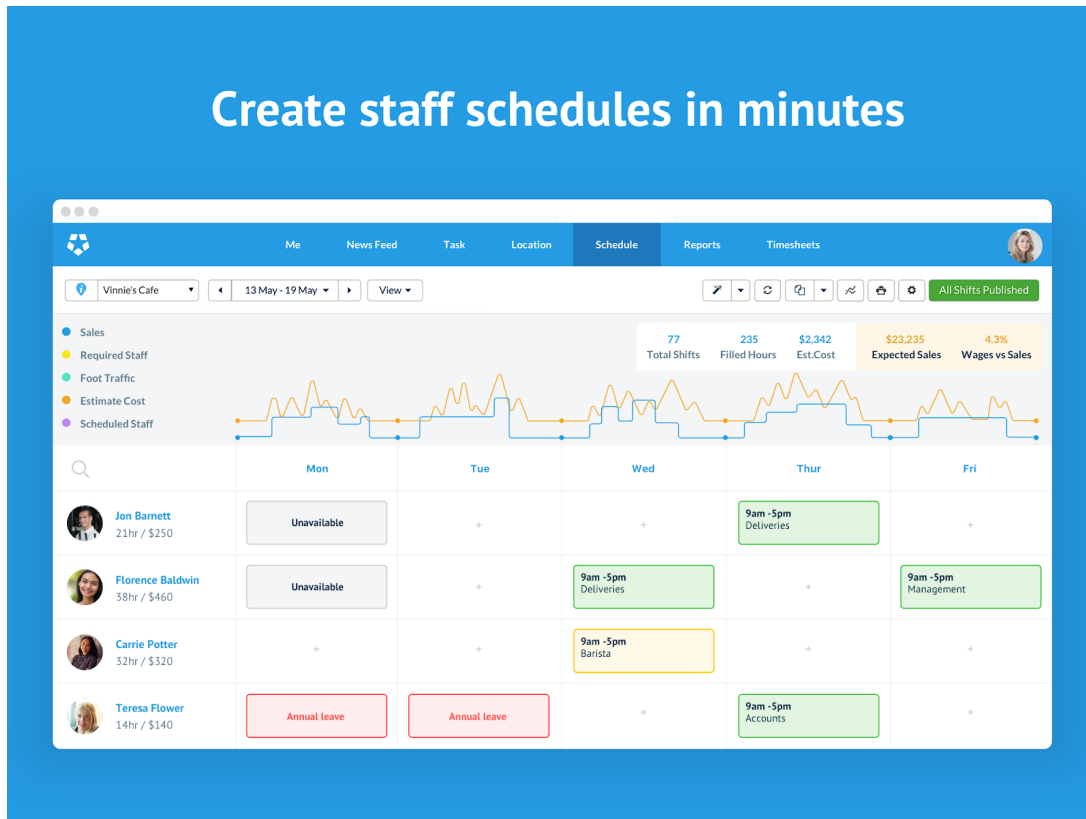


Figure 4: Find a Replacement with a Click

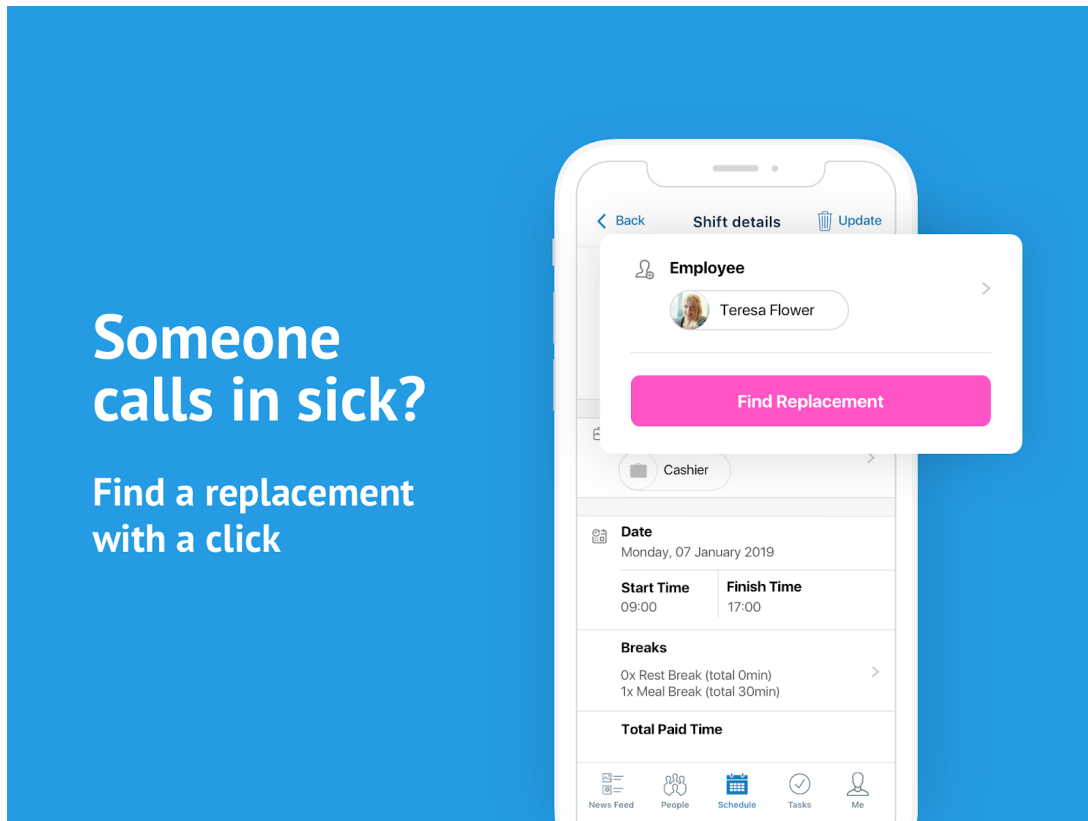
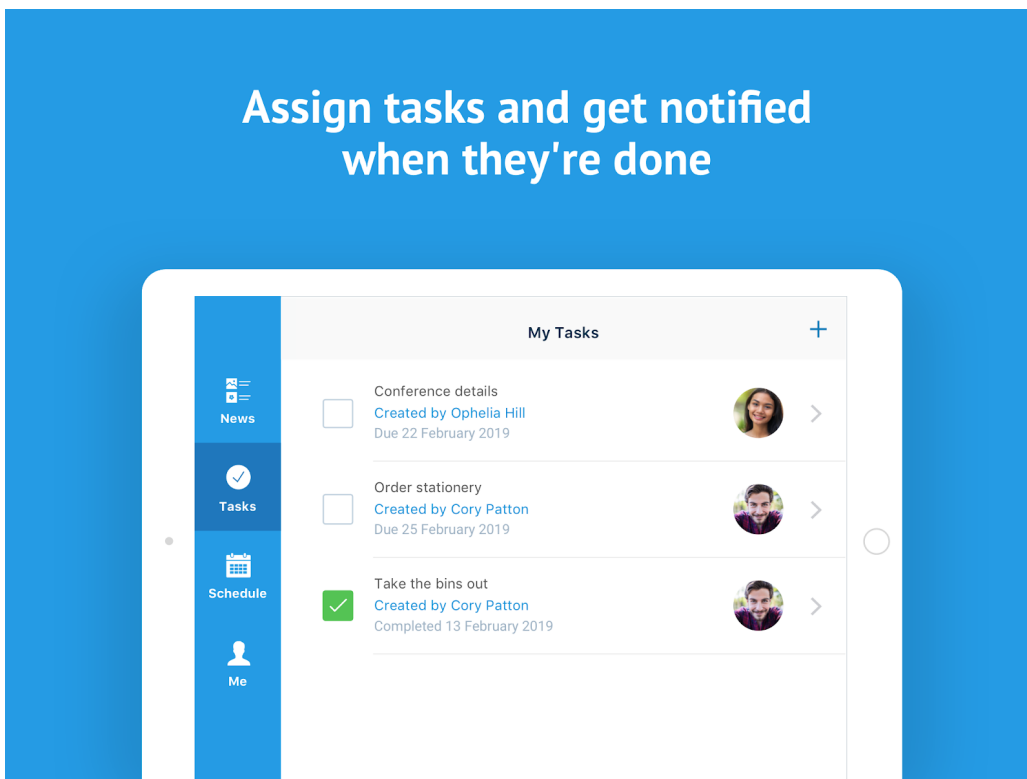




Figure 5: Sync With POS, Payroll and HR Systems



Figure 6: Assign Tasks and Get Notified When They're Done



## Measurable Result

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With more than 5,000 hardware stores locally owned and operated across the globe, ACE Hardware is the largest retailer-owned hardware cooperative in the world. The corporate office recommends specific software and services to local franchise owners, though as some franchise owners figure out, those recommendations don't always make business run more efficiently.

### **Ace Hardware's Challenge**

Darrell Moseley and Bobby Heuser are local Ace franchise owners in Washington and South Carolina, respectively. The workforce management software that Ace recommended they use was not in line with either stores' needs. Moseley was already familiar with how difficult the recommended software was to use — and how expensive it was to implement. Heuser decided to forgo the recommended software all together and use Excel spreadsheets to manage staff schedules and timesheets.

However, both faced numerous problems, including the fact that it took up to eight hours per week to curate staff schedules. Without a clear visual calendar of the workweek, it was difficult for the Ace management team to see which days were understaffed. Keeping timesheets in a separate spreadsheet also created problems while conducting staff planning. Using Excel also meant employees had no portal to call off work, so they frequently had to go through management to make their shifts available for other employees.

### **Deputy's Solution**

After finding and implementing Deputy, both Moseley and Heuser saw immediate results, cutting the amount of time spent on scheduling by two-thirds.

Heuser went from spending eight hours per week just scheduling shifts to two hours per week for both scheduling and payroll. Darrell spent an hour-and-a-half setting up schedules. With Deputy in place, the same process now only takes 20 minutes.

According to Heuser, Deputy has completely improved the way his Ace store operates. He started his franchise as a small family business, and has been recognized by Ace Hardware as Coolest Store 2016 and has won hardware industry awards such as Best New Store in America and Young Retailer of the Year.

Deputy has supported Ace stores in operating efficiently and productively with an easy-to-use product at the right price point.

## About Brandon Hall Group

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Brandon Hall Group is a HCM research and advisory services firm that provides insights around key performance areas, including Learning and Development, Talent Management, Leadership Development, Talent Acquisition, and HR/Workforce Management. With more than 10,000 clients globally and more than 20 years of delivering world-class research and advisory services, Brandon Hall Group is focused on developing research that drives performance in emerging and large organizations, and provides strategic insights for executives and practitioners responsible for growth and business results.

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