Solution Provider Profile

WorkForce Software

November 2024

Company At-a-Glance	
Name of Product/Offered	WorkForce Suite; EmpLive (available in Australia only)
Headquarters	Livonia, Michigan
Geographic Coverage	Global
Top Customers	Boehringer Ingelheim, Air Canada, Citgo, Converse, Phillips 66, Shaw Floor, Swiss Re, Tenet Health, Whole Foods
Website	https://www.workforcesoftware.com/demonstration/

WorkForce Software Solution Overview and Value Proposition

WorkForce Software stands as a global provider of cloud-based workforce management solutions, dedicated to empowering organizations to optimize their most valuable asset: their people. Through a suite of integrated solutions, WorkForce Software enables businesses to streamline complex workforce processes, enhance employee engagement, and gain actionable insights to drive informed decision-making. The platform's adaptability and scalability cater to the diverse needs of organizations across various industries and sizes, making it a trusted partner in navigating the ever-evolving complexities of workforce management.

Value Proposition

WorkForce Software's core value proposition lies in its ability to transform the way organizations manage their workforce. By integrating time and attendance, scheduling, absence management, and advanced analytics, the platform fosters a more efficient,

engaged, and productive workforce. This translates into tangible benefits for businesses, including:

- **Improved Operational Efficiency:** WorkForce Software automates and streamlines time-consuming HR and workforce management processes, freeing up valuable time for HR professionals and managers to focus on strategic initiatives. The platform's self-service capabilities further empower employees to manage their own time and attendance, reducing administrative burden and improving overall efficiency.
- **Enhanced Employee Engagement:** By providing employees with greater visibility into their schedules, time-off balances, and performance data, WorkForce Software promotes transparency and fosters a sense of ownership. Additionally, the platform's communication and collaboration tools facilitate interaction between employees and managers, fostering a more connected and engaged workforce.
- **Data-Driven Decision Making:** WorkForce Software's robust analytics and reporting capabilities provide organizations with actionable insights into workforce trends, labor costs, and compliance risks. This data-driven approach enables HR leaders and managers to make informed decisions, optimize staffing levels, and proactively address potential issues.
- **Compliance and Risk Mitigation:** WorkForce Software ensures compliance with complex labor regulations and industry-specific requirements. The platform's built-in rules engine and audit trails help organizations minimize compliance risks and avoid costly penalties.
- **Scalability and Flexibility:** WorkForce Software's cloud-based platform is designed to scale with the needs of organizations of all sizes. Whether managing a small team or a global workforce, the platform adapts to changing business requirements, ensuring that businesses have the agility to navigate today's environment.

WorkForce Suite

The WorkForce Suite is a collection of integrated solutions that span the entire employee lifecycle, from time and attendance to talent management and analytics. Key components of the suite include:

- **Time & Attendance:** This module automates time tracking, attendance management, and complex pay rule calculations. It also supports various time collection methods, including mobile devices, biometric terminals, and web-based clocks.

- **Scheduling:** The scheduling module optimizes shift planning and staff allocation, ensuring that organizations have the right people in the right place at the right time. It also accommodates complex scheduling requirements, such as union rules and employee preferences.
- **Absence Management:** This module streamlines the management of employee absences, including vacation, sick leave, and other time-off requests. It automates approval workflows, tracks balances, and ensures compliance with company policies and regulations.
- **Advanced Analytics:** WorkForce Software's analytics solution empowers organizations to harness the power of their workforce data. Through customizable dashboards and reports, HR leaders and managers can gain insights into labor costs, productivity trends, and compliance risks. This data-driven approach enables proactive decision-making and continuous improvement.

Solutions by Function

WorkForce Software recognizes that different departments within an organization have workforce management needs. The platform offers tailored solutions for:

- **Human Resources:** Streamlines core HR processes, such as onboarding, offboarding, and employee data management, while also providing tools for performance management, talent development, and succession planning.
- **Information Technology:** Automates IT service management processes, including incident tracking, change management, and asset management. This helps IT teams deliver efficient and reliable support to the organization.
- **Finance:** Provides accurate and timely labor cost data, enabling finance teams to optimize budgets, forecast expenses, and ensure compliance with financial regulations.
- **Operations:** Empowers operations teams to optimize scheduling, manage absences, and track productivity, ensuring that they have the right people in place to meet production goals and customer demands.

Target Markets and Geographical Coverage

WorkForce Software is headquartered in the U.S. with regional headquarters in the UK and Australia. The WorkForce Suite is positioned for organizations with 2,000+ employees while EmpLive is positioned for organizations with 500+ employees in Australia and New Zealand.

WorkForce Software's 80+ countries and languages include Arabic, Bahasa Indonesia, Chinese (Mandarin – Traditional and Simplified), Czech, Danish, Dutch, English (Australia, UK, US), Finnish, Flemish, French (France and Canada), German, Greek, Hebrew, Hindi, Hungarian, Italian, Japanese, Korean, Lithuanian, Norwegian, Polish, Portuguese (Brazil and Portugal), Romanian, Russian, Serbian (Latin), Slovak, Spanish (South America and Spain), Swedish, Turkish and Ukrainian. Additional languages can be supported upon request.

Examples of WorkForce Software clients who have not permitted to use their name include:

- Latin American operations for one of the largest retail companies in the world (top five of Fortune 500 with 250,000 employees)
- One of the largest global consumer packaged goods companies (top 25 of Fortune 500 with 100,000 employees)
- The LATAM bottling arm of a major soft drink manufacturer + the largest convenience store chain in Mexico – 50,000
- A multinational metal and mining company (top 200 of Fortune 400 with 35,000 employees)
- One of the largest municipal hospital systems in the United States (20,000 employees)
- A leading consumer electronics retailer in Europe
- Multiple state and local government organizations in the United States and Australia
- A state-owned petrochemical and refining company in Latin America
- An American exercise equipment and media company
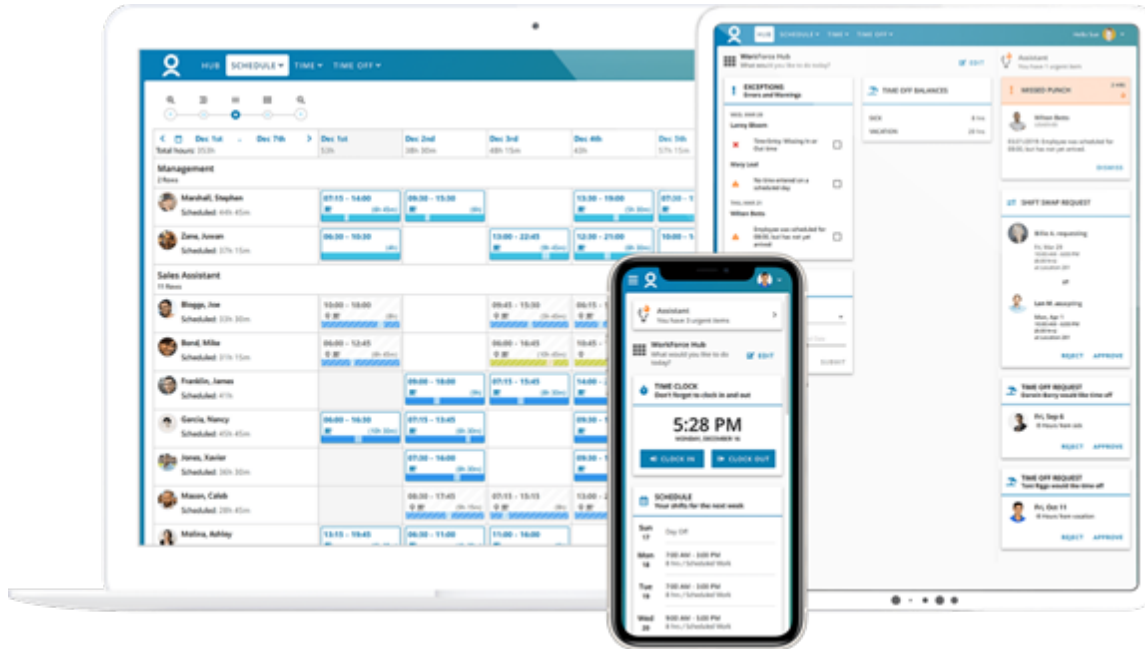
Screenshots

Figure 1: The WorkForce Suite

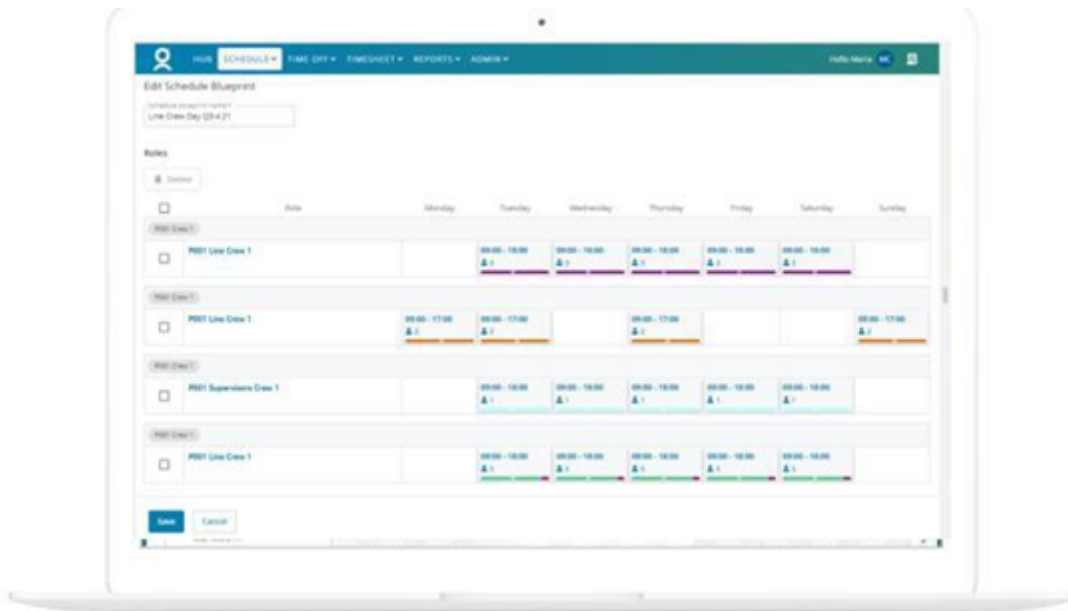## Figure 2: Schedule Administrator (Desktop)

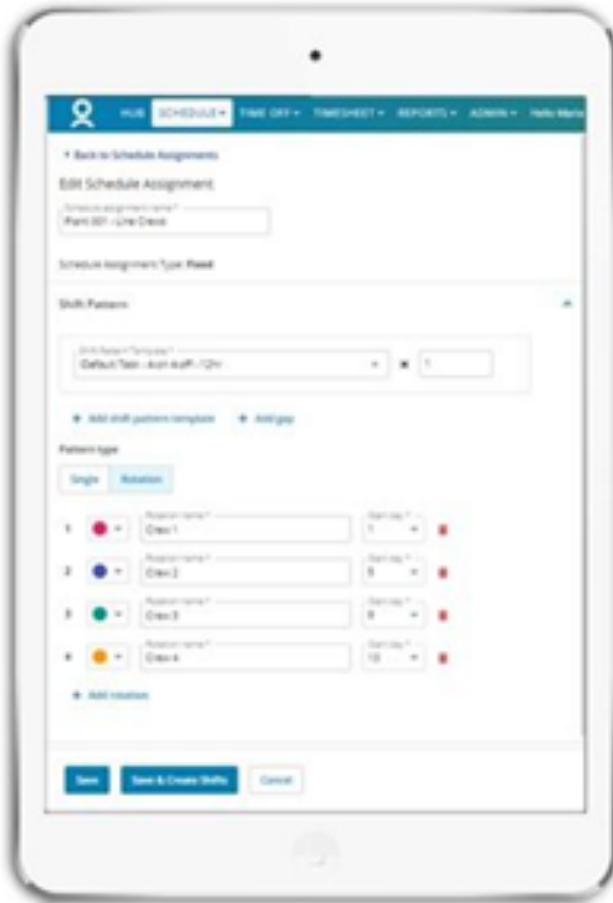**Figure 3: Schedule Assignments With Rotation (Tablet)**
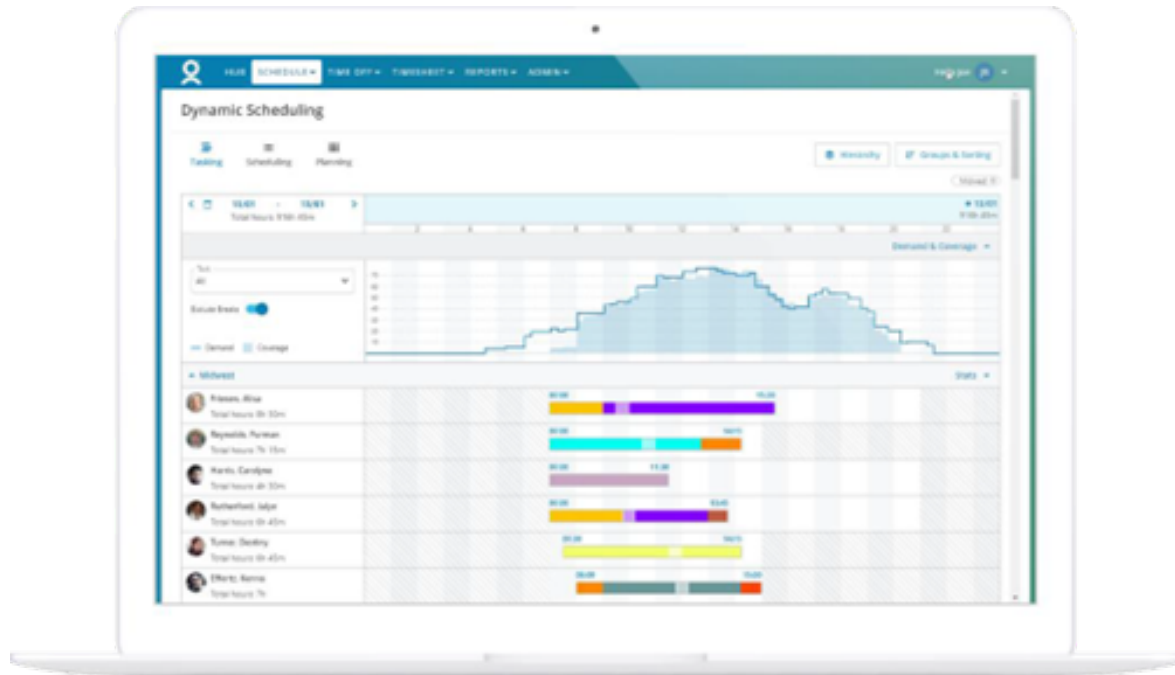
Figure 4: Forecasting/Trends

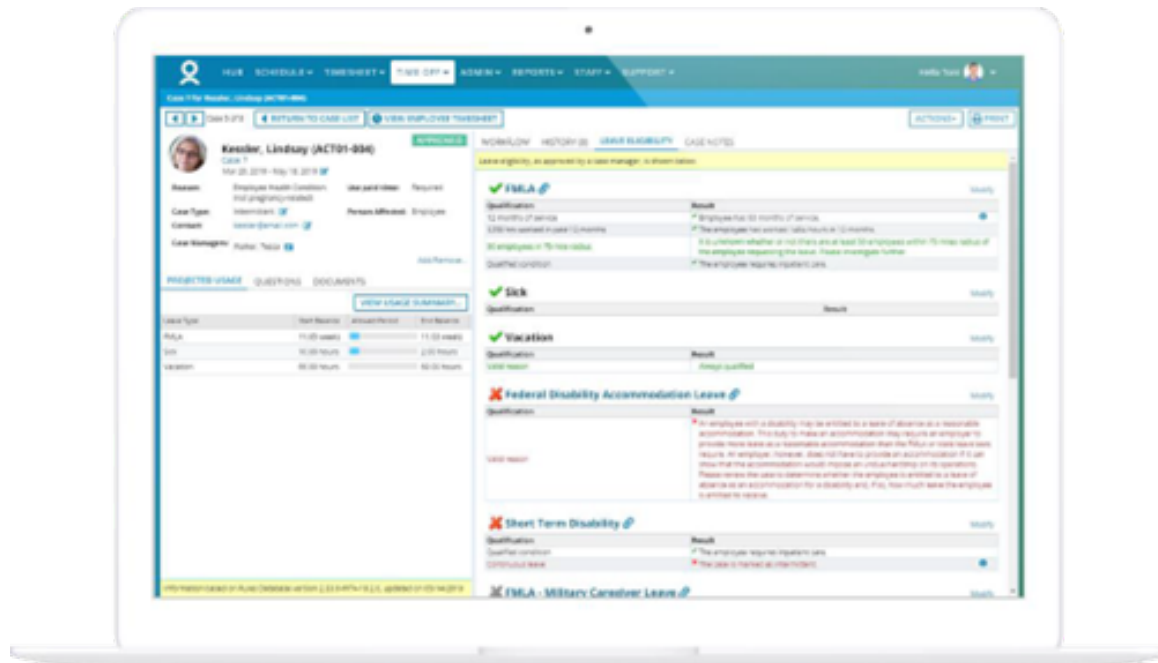**Figure 5: Leave Request Compliance Checks**

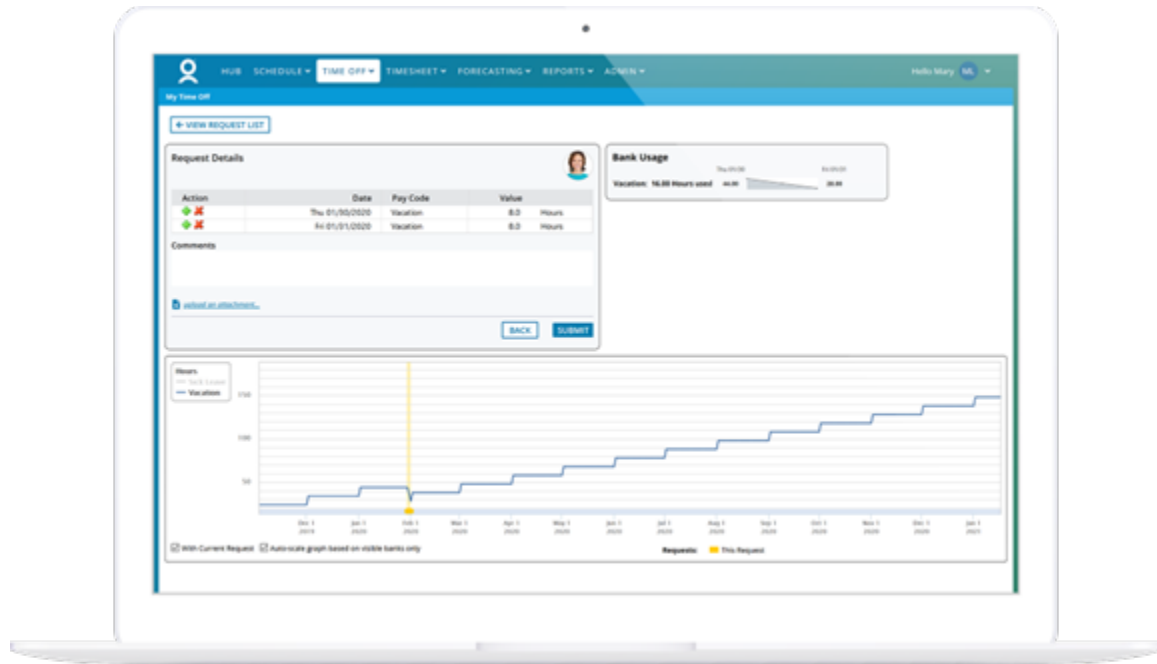**Figure 6: Time-off Trends and Accruals**

Figure 7: Timeclock and Mobile Entry
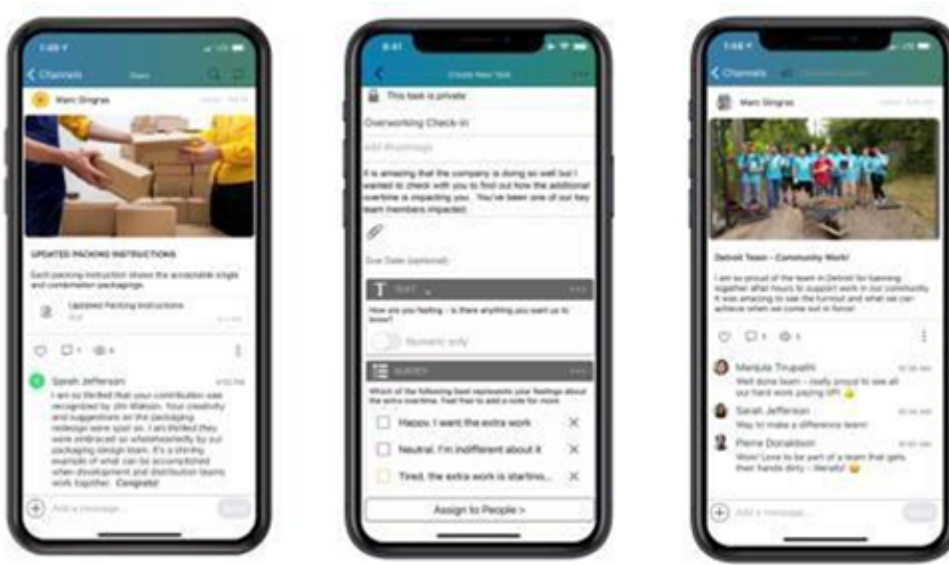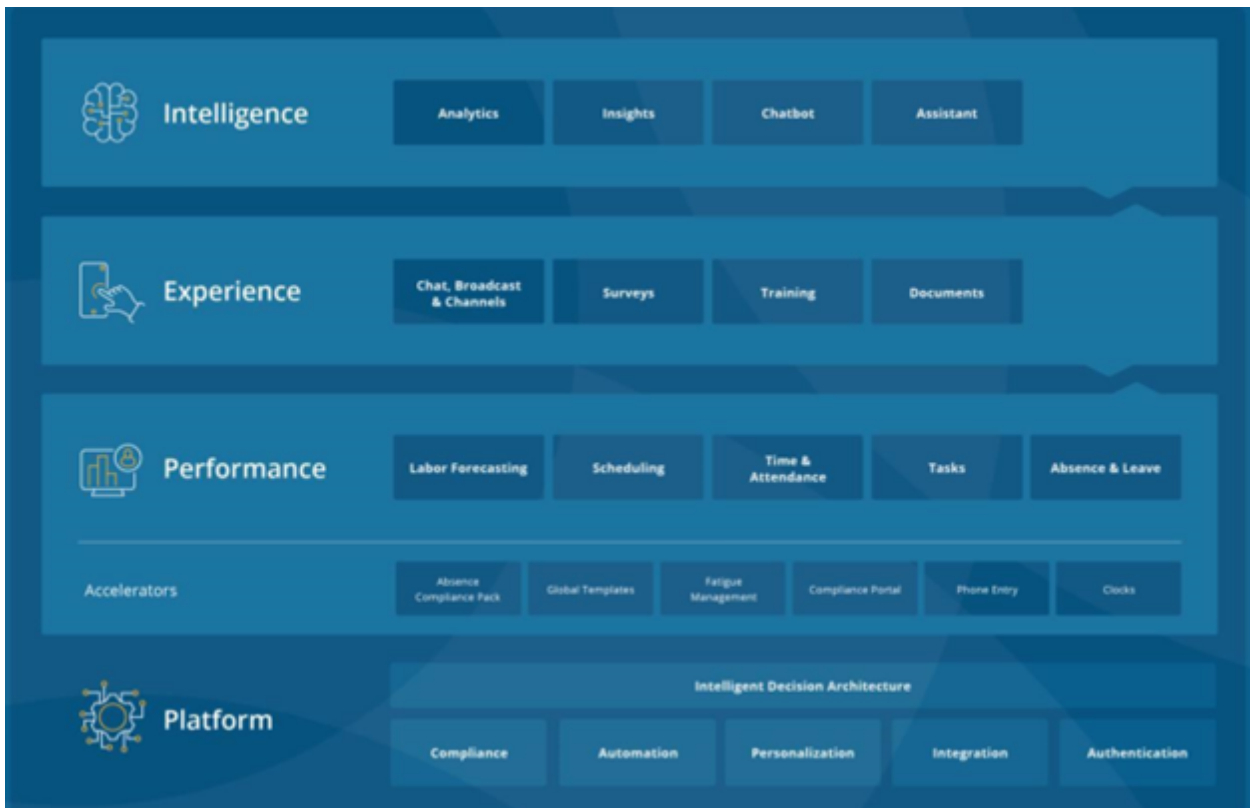
Figure 8: Employee Experience

Figure 9: The WorkForce Suite

All screenshots provided by WorkForce Software

Analysis by Brandon Hall Group™

Situational Analysis

The complexities of managing a diverse workforce, coupled with the need to optimize labor costs, ensure compliance and empower employees pose significant challenges for businesses. Legacy workforce management systems often fall short of addressing these challenges, leading to inefficiencies, disengagement, and missed growth opportunities.

Challenges to the Business

Organizations are often grappling with numerous interconnected challenges in managing their workforce effectively. The intricate web of labor laws and industry-specific regulations poses a constant compliance risk. Reliance on fragmented systems often leads to inefficiencies, errors, and a lack of clarity in vital workforce data. Simultaneously, fostering a motivated and engaged workforce is critical, as disengagement can impact productivity, retention rates, and even customer satisfaction.

Implications for the Business

Failure to address these workforce management challenges can have far-reaching implications for businesses. Non-compliance with labor regulations can result in financial penalties and reputational damage. Inefficient processes can lead to increased operational costs and decreased productivity. Moreover, a disengaged workforce can hamper innovation, customer satisfaction, and overall business success.

Questions to be Answered by the Business

As organizations strive to optimize their workforce management strategies, they face several pressing questions that demand effective solutions:

- How can we streamline and automate workforce management processes to improve efficiency and reduce administrative burden?
- How can we gain real-time visibility into workforce data to make informed decisions about scheduling, staffing, and labor costs?
- What strategies can we enhance employee engagement and empower its workforce?
- How can we ensure compliance with complex labor regulations and industry-specific requirements?
- How can we leverage technology to optimize its workforce management practices and drive business results?

WorkForce Software as the Answer

WorkForce Software's value proposition is its ability to streamline and automate key workforce management processes. By integrating time and attendance tracking, scheduling, absence management, and advanced analytics, the platform eliminates data silos and reduces administrative burdens. This enables HR professionals and managers to focus on strategic initiatives.

Real-time visibility into workforce data is a cornerstone of WorkForce Software's solution. Through customizable dashboards and reports, organizations gain actionable insights into labor costs, attendance patterns, and compliance risks. This empowers leaders to make informed decisions regarding staffing levels, scheduling optimization, and proactive risk mitigation.

WorkForce Software also recognizes that employee engagement is a critical driver of organizational success. The platform's self-service capabilities and communication tools foster a sense of empowerment and transparency, enabling employees to take ownership of their schedules, time-off requests, and professional development.

To aid compliance, WorkForce Software's platform incorporates built-in rules engines and audit trails to ensure adherence to federal, state, and local labor laws. This helps businesses mitigate compliance risks and avoid costly penalties.

Beyond its core capabilities, WorkForce Software offers tailored solutions for different departments within an organization, including HR, IT, Finance, and Operations. This ensures that the platform meets the diverse needs of the entire enterprise, fostering collaboration and alignment across departments.

WorkForce Software empowers organizations to transform their approach to workforce management. By combining automation, data-driven insights, and employee empowerment, the platform enables businesses to optimize their workforce, enhance productivity, ensure compliance, and ultimately achieve their strategic goals.

Contribution Team:

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