



The Big Payback with Workforce Management

WFM returns \$12.24 for every dollar spent

In a review of their ROI case studies published since 2016, Nucleus Research found that workforce management (WFM) solutions on average deliver:

- ✓ \$12.24 payback for every dollar spent
- ✓ A payback period of under 5 months

The report* covers several areas of WFM benefit.



1

Labour Optimisation

Using WFM to optimise labour scheduling processes can reduce total payroll spend by **more than 5 percent** on average.

Benefits:

- ✓ Control labour costs
- ✓ Improve customer service
- ✓ Enhance employee experience

5%

**Payroll
Cost Reduction
on average**

UKG WORKFORCE SCHEDULING

"The tracking and reporting tools have been hugely beneficial for improving efficiency. We are now much better prepared for potential volatility. After one year with our UKG solution, weekly administration of hours decreased by 70% and time spent dealing with pay issues at sites decreased by 80%."

SOPHIE BERRY - Group CI & Efficiency Manager



[Read case study](#)

2

Scheduling Automation

Managers can spend a significant portion of their time creating employee work schedules. And, manual scheduling often leads to a 3 to 6 percent increase in labour costs. Automated scheduling can reduce this time by an average of 75 percent.

Benefits:

- ✓ Control labour costs
- ✓ Improve customer service
- ✓ Enhance employee experience

75%

**reduction
in schedule
production time**

UKG WORKFORCE SOLUTIONS

"Previously it took our store managers two to three hours to manually create their schedules each week. With UKG automated scheduling, this time has reduced by 90%, now taking just 15 minutes."

EE - Jim Hale, Resource Planning Professional



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3

Reduced Employee Turnover

Customers deploying WFM solutions achieved an overall increase in employee satisfaction and reduction in employee turnover, with some organisations experiencing reductions in turnover ranging from 30 to 60 percent.

Benefits:

- ✓ Improve employee experience
- ✓ Reduce labour costs
- ✓ Increase productivity

30-60%

**reduction in
labour turnover**

UKG LIFE-WORK TECHNOLOGY

"When our employees feel their work is more organised and efficient, they feel much better about their jobs. Employees who want to work more hours are now more visible, and people's hours are more predictable and known earlier."

SODEXO - Sue Prince, UKG Solution Team Leader



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4

Employee and Manager Self-Service

With mobile self-service, employees can request changes to their schedules through a mobile application, as opposed to filling out paper forms and calendars. A mobile app also means that managers no longer have to fill schedules by coldcalling employees to check availability or willingness to work extra shifts. This can save the average shift manager approximately 15 minutes per week.

Benefits:

- ✓ Control labour costs
- ✓ Improve customer service
- ✓ Enhance employee experience

15

**15 minutes
per week,
per manager
saving**

UKG PEOPLE OPERATIONS

"UKG has enabled our teams to take full ownership of their time & attendance and management of store colleagues, offering a visibility that wasn't possible previously. From a HR perspective, UKG has enabled the measurement and control of key HR metrics, such as absence and retention - a game changer for our current business."

MOSS BROS - Lexi Barringer, Senior HR Business Partner

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To learn how to achieve similar benefits for your organisation visit **ukg.co.uk** or email **TalktoSales@ukg.com**.

*See the full report at: <https://nucleusresearch.com/research/single/wfm-returns-12-24-for-every-dollar-spent/>