

ORACLE WORKFORCE SCHEDULING FOR RETAIL



KEY BENEFITS

- Flexible business model which can be easily configured and dynamically adjusted when the retail environment changes
- Simple and highly interactive user interface which guides the retail manager through the scheduling process
- Provides a dynamic display of workload coverage
- Produces optimum schedules based on highly advanced analytical capabilities

RELATED PRODUCTS AND SERVICES

- Time and Labor
- Absence Management
- Human Resources

Striking the right balance between meeting customer service, payroll budget and employee preferences can be a challenge for even the most seasoned Retail Operations professional. Oracle Workforce Scheduling provides retailers with a comprehensive solution to forecast the demand for labor and scheduling the right people, for the right activities at the right time.

Overview

One of the challenges in Retail is controlling labor hours while improving service levels with customers. In a labor-intensive industry like retail, the ability to manage store operations with better insight results in better financial performance while improving the customer experience.

Oracle Workforce Scheduling solution is a simple-to-use application that can reduce overstaff situations, and understaffing in peak periods. The solution takes key metrics into account such as demand, employee preferences, skills, availability, labor laws, and payroll budgets to calculate the most optimal schedule.

Complexity Made Simple for Store Operations

The Store Manager can now spend more time on the shop floor with customers, instead of spending endless hours with tedious calculations and staff scheduling plans. With Oracle Workforce Scheduling, managers can complete the weekly planning cycle in five steps or less, simplifying the entire process. All steps --from forecast to scheduling --can also be automated, giving the user even more flexibility and control.

Giving Insight into Forecast and Planning

Providing visibility to managers gives further insight and intelligence to creating better schedules. Oracle Workforce Scheduling provides managers the ability to view corporate budgets and operational targets during the planning process. The managers can also influence forecasts using recent store or district trends, based on comparable weeks sales, and the impact of promotional activity.

Optimizing the Store Schedule

Oracle Workforce Scheduling includes sophisticated scheduling algorithms to produce near optimal schedules quickly and efficiently. The application uses a variety of mathematical modeling techniques to provide a solution that maximizes compliance with personnel and workload requirements, while using the minimum number of hours. Striking the right balance between strategic and operational goals is key to optimizing a store schedule.

BUSINESS MODEL CAPABILITIES

- Easy to configure
- Multiple week types
- Unlimited number of drivers and activities
- Simple tree structure
- Demand driven parameters
- Limited workload to budget if required
- Corporate or local event/task support

An Enterprise Solution for Retail

Oracle Workforce Scheduling supports central model build and maintenance through a simple Solution Designer tool and is suitable for organizations with just a few or very many employees in each schedule location.

Oracle Workforce Scheduling is available in English and can be translated into a left-to-right reading language. Multiple languages can be supported within a single configuration.

Integration Server is included to enable XML-based communication to other systems to be easily configured. This enables the import of Human Resource data, budgets, forecasts, business drivers such as EPOS data, and the export of schedules.

SCHEDULING CAPABILITIES

- User defined scheduling objectives
- Mid-week / department scheduling
- Rotating shifts
- Skill priority / proficiency
- Core coverage
- Minimum time between shifts
- Maximum late nights per week
- Minimum, maximum on an activity
- Consecutive days off rules

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