



unLeash
INSIGHTS REPORT

Ushering Workforce Management into the Future of Work

Discovering a modern enterprise WFM system, that steps beyond the transactional



In partnership with



WORKAXLE

About UNLEASH



UNLEASH is a global information business providing the latest HR, learning and recruitment news & analysis, trends and events on the challenges and opportunities shaping the new working world.

Since 2011, UNLEASH has served as a strategic transformation engine for the most powerful network of human resources leaders. They represent a range of organisations from the world's leading employers from the Fortune 2000, public sector organizations to innovative start-ups and everything in between. Built to inspire, connect and empower leaders to navigate the fast-changing world of work and exponential technologies.

We love our community. They are a diverse group of innovators laser focused on the future of work, who are passionate about people and getting the most out of technology. They reimagine work and new ways of working that improve the lives of 10's of millions of people each year.

Ultimately, we provide a platform to share ideas that work, network and do business. UNLEASH's mission is to be the world's #1 destination and marketplace for human resources, recruitment and learning leaders globally.

unleash.ai

About WorkAxle



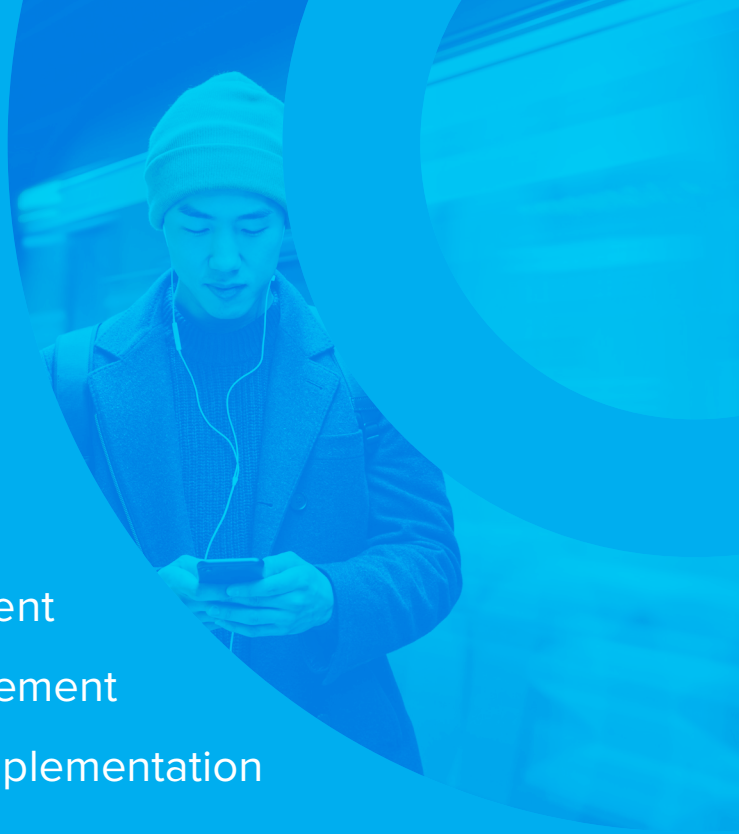
WorkAxle's mission is to remove the heaviness and complexity of implementing and maintaining workforce management tools while ensuring a delightful and frictionless user experience. Through our modern platform, we innovate and expand the definition of workforce management with the creative use of Artificial Intelligence and Blockchain technology. We strive to transform the definition of Workforce Management to include a high-value and positive experience for all stakeholders beyond the transactional.

workaxle.com



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Foreword

Workforce Management leaders have well and truly arrived at the era of uncertainty. The whole world has shifted the way it works over the last two years, and HR pundits have welcomed the era of hybrid and remote working. Yet, when it comes to deskless populations, there is still incredibly little attention paid to the relationship between how and when work gets done, and the importance of the experience in a physical workplace that's far removed from readily available technology in our daily lives or the needs of HR teams.

As organizations begin to tout their digital maturity and transformation efforts as part of their value proposition, those employees on the frontline remain robbed of modern-day experiences and modes of engagement with their organization and HR needs alike. The real-time, seamless, self-serve experiences of their personal lives are juxtaposed with paper payslips and antiquated time and attendance solutions, to name a few.

Given the context of severe talent shortages and increasing attention to future-proofing the organization, it's high time that Workforce Management leaders and their organizations understood that an employee-centered mindset is no longer a nice to have. If your hope is to thrive in the future of work, it's time to rip up the spreadsheets and say goodbye to days of understaffing – and usher in the next age of Workforce Management.

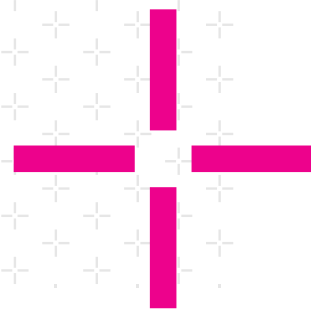
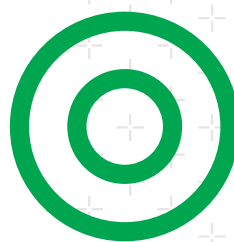


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Co-CEO at WorkAxle
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**It's time to usher in the
next age of Workforce
Management.**



A growing concern...

The 2.7 billion workers around the world who do not sit behind a desk to do their jobs represent the largest collective group of employees - around 80 percent of the world's workforce.¹ This group also makes up a large proportion of the individuals in essential industries that keep our global economies running, in sectors such as healthcare, agriculture, construction, retail, manufacturing, and transportation. This reality was thrown into the spotlight in 2020, when, as the world stopped, many of these workers were still required to show up to work and keep the global minority workforce population safe, fed, and provided for.

And yet, the inequality in the workplace experience remains. The provision of solutions to aid the majority in their work goes unsolved, with legacy systems that are unfit for purpose, housed in manual paper-based processes. Or solutions that only help desk-based workers. In a world where we order our coffees through our phones and pay for our dinner with the watch on our wrist, the absence of a seamless, digitized experience for the deskless workforce becomes abundantly clear. Especially when we take note of the attrition and hiring struggles in these core deskless industries.

The reality for many of these workers, oftentimes also the same population that are shift workers too, is that they face significant financial insecurity when they don't know their hours beyond a week in advance. Two surveys with a total of 4,000 working-age people, conducted by the Living Wage Foundation, found that of the 59% whose job involves variable hours or shift work, 62% said they were given less than a week's notice of their schedule. This included more than one in 10 (12%) who had less than 24 hours' notice of their shifts. Just 10% said they received at least four weeks' notice of their shift patterns.²

These workers were still required to show up to work and keep the global minority workforce population safe, fed and provided for



¹ <https://www.itproportal.com/features/rescuing-our-deskless-workforce-from-digital-poverty/>

² <https://www.peoplemanagement.co.uk/news/articles/two-thirds-of-shift-workers-given-less-than-weeks-notice-of-hours-research-finds#gref>

If this wasn't enough, many deskless workers are also never given a company email address. Left to liaise with managers and colleagues by swapping personal phone numbers or leaving handwritten notes for the next shift, the sense of community, company culture, and trust people crave in an organization often suffers. Sometimes referred to as the "digital disconnect", the lack of connectivity and formalized communication can undermine collaboration and eradicate the ability to tap into sentiment or common issues for employees that help HR teams to improve the overall workplace experience.

The cost of inflexible, archaic and ineffective Workforce Management (WFM) tools that are limited in scope and function, and disconnected from broader HR platforms, let alone the individual burden of having to take shifts that individuals don't want or poor perceptions of asking for flexibility, can undoubtedly lead to poor work-life balance, high anxiety and burnout. It's no wonder people are voting with their feet. Frankly, it's a surprise it didn't happen sooner.

So, we find ourselves at a crunch point where deskless workers, the lifeblood of our economies, are asking to be seen by their employers. Making them, and their experiences in their work a priority, will increase retention, engagement, productivity, and wellbeing. And the benefits are twofold, not only do better solutions and tools improve the experience for the employee, but they can also automate laborious manual processes from line managers and HR teams, making them more productive and reducing workload pressures.

To thrive, organizations must provide intuitive and seamless technology that gives deskless workers the ability to stay connected and engaged



³ <https://searchhrsoftware.techtarget.com/definition/workforce-management>



The new era of workforce management

Understanding the tangible benefits of the tools available for digital Workforce Management, can be the perfect starting point for making the business case to get positive change done in your organization.

Shaping up your WFM system can mean “improved employee productivity, better labor planning, lower operational costs in the long-run, efficient time and attendance tracking, and better customer service.”³

To thrive in the current talent climate, organizations must improve the employee experience, by providing intuitive and seamless technology, that gives deskless workers the ability to stay connected and engaged – at the bare minimum. But what’s to say that improvements to WFM can’t also lead to strengthened workplace bonds, financial and emotional wellbeing, and the creation of an Employer Value Proposition (EVP) that’s completely unique to your organization? Well, nothing, because the future of work is now.

A modern enterprise WFM system

WorkAxle offers a revolutionary way for shift-based businesses to schedule, communicate, and manage time & attendance across multiple departments and locations. It lowers labor costs and reduces time spent scheduling by up to 90%. Businesses can communicate with their staff, create and share an employee schedule, and get a business overview. WorkAxle can also automatically generate employee timesheets, and managers can adjust them as needed. Custom tags can be added to employees to designate skill sets, titles, and more.



AI DEMAND FORECASTING

Using predictive analytics, create demand forecasting based on your organization’s unique requirements, constraints, and performance indicators, which is then tested, monitored, and optimized by a dedicated team.



TOKENIZED RECOGNITION AND REWARDS

Solve the redemption problem by allowing interoperability with other platforms, providing great value for employees. You’ll also be appealing to a demographic who actively interested in crypto leading to the attraction and retention of millennials and centennials. Be a pioneer in welcoming futureproof technology that’s modern, scalable, flexible, secure and transparent.



COMMUNITY

Fill the gap of the absence of a common communication tool by providing a one-stop-shop for deskless workers to chat, meet, share documents, notes and news, all from their mobiles.



SCHEDULING AND ROSTERING

Have a bird’s eye view of employees, schedules, and labor costs all in one hub. Make informed scheduling decisions based on skills, certifications and employee availability, as well simultaneously controlling labor costs with accurate insights into employee wages and sales data, with the ability to identify and fill gaps quickly. And importantly, give employees control by enabling them to trade shifts or find cover through the platform too.



TIME AND ATTENDANCE

Remove the health and privacy risks of traditional solutions with contactless clocking in and out with the employee’s own device; and use facial recognition to ensure the right person is clocking in with their device to mitigate beacon spoofing. The platform also has an inventory of rules to meet labor standards and provides the ability for auto-approval to reduce manager’s time to review requests.



EARNED WAGE ACCESS

Enable your workers to make smarter financial decisions with predictive education and insightful features, as well as reduce cash flow worries by letting your employees access their wages as they earn them, with no additional workload to HR or Payroll.

It is all very well exploring this in theory, but how can this approach succeed in practice?
Read on for a first hand case study.



A new workforce management implementation case study

"I was assigned the very tough challenge to source and implement a Workforce Management solution after the organization had failed on four previous attempts. I scanned the whole market and communicated with 47 vendors and attended product demonstrations for more than 20 systems.

Even though they were a lesser-known brand, and we are a large (25,000+ employees) and prominent organization in the Middle East, we chose WorkAxle because they convinced us that they would go above and beyond to deliver the best results for us and completely shift our business outcomes for the better.

Through a great partnership between us and the WorkAxle team, and a joint dedication to the project, we were able to go live successfully in less than a quarter of the time quoted by the other vendors on our shortlist from the selection process. Not only were we able to deploy a working solution through the entire organization, but our employees also gave the solution and project an 80% satisfaction rating within the first quarter after they started using it. As a result of the resounding success of this initiative, I also received a promotion."

Why would I choose WorkAxle again if I had the chance?

- It is the only solution that supports beacon detection in attendance, which can be very difficult given the ability to spoof more traditional methods like geofencing.
- It is a unique workforce management tool that allows the delegation of authorities by managers during their vacations and allows ad-hoc duty registrations in locations other than the default.
- They have a very extensive and completely documented API library and their system was easily integrated with Oracle Fusion (Enterprise Resource Planning (ERP) platform) and MicroStrategy (Business Intelligence (BI) platform). Through this integration, they have provided a very solid and strong operational enterprise solution.
- The WorkAxle team are extremely professional and formed a helpful and invested partnership with us, as their experts provided unique solutions for chronic operational challenges and our unique organizational requirements, remaining flexible throughout the project.
- WorkAxle have outstanding customer care and they customized their system based on our individual enterprise needs, meaning no more cloud limitations!"

**Omni Health Performance & Innovation Department Manager,
a WorkAxle Customer**

¹ <https://www.itproportal.com/features/rescuing-our-deskless-workforce-from-digital-poverty/>

² <https://www.peoplemanagement.co.uk/news/articles/two-thirds-of-shift-workers-given-less-than-weeks-notice-of-hours-research-finds#gref>

Enabling a prominent Retail Pharmacy organization to totally transform its workforce management



About the organization:

- Largest pharmaceutical and medical group in the Middle East
- 25,000 employees and mobile workers
- Over 14,000 locations (including retail pharmacies, clinics, warehouses)

Top Objectives:

- Centralize time and attendance and tracking processes
- Ensure governance across the corporate hierarchy
- Prevent time theft through advanced identity and location validation measures
- Automatically track prayer times and manage their effect across the organization
- Promote accountability and compliance through comprehensive record keeping
- Mobilize and track the mobile workforce

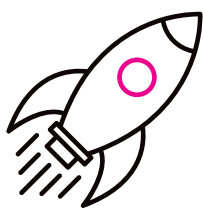
Scope:

- Five-month, company-wide implementation of the WorkAxle platform
- Integration with legacy systems previously used by the company
- Tracking prayer times and automatically adjusting timecards accordingly
- Enabling identification validation through facial recognition
- Enabling location validation through geofencing and beacon tracking
- Scheduling and tracking of mobile workforce

A Time and Attendance Case Study:

Faster, better, stronger

The Results:



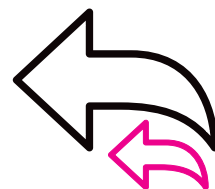
**4.8x
FASTER**
IMPLEMENTATION
THAN THE LEADER
COMPETITOR



**31%
COST
SAVINGS**
ON EMPLOYEE
WAGES



**74%
TIME
SAVINGS**
IN TIMECARD
MANAGEMENT



**100%
RETURN**
ON INVESTMENT
6-8 WEEKS AFTER
IMPLEMENTATION

**FOR A TAILORED BUSINESS CASE TO MODERNIZE YOUR WFM LANDSCAPE –
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