

# Fortune 500 Global Services Provider Aligns Staffing with Demand and Identifies 5% Labor Cost Savings

The Global Operational Excellence team is well on their way to achieving targeted KPIs, labor cost savings and improved customer experience resulting from optimal alignment of staff to business demand



## CHALLENGE

As part of an initiative to improve costs, the client's Global Operational Excellence team enlisted Workforce Insight to participate on a steering committee to tackle one of their biggest challenges: planning for and staffing the optimal headcount levels in their business units that have the most dynamic demand patterns. Because customer traffic varies widely from day-to-day and even down to 15-minute intervals, any misalignment in staffing meant the client was either spending too much on labor or delivering a sub-par customer experience because not enough labor was present. Workforce Insight helped design and implement a flexible solution that gave field managers a dashboard with precise data to help them optimize staffing levels.

## SOLUTION

### Analytics & Staffing Optimization

Workforce Insight's analytics and workforce management consulting team rapidly developed a cloud-based staff planning and optimization solution that aggregated large volumes of transaction data, delivered a unified model for multiple business units, and presented key performance indicators in an easy-to-follow dashboard. This included:

- **Custom Performance Dashboard** including development of KPIs and target benchmarks
- **Sales & Labor Data Integration:** ability to integrate and analyze sales and labor data by individual location, by week and day of week, and in 15-minute time increments
- **Labor Demand Pattern Analysis** and analysis labor costs over the course of a given day or event
- **Productivity Calculations** using transactions per labor hour as a metric; system measured actual productivity for each location and day, and compared it to previously achieved levels for the same location to determine an optimally-required level of labor
- **Optimal Headcount Measurement** (versus actual headcount to indicate areas of opportunity)
- **Staffing Demand Forecasting:** system forecasts demand based on historical daily sales curves and changes in overall projected demand, and then provides a guideline for staffing needs
- **Adoption & Enablement:** Workforce Insight staffing experts went into the field and coached the client's managers on how to leverage the new information to support adoption and sustainability

## CLIENT PROFILE

Fortune 500, global food service, facilities and uniform services provider



Employees: 255,000



## RESULT

Improved Customer Experience

5%+ Labor Cost Savings

Sustainable Staffing Model/Solution

*(estimated early savings amount to more than 2% of total labor with savings of 5-10% identified when program is fully optimized)*

# 5%+

## Targeted Labor Cost Savings