



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



NUCLEUS RESEARCH

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 UKG system has led to a 6-8% year-on-year reduction in labour costs at houses which have deployed our latest forecasting and scheduling configuration. Sales are growing – the labour savings are being delivered by better control over working hours and greater productivity."

HALL & WOODHOUSE - Duncan Rouse, Operations Support 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

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"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



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

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"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



[View case study](#)

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 cold-calling 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

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"Nearly all of our employees can access the self-service capabilities [in UKG Dimensions] because they're so intuitive – it's just like shopping on Amazon!"

MENTAUR LTD. - Monica Melo, Director



To learn how to achieve similar benefits for your organisation visit www.UKG.com

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