



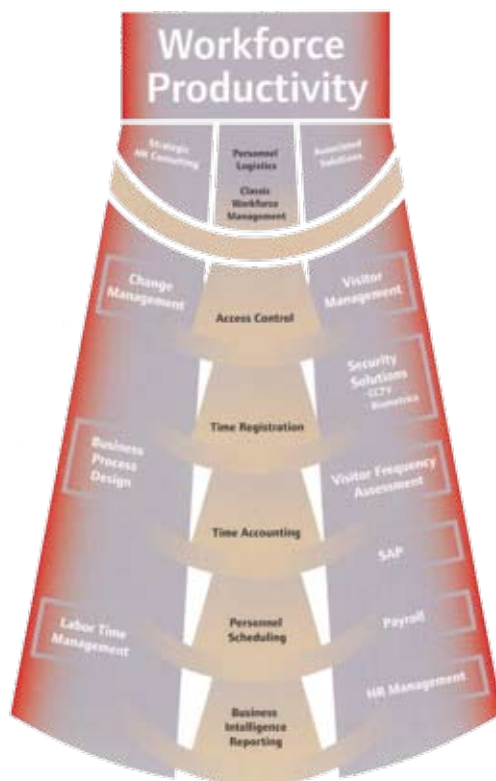
interflex

*Workforce Productivity
for Retail Establishments*

Workforce Productivity – Why It Is Your Concern

Nowadays, it is hard to find an organization or company that is not involved in profit maximization and process optimization. The methods applied range from increasing sales, and cost reduction programs up to measures to increase productivity. While these measures became state of the art in the automation of machine-oriented processes, the 'human resource' is not only gaining importance, but is the focus of future optimization efforts. Transparent yet comprehensive registration of manpower is the key to increasing both productivity and profit. This begins when employees stamp-in and includes,

among other things, planning of their daily tasks and the aggregation of employee data into key figures required by the management. How to make best use of the optimization potentials available? Interflex Workforce Productivity solutions identify the necessary prerequisites and, compared with the classic Workforce Management, offer significant enhancement. Workforce Productivity stands for the comprehensive treatment of products, resources and consulting services, but focusing on the human element and his individual contribution to increase the revenue of a company or organization. That is why Workforce Productivity solutions not only encompass the classic Workforce Management but also strategic HR Consulting, such as Labor Time Management and associated solutions such as HR Management and security systems. Workforce Productivity highlights areas that are ready for optimization and covers everything from a single department up to complex organizational structures. Workforce Productivity is the basis for strategic and operational planning, and for decision processes resulting thereof. It is the foundation for transparent and understandable processes and designed to increase productivity and efficiency within a company or organization.





Workforce Productivity – Personnel Scheduling in Retail Establishments

The economic situation in retail business has changed for the worse. Price pressures from mega merchants, expansion in retail space and trends towards concentration on one hand, but then, high insolvency rates and a significant drop in sales on the other hand. Changes in the basic conditions, especially having extended shopping hours and introduced new labor time regulations impose a constant pressure on personnel costs. Unpleasant consequences are business closings, the reduction of jobs, worsening of personnel structures as well as rising job stress and the pressure to perform on employee side. While trying to become more service-oriented, the employee has been under increased scrutiny, and – even considering worsening working conditions – is expected to be always friendly and motivated when serving customers. At the same time, it is the employer's responsibility to provide a good and friendly working atmosphere and acceptable working conditions – particularly in view of the longer working times. Working hours in retail companies were separated from those of office and factory staff a long time ago. Retail workers are much more difficult to schedule as the manpower requirement is subject to considerable fluctuations due to the consumers' buying behavior. Most important is the availability of a demand-oriented personnel scheduling. This is the only

way to ensure adequate staffing levels and a fair distribution of working hours. How many employees are needed? When and where should they report? What skills are required? Besides that, specific departmental needs and different staffing level factors must be considered. Manning hours and staffing levels, minimum staffing levels, budget defaults related to personnel costs, skills, seasonal influences, and Special Offer days must be taken into account for each department. If you are seeking a software solution that provides real-time data, considers all the relevant legal and collective labor agreements and supports you in automating your personnel scheduling, look no further. Interflex makes it happen, so please contact us. Workforce Productivity is Interflex' integrated software solution to meet your requirements. Our knowledge and experiencesm gained from projects conducted for various retail establishments makes us your competent business partner.



Daily Routine in Retail Establishments – Many Questions to Answer!

Had any Legal or Collective Labor Agreements Be Considered?

Dependent on the products category and branch, you may need more or fewer sales people at a given time. To determine the optimum staffing level for a department, simply compare the revenue figures achieved and how often this revenue was achieved. Target time windows need to be considered as importantly as company-specific and union-related regulations. Indicator Accounts provided in each personnel schedule color-code the different positions needing coverage and where upper or lower limits have been exceeded in the past. Errors can be detected even during the planning phase. Staffing levels are not scheduled only in the light of market requirements, but also with appropriate consideration of any applicable legal regulations and collective labor agreements.

Did Our Forecasts Come True?

Cleverly thought-out algorithms are the basis to developing forecasts from empirical data such as visitor frequency or transactions

collected from the cash registers of retail stores. You, as the user, can determine how specific marginal settings are to be weighted. Once having checked the results, these forecasts can be changed so as to meet specific requirements. The optimum staffing level can then be defined by a few mouse clicks. A scheduling table shows intraday and intraweek forecasts in parallel to estimated revenue and costs. Last year's revenue data can be used as reference data for scheduling the daily staffing levels. Detailed staffing level schedules are generated by the system from these basic parameters and the user can choose the precision with which employees are scheduled, whether in hours or minutes.

Is Our Scheduling “Just in Time”?

Scheduling of employees can be much more responsive than ever before. Visitor frequencies, market segment frequencies and revenue data are imported from the point of sales (POS) terminals to allow for optimum scheduling of staffing levels. From these figures, it is possible to determine the effect, personnel



scheduling has on the revenue each retail store or department has achieved independent of the visitor frequency. With our 'Just in Time' scheduling solution, you are able to determine the lengths of the queues in front of the cash desks and to assign personnel to places, where it is needed. What you get are satisfied customers – just in time.

What do Scheduling and Employee Motivation Have in Common?

"Who can work on which day of the week and how long will this person be available?" Appropriate employee profiles can easily be created and recorded. The software allows employees to upload shift preferences via the Web Terminal which are important, especially when the shift schedules are automatically created. Flexibility characteristics that are of relevance for scheduling such as starting work earlier or later will also be taken into account. Even small gaps of your schedule can be filled with appropriately skilled staff and anticipated losses in sales are avoided. At the same time, your employees always are

aware of their work assignments and know where and when they are needed. This is what scheduling fairness means and how your staff can be motivated!

Have the Requirements on Cost Optimization and Overall Budget Planning Been Met?

To check this, the integrated planning functionality of the Interflex software solution permits displaying both the long-term and the short-term budget and planning figures. No matter whether the annual, monthly or weekly budgeted sales are concerned; important budget figures, such as the budget for personnel costs or man-hours, can be determined for each schedule period on the basis of budgeted man-hours and the personnel costs accruing from them. User-definable staffing allocation definition tools help you to create scheduling defaults for the various sectors. The default budget figures are displayed in a clearly presented schedule. A message appears in the message window showing the overstaffing hours and the extra costs accruing whenever

the scheduled staffing level exceeds the upper limit. Be sure that a cost-optimized schedule is created for each area of responsibility.

Are Market Performance and Absorption Rate Correct?

Reference values such as visitor frequencies, sales revenue figures or register receipts are data that can simply be imported or recorded is special dialogs. These reference values are required to determine individual service levels such as absorption rate and the receipt-to-visitor ratio. This is important, as the absorption rate is often a performance benchmark for an entire market. A few mouse clicks, and- Workforce Productivity provides the latest performance figures. In doing so, provides good information for future decision making and scheduling decisions.

Are all Sales Campaigns and Special Offers Scheduled?

With the Event Scheduling functionality added to our software solution, you can schedule and configure one-time Special Offers and sales campaigns for the entire company or for a single department. A clearly arranged schedule helps you to keep track of all pending activities. Recurring event types can be defined, event types recorded, and the real-time information retrieved. Events, such as sales campaigns and Special Offers are color-coded in the schedule. Only a few mouse clicks are needed and a clearly arranged schedule overview is displayed showing all the upcoming dates within a user-defined period of time Get your sales promotion under control even if temporary campaigns of short-term nature are concerned.



Additional Solutions for Retail Establishments

Online Time Management and Access Control

Safety and security play an important role in retail establishments. Sensitive or off-limits areas must be protected against unauthorized access. Shoplifting is a huge concern. If visitors are admitted to protected areas, they have to be thoroughly monitored while in these areas. This is what the Interflex access control system is responsible for. The system also allows recording attendance times and absences. Not only are incoming and outgoing time stamps recorded but also absence times. You get time account management at no extra effort.



Access Control and CCTV-Based Surveillance Systems

All modern control and alarm monitoring systems should lessen the impact of a security breach or a hazard. The digital video monitoring system (CCTV) allows the system to identify persons, and reliably retrace security issues at terminal locations, detect motion or even the presence of smoke or fire. If required, visual and audible alarms can be triggered. Automatic response such as notifying the local fire department for such an event, or activating a camera at a fault location is not considered routine of modern access control and alarm monitoring systems. The integrated motion detection system operates particularly efficiently as video recordings are made only if a motion has been detected. This saves hard disk capacity. With Interflex solutions, you are able to operate, control and monitor all security components from a central place..





Ingersoll Rand's Security Technologies Sector is a leading global provider of products and services that make environments safe, secure and productive. The sector's market-leading products include electronic and biometric access-control systems; time-and-attendance and personnel scheduling systems; mechanical locks; portable security; door closers, exit devices, architectural hardware, and steel doors and frames; and other technologies and services for global security markets.

We support our customers and provide our services from 35 business locations in 12 countries around the world. For further details, please refer to our homepage.

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