Industry Snapshot

Buyer's Checklist for Replacing Your Legacy Workforce Management Systems

Twelve essential workforce management capabilities to look for when moving off your legacy frontline worker technologies.



Replacing your current workforce management solution—a system so closely tied to your critical business operations—can be unnerving. It doesn't matter if you have been planning to upgrade for some time or are being forced to replace the system before you're ready because of an impending end-of-life deadline. Transitioning to a new system can feel overwhelming. But rest assured—there are workforce management solution options in the wider market that will meet your unique needs and help transform your operations and worker experience.

When evaluating workforce management solution vendors, look for a unified solution that delivers these essential capabilities:

Frontline worker experience.

- Mobile access to employee information, communication, and schedules
- Ability to swap shifts, request time off, and more from a mobile device
- Personalized frontline experiences with worker-led scheduling preferences
- Universal device access with native support for iOS and Android devices
- Responsive HTML design for non-mobile devices
- A natural language digital assistant (chatbot)

Frontline manager experience.

- Mobile frontline manager experience
- Manager dashboards with insights into direct reports and well-being
- Single data view to review and approve time off, monitor operational analytics, compare scheduled hours to actuals, understand coverage gaps, and optimize labor costs
- Open shift board, self-service shift swapping, and automated communications
- Reporting and alerts for check-in conversations, gig matching, mentors, learning, skills development, and connections

Workforce management.

- A single data foundation for time, absence, scheduling, payroll, and HR
- Worker-first scheduling and automated workflows to improve productivity and flexibility
- AI- and ML-powered scheduling that assigns best-fit workers across all roles and store locations
- Proactive workforce insights to control labor costs and align workforce decisions to business goals
- Personalized, curated, and self-service content to empower associate- and manager-level decision-making

Time tracking.

- Frictionless time tracking deployed on a unified system
- Time data that pushes to payroll automatically
- Clear visibility into time data and attestations, lowering compliance risks
- Global mobile and web-based time clocks and self-service time entry, eliminating manual entry processes
- Real-time insight into key performance indicators such as overtime, PTO, and more
- AI- and machine-learning-driven workflows, automating mass approvals and time-off requests while flagging anomalies that require manager attention

Absence management.

- Time, absence, scheduling, and payroll data seamlessly integrated with HCM
- Clear management views of team absences and time-off balances
- Manager insight into key workforce metrics and benchmarks, such as accruals and time off
- Global mobile and web experiences to easily create, view, and correct absence and time-off requests
- Automated absence approval flows, notifications, and reminders

Scheduling.

- Intelligent scheduling based on worker-defined preferences, such as shifts, store locations, and job roles
- Personalized worker and mobile-first experiences and schedule views
- AI-driven insights for measuring labor costs, employee productivity, and schedule quality
- Labor cost transparency via seamless connections to unified time, absence, HCM, and workforce data

Labor optimization.

- Intelligent labor and demand matching that aligns worker skills, preferences, and availability to changing labor needs
- Forecast business demand based on external data, such as sales and foot traffic history, to optimize scheduling and worker productivity
- AI-driven capabilities such as shift shaping, shift assignments, scheduling scores, and more
- Labor cost transparency via a seamless connection to unified time, absence, HCM, and workforce data

Unified data core.

- A consistent, accurate data source for HR, payroll, finance, and operations
- All applications based on a single source of data, bringing in third-party data, such as POS sales and customer satisfaction scores
- Transactions are immediately reflected in all areas of the business with no need for data reconciliation
- Augmented analytics highlighting business anomalies and analysis trends
- Prescriptive analytics that proactively identify key improvement areas

Upgrade frequency and experience.

- Nondisruptive, scheduled, and vendor-managed software updates
- Unlimited access to new innovations without investing in additional services or software

Security and data privacy.

- Single sign-on
- Multi-factor authentication support
- Always-on auditing
- Encryption of data at rest and in transit
- Recurring, applicable third-party audits and certifications with reports made available to customers

Deployment and support model.

- Proven vendor track record demonstrating on-time and on-budget deployments
- Customer ROI examples and references
- Proven deployment methodology for successful go-lives
- Business-owned tools, flexibility, and governance
- Service-level agreement (SLA) with consistent outperformance

Customer community and feedback.

- Active customer community to network, share, and adopt best practices
- Opportunity to recommend and vote for new features
- Customer-submitted requests delivered in every major update
- Design partner groups and early adopter programs to design, develop, and test new product features
- Global ecosystem of advisory, services, software, payroll, and channel partners

What can your organization achieve with a unified workforce management solution? These are just a few of the benefits that organizations like yours have realized with the workforce management solution from Workday:

45%
reduction

in employee turnover

99.9%
increase

in time entry compliance

95%
rate

of mobile adoption

87%
decrease

in overtime spend

7%
higher

sales recorded

Download our "**Workforce Management Buyer's Guide**" for five steps to identifying the right workforce management solution, critical deployment considerations, and key questions to ask potential vendors.

Learn more at: **Workday vs. legacy workforce management systems**

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