



Workday for retail.

The challenges facing today's retail organizations are by no means small. Competition is growing, margins are tightening, and consumer expectations are changing. To stay competitive, retailers need to be able to hire, develop, and engage a skilled frontline workforce to deliver superior customer service. They also need to adapt quickly and strategically to change, and connect workforce decisions to financial insights. Unfortunately, many retailers struggle with costly, inefficient legacy systems that make it difficult to achieve those objectives.

Workday combines HR, workforce management, payroll, financial management, planning, and analytics in a single platform to help retailers across the globe focus resources on attracting and retaining an engaged workforce, while driving growth and profitability.

Support growth and change.

Maybe you're expanding your sales or delivery channels, opening new locations, or acquiring a new organization. Perhaps you're managing shifts in a complex regulatory environment or trying to meet the needs of all types of workers while balancing the business. Workday can help you through periods of growth and change with its unparalleled agility and adaptability. Workday provides a single technology architecture that can adapt to changes in your organizational structures, policies, locations, business units, workforce, and other areas. And it is all done through configuration, not costly customizations that require long lead times and IT support or third-party consulting services.

The Workday business process framework can be easily configured to meet a wide range of unique needs and requirements. Apply business processes and rules differently as appropriate for hourly workers, contractors, managers, and corporate executives, or for your union versus non-union employees.

Only Workday has AI and machine learning (ML) embedded into the core of our platform, enabling our applications to natively leverage AI and ML as part of the workflow—from identifying learning and growth opportunities to recruiting top talent faster and everything in between. Optimize, augment, and support your workers with ML-enabled process automation and AI-powered decision support, and benefit from pairing people with technology to unlock the value of your workforce.

Key Benefits

- Grow your business with rich insights into the cost and capabilities of your workforce.
- Attract, engage, and retain the new generation of workers with intuitive mobile self-service.
- Spend less time on administrative tasks and more time providing superior guest services.
- Take fast action with relevant, contextual financial information delivered through dashboards, scorecards, and reports.
- Respond quickly to change with a powerful, configurable suite of applications.

Workday Applications

Human Capital Management

- Human Resource Management
- Time and Absence
- Scheduling and Labor Optimization
- Labor Demand Forecasting
- People Analytics
- Workforce Planning
- Recruiting
- Talent Management
- Learning
- Compensation
- Benefits
- Payroll
- Skills Cloud
- Peakon Employee Voice

With Workday, you have full visibility into your talent across the entire organization—from corporate headquarters to store locations. Deliver the greatest possible impact with a workforce optimized for productivity, and provide personalized experiences and flexibility to frontline workers to give them more control over when and where they work—further meeting their expectations.

Engage employees to deliver outstanding customer services.

Providing a differentiated shopping experience and increasing customer loyalty is key to your success. And because frontline employees and managers have the most impact on customer satisfaction, it's essential that you hire the right people and onboard and train them efficiently, match skills and capabilities to meet business needs, and nurture and retain top performers.

Workday supports the full hire-to-retire lifecycle of your workforce. Recruit, onboard, develop, manage, and retain the best talent—from contingent, part-time, and hourly workers to store managers and corporate professionals—with native mobile functionality.

Change is reshaping every aspect of work. To quickly respond and make the right decisions, you need real-time insight. Workday provides workforce analytics and transactions in the same secure system you use to capture your people data. You can see what's happening and take action. You get a single source of record for identifying skills and strengths, reallocating resources, monitoring employee sentiment, giving anytime feedback, assessing retention risk, and more. This helps cultivate a culture of career development and opportunity, reducing turnover and its associated costs.

There's a better way to reach employees than with break-room signage, emails to personal accounts, or manager word of mouth. Yet, retailers often rely on these inefficient methods to push procedural, operational, and social communications to specific individuals or groups. With built-in notifications and alerts, Workday makes it easier to reach and engage employees on the device of their choice, eliminating the risk associated with missed communications.

Achieve productivity and cost savings.

With the acceleration of multichannel selling and shifting consumer expectations, many retailers are looking for ways to reduce costs without sacrificing customer satisfaction. Native mobility, built-in business processes, self-service functionality, intelligent scheduling, and a consumer-grade user experience are essential to boosting productivity while managing costs.

Workday uses configurable workflows and automation to eliminate manual processes to help ensure compliance, accuracy, and standardization. This also frees employees and managers to spend more time on the store floor serving customers and improving operations.

Workday makes it easy to analyze costs and productivity. Gain a clear understanding of the costs and capabilities of your workforce across geographies, locations, business units, and job roles. Workday enables you to manage your contract workers in the same system as your full-time employees, providing rich insights for cost-benefit analysis.

Workday Applications

Financial Management

- Reporting and Analytics
- Financial Planning
- Accounting Center
- Expenses
- Procurement
- Projects
- Financial Performance Management
- Budgeting, Planning, and Forecasting
- Consolidation and Close
- Prism Analytics

With Workday you can plan, execute, and analyze with confidence. Easily model, forecast, and report with real-time data; plan with agility using unlimited what-if scenario analysis; and become a trusted and strategic partner to the business by streamlining planning processes.

Continuously source and track employee candidates, including seasonal rehires. When those candidates progress to the offer, hire, or rehire stage, they're automatically transferred to a regular job requisition to complete the remainder of the application process. This ensures a single, consistent employee record; minimizes the work effort related to rehiring; and makes it easier to staff seasonal, high-volume, and hard-to-fill positions.

Control processes, minimize risk, and ensure compliance.

The physical separation of the corporate office and individual store locations increases the chance for errors and inconsistencies in data and processes. This risk is compounded by complex compliance requirements, tight profit margins, and the high turnover of hourly workers.

Workday is a single system of record for information and processes related to compensation, overtime, absence, benefits, training, background checks, and more. Automate hiring, onboarding, learning, scheduling, payroll, and performance assessment across the entire organization—including differences for unionized and workers' council environments—to eliminate inconsistencies at the store level.

With Workday, all business processes are configurable and fully automated to follow an unbreakable approval chain or orchestrated set of activities or steps. And you'll be instantly notified of actions at risk of falling outside the process. You can give security permissions to employees based on their role, and assign and monitor the completion of procedural and compliance training to individuals or groups.

Every transaction in Workday is tracked down to the field level. No other product has this level of security, audit, automation, and reporting in a single system.

Embedding AI into our financial applications provides intelligent automation and assisted recommendations to eliminate manual, repetitive tasks and free up time for more strategic work. For AI technologies to be trustworthy, trust must be built into them. Workday is transparent about how our models are designed, and how our customers' data is used to train those models.

A single view of workforce, financial, and operational data.

Workday provides the information you need to more effectively support your retail operations. It combines HR, financial, and operational data with key metrics, survey results, benchmarking, and other external operational data to deliver key insights that drive more-informed decisions. The single view of data—delivered through dashboards, scorecards, and reports—helps you analyze retention risk, schedule accuracy, labor costs, head count, performance, and other critical business areas.

Workday Financial Management is a best-in-class application built on an adaptable platform. Retail finance leaders can create a composable technology strategy designed to easily integrate with best-in-class, industry-specific business applications including point of sale, merchandising, inventory, ecommerce, and more. This approach enables finance teams to streamline business processes and create greater interoperability among best-of-breed tools; unite third-party operational, financial, and people data in a single platform; and empower finance to analyze critical business data and surface deeper insights. With Workday Financial Management, retailers can transform planning to prepare for the future, guide the organization with insight, and proactively manage audit and compliance. Combining planning, budgeting, consolidations, reporting, and analytics with HR, workforce, and operational data, retailers can deliver more-complete profit-and-loss reporting that shows financial metrics, KPIs, and progress against targets.

Workday is invested in creating and evolving business applications to help retail organizations run more effectively. With an innovative foundation and a cloud delivery model, Workday grows and adapts with your organization over time so you can succeed in the future, regardless of what comes next.

Check out Workday best-in-class solutions for retailers.

Visit: <https://www.workday.com/en-us/solutions/industries/retail.html>



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