



**Your Stores Demand
Intelligent Workforce Planning,
Are You Ready?**

Reimagine the stores, your shoppers now come with exalted expectations

The surge in online shopping has only reinforced the need for a unique in-store experience. As per a [recent report by First Insight](#) –



customers spend more when shopping in-store than online. And, then there is therapeutic shopping too



people use “retail therapy” to rejuvenate



shop to overcome stress.

Reimagine Workforce Scheduling, your stores need staff aligned to customer footfall

Managing rosters, scheduling shifts and maintaining high availability with an optimized workforce, requires technology interventions. Adhering to government regulations, balancing workforce sentiment, and planning holiday staffing demand easy scalability, agility and flexibility in your store operations. Re-distribution of trained staff across stores based on customer footfall will need just-in-time resourcing capabilities.

Reimagine Big Data and Analytics capabilities, make informed and swift decisions

A [recent study](#) reveals that ~40% CHROs view workforce planning as the top challenge and consider business insights driven workforce transformation as a top priority. An organization’s ability to leverage big data and analytics in workforce decision-making will be a primary source of competitive advantage going forward. The manual and suboptimal store operations processes must give way to data-driven informed decision making.



Reimagine Store-Operations with ITC Infotech

ITC Infotech is your partner in new age Store Operations with Intelligent Workforce Planning. Talk to us today to gain smart scheduling advantage. Our solution keeps your stores well-staffed and your aisles ready to greet customers with **Intelligent Workforce Planning and Scheduling solution**, in partnership with **Anaplan** – a leading SaaS planning platform. Optimize rosters, drive efficiencies and rationalize costs with the power of modern planning and analytics at your fingertips.

Enabling Digital-Next Store Operations



Business Drivers

Today, the pandemic has introduced a new reality for the retail leaders who need to deal with strained resources and enhanced customer expectations. Optimized store operations with intelligent workforce planning keeps you in command.



Store Operations Challenges

- ❖ Limited Staff, Strained Resources
- ❖ Distributed Store Footprint
- ❖ Complicated Roster Planning
- ❖ Limited Visibility for Optimal Scheduling
- ❖ Constraints of Just-in-time Resourcing
- ❖ Government Regulations for Gender Sensitive Staffing



ITC Infotech's Solution Advantages

- ❖ Optimize costs with 4 to 12% saving in resource expenditure
- ❖ Complete Visibility on Staffing Across Stores
- ❖ Data Driven Planning for Optimal Scheduling
- ❖ Scalability, Agility and Flexibility for Resource Planning
- ❖ Just-in-time Resourcing to Meet Unexpected Surge

"The solution is recognized as a leader and awarded by Industry Experts, Analysts and Influencers for its Technology, Innovation and Vision in the business planning space."

Delivering Value: Our Proven Track Record

We helped a leading Global Organization with 20,000+ employees in over 60 countries **optimize workforce costs with 100% visibility** on talent requirements

Our Workforce Productivity solution enabled a **30% jump in sales productivity** and 1.5% Increase in ROI for a FTSE-100 major

Key Solution Features



Dynamic Roster Management allows store managers to make tactical adjustments to store schedules with decentralized roster planning. Factor in employee shift preferences, vacations and absences to dynamically update the roster.



Accurate Staffing Forecast with advanced analytics and statistical modelling. Optimize staff to meet shift level requirements at store as per footfall, sales and productivity metrics.



Automated Scheduling and Re-Planning aligned to store operations, shift timings, holiday and festive surge. Be resilient in the face of uncertainty with swift re-planning, re-scheduling and manage staff turnover without impacting productivity.



Regulatory Compliance helps keep your store optimally staffed while complying with local labor laws concerning maximum working hours, overtimes, gender diversity, nationality mix and more.



Optimized Performance with in-built optimizers for key business KPIs such as cost, productivity & employee satisfaction. Prioritize key performance metrics to meet business vision. Connect your tactical schedules to longer term strategic workforce plans for a streamlined futuristic operation management.



Real-time Dashboards with end-to-end visibility of business performance and workforce trends. Intuitive visualization and customized reporting keep you well informed to take accurate decisions.



Cloud-based Integrated Solution for ease of access and multidevice functionality. Open APIs integrate our solution with your existing HRMS, POS, Attendance Management Systems, and other applications, giving store supervisors flexibility to create/update staff schedules anywhere, anytime.



Anaplan
Partner



About ITC Infotech

ITC Infotech is a leading global technology services and solutions provider, led by Business and Technology Consulting. ITC Infotech provides Business-friendly Solutions to help clients succeed and be future-ready, by seamlessly bringing together digital expertise, strong industry specific alliances and the unique ability to leverage deep domain expertise from ITC Group businesses. The company provides technology solutions and services to enterprises across industries such as Banking & Financial Services, Healthcare, Manufacturing, Consumer Goods, Travel and Hospitality, through a combination of traditional and newer business models, as a long-term sustainable partner.

ITC Infotech is a wholly owned subsidiary of ITC Ltd, one of India's foremost private sector companies and a leading multi-business conglomerate. With a market cap of US \$35 Billion and gross sales value of US \$10.8 Billion, ITC Ltd is acknowledged as one of India's most valuable business corporations. It has been ranked as India's most admired companies by a survey conducted by Fortune India, in association with the Hay Group.

For more information, please visit:
www.itcinfotech.com