

More Productive, More Profitable: Workforce Insight Gets You There Fast

Most organizations, like yours, have volumes of data compiled about your employees and their productivity. You also most likely have volumes of timekeeping data on their overtime and absenteeism. In essence, you have the “who” and the “what” of your daily workforce operations. But what you might not have is the “why” — the insight that can be gained when this fragmented workforce data converges into a meaningful, unified view. This insight can help managers make better decisions and improve employee performance; it can help reduce costs and improve customer service — and for these reasons alone, this insight is too important to be left untapped.

The Workforce Analytics™ solution from Kronos® transforms volumes of automated workforce data into actionable insight — finding out the “why” of your labor performance issues before they yield unintended consequences. For example, why might you have higher-than-planned labor costs? Why might there have been a change in output? Why might your bottom line be not what you expected?

Workforce Analytics gives you visibility into important areas of savings, such as unplanned absenteeism and nonproductive paid time; it drills down to the root cause of issues like overtime inflations; and it gives you the chance to control business outcomes by pinpointing opportunities to increase productivity and profitability — keeping your business as cost competitive as possible.

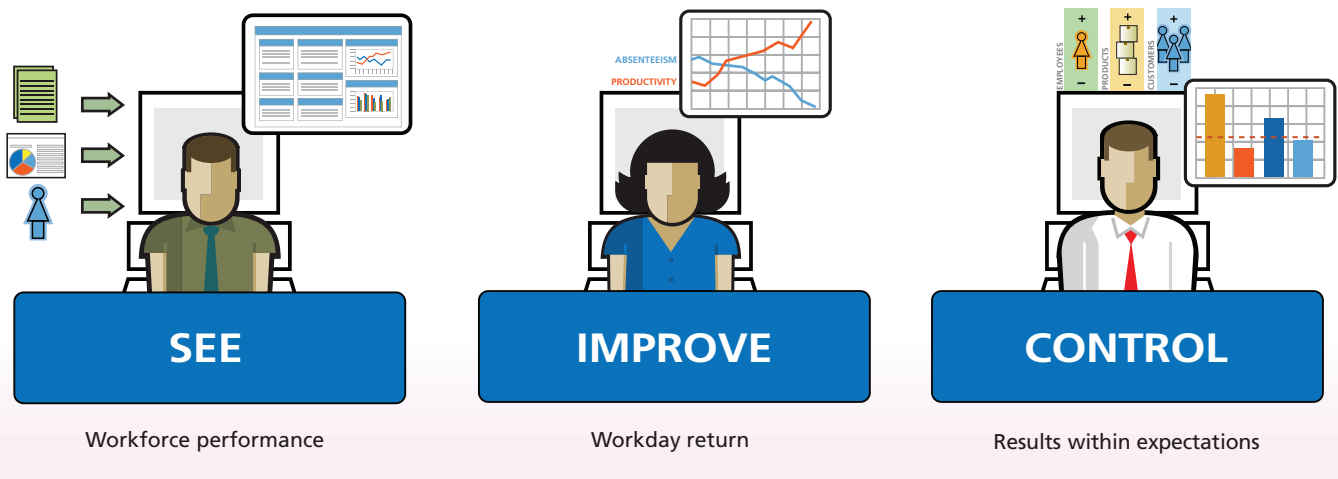
Key Benefits

- Access labor performance insight on demand
- Direct immediate attention to problem areas
- Identify root causes of performance issues
- Continuously improve results by managing to key performance indicators

Visibility to value: See workforce impact on business results

Workforce Analytics gives you a quick and easy view of workforce performance — enterprisewide to individual contributor. These web-based, on-demand views show how your labor force is aligning with company-specific or industry best-practice key performance indicators (KPIs); color-coded indicators show you when these benchmarks have been exceeded. Dashboards display valuable information, such as manager-performance scorecards, time-period or individual-performance-to-group comparisons, and cost-saving correlations — for example, determining if a rise in unplanned overtime is resulting from an increase in unexcused absences or if overtime is rising and falling with volume levels.

These simple views lets you know immediately where to focus your attention before it's too late and unintended consequences, like high labor costs or poor service, result.



Meaningful insight to improve and maximize workday return

Now that you have the visibility into your workforce and have determined where you need to focus, you can start asking questions to determine why these labor performance issues, like excessive overtime or unexpected absenteeism, are happening — the key to maximizing your workday return.

Unlike basic reporting, which provides rigid predefined responses to commonly asked questions, Workforce Analytics can give you immediate answers to thousands of labor performance questions — on demand and at your fingertips. By drilling down into the data, Workforce Analytics helps answer questions like which are the underperforming groups, who's been scheduling the most overtime, when is absenteeism the highest, and who has the most unproductive paid time? Even better, these determinations are delivered in an actionable time frame, not after the month or quarter ends when it's too late for meaningful, cost-saving course corrections, like the scheduling of lower-cost workers or delivery-date modifications.

By isolating these past performance concerns and quickly course-correcting, you can more readily align workforce performance to expected business results. And by identifying trends and distinguishing one-time occurrences from recurring events, you can better schedule and plan for situations such as increased volume or sporadic holiday attendance.

The control factor: React responsibly to workforce performance

Without the actionable data and clear insight provided by Workforce Analytics, your managers might not have sufficient visibility into labor performance results, leaving them unable to see potential areas of improvement. By being able to see into labor variances, your managers become empowered to make

corrections to help ensure expected outcomes. Along with this empowerment comes accountability. With the visibility gained and questions answered, managers can now be expected to control results within expected targets. Improved workforce performance results, whether they be reduced labor costs or increased productivity, are now within their control.

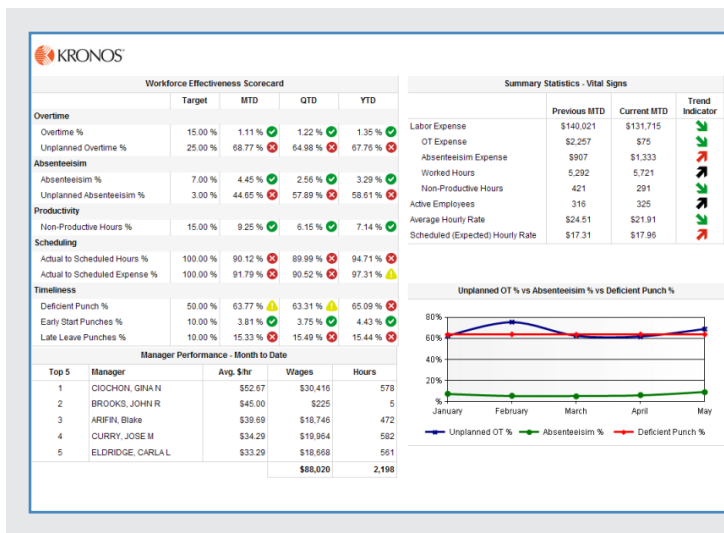
Streamlined integration allows for added value

Workforce Analytics can provide a holistic view of your organization's workforce performance with its simple integration of data from other internal systems like point of sale, finance, or production, as well as its proven, purposeful coexistence with existing business intelligence tools. In fact, Workforce Analytics can leverage your investment in these tools, simultaneously extending their value by incorporating Workforce Analytics information into your current data analysis environment.

Kronos empowers you to effectively manage your workforce

At Kronos, we are solely focused on helping our customers solve their business problems through effective workforce management. For more than three decades, Kronos' integrated suite of software and services has enabled organizations to not only reduce costs and increase productivity, but also improve employee satisfaction and ultimately enhance the level of service they provide.

No other workforce management provider can match our track record of revenue growth and stability, our near-perfect customer satisfaction scores, or our aggressive investments in research and development. More than 30 million employees in 60 countries use a Kronos solution every day. Why? Because it's a solution that works.



On-Demand Dashboards

A single-screen snapshot of workforce performance:

- Timely, web-based insight
- An enterprisewide view, from senior leadership to frontline managers, for standard and consistent workforce performance measurement
- Color-coded indicators to provide immediate guidance to problem areas
- Immediate links to detailed drill-down capability for root-cause analysis
- Graphical views to indicate labor performance to date and trends over time



Experts at Improving the Performance of People and Business™