

Unlock the Hidden Value of Your Workforce Data for Improved Decision Making

Your organization has amassed overwhelming volumes of data about your employees including overtime, absenteeism, schedules, productivity, costs, and more. But the more workforce data you collect, the more difficult it becomes to analyze and act on information in a timely and meaningful manner. Traditional reports and spreadsheets provide the facts, but they don't help you uncover potential problems and understand root causes. Nor do they provide insight into what's working well so you can replicate successful practices across the organization. As a result, critical business questions go unanswered and opportunities for improvement are lost. How can you expect to achieve productivity gains — and stay within budget — when you lack intelligent insight into your workforce?

Kronos® Workforce Analytics™, a component in the integrated Kronos Workforce Central® suite, transforms your integrated workforce data into actionable insights. It takes the “who” and the “what” of your daily workforce operations and applies powerful business intelligence to uncover the “why,” helping you to understand the hidden causes — and costs — of issues like excessive overtime, chronic absenteeism, low productivity, and ineffective schedules. Armed with role-based insights into the workforce, managers at every level of your organization can make better decisions to help control labor costs, minimize compliance risk, and improve productivity.

Get actionable insights at a glance

Built on the industry-leading MicroStrategy® platform, Workforce Analytics provides on-demand access to rich data visualizations that show how your workforce is performing against Key Performance Indicators (KPIs). Configurable dashboards offer instant insights via interactive charts, graphs, and maps. Guided discovery helps you discover patterns, trends, and relationships hidden in your workforce data and drill down to determine root causes. Color-coded indicators highlight outliers and problem areas so you can take immediate corrective action. Plus, data blending capabilities enable you to combine your workforce data with information from third-party systems, such as ERP or POS, to gain additional insights.

Key Benefits

- > **ACCESS LABOR PERFORMANCE INSIGHTS** on demand to keep results in line with expectations
- > **GET VISIBILITY** into troubling trends while there's still time to take corrective action
- > **IDENTIFY ROOT CAUSES** of performance, productivity, and behavior issues
- > **CONTINUOUSLY IMPROVE RESULTS** by managing to company-specific or best-practice KPIs



With Workforce Analytics, you can configure visualization of attendance data to meet your specific requirements. View attendance infractions by department, position, or tenure. Even define attendance categories by week, month, or year to identify historical trends and gain insight into attendance policy effectiveness.

Go beyond basic reporting

Unlike traditional reporting and spreadsheets, which fail to provide a multidimensional view of workforce data, Workforce Analytics can give you immediate answers to thousands of labor performance questions — on demand and at your fingertips. By applying business intelligence to your workforce data, the solution helps answer questions like “Which employee groups are underperforming?” or “Why are this month’s labor costs higher than expected?” Even better, these insights are delivered in time for you to take action — not after the month or quarter ends and it’s too late to make changes. By isolating performance concerns and making appropriate course corrections, you can better align strategy with execution to achieve critical business goals.

Figure out if your attendance policies are working

Is there an increase in overtime where early-in or late-out punches are more prevalent? Workforce Analytics enables you to analyze your aggregated attendance data to evaluate the effectiveness of your attendance policies and assess their enforcement across the organization. Examine incidents by employee, data, or labor account, and explore trends by region. Create incident groups, such as “Unpaid Absenteeism” or “Unapproved Tardiness,” which contain any combination of events and actions to gain visibility into attendance patterns and issues. That way, you can understand which days, shifts, departments, or regions have higher than average unplanned absences or tardiness and take action before productivity and labor budgets are impacted.

Take a closer look at the duration of attendance-related disciplinary actions to see which managers are following company policies and union rules — and which aren’t. After all, failure to enforce attendance policies consistently and equitably can result in productivity setbacks and labor budget overspend. With Workforce Analytics, it’s easy to identify those managers who are slow to complete disciplinary action so you can correct the behavior and drive better results.

Evaluate and improve schedule effectiveness

How accurate are your schedules? Workforce Analytics compares historical versions of your schedules with actual hours worked by employees to help you determine scheduling effectiveness and drive continuous improvement. By identifying what’s working and what’s not, you can apply lessons learned to more consistently meet established labor standards.

Workforce Analytics lets you track and analyze trends in schedule changes by location, job, or employee. You can also track schedule changes by type including shift, pay code, job transfer, break, or meal. Highlight persistent scheduling problems. Identify which managers may need additional training to schedule more effectively. And gain visibility into change patterns that may not be in line with organization policies. For example, you may uncover potential favoritism by identifying schedule changes that give overtime or preferred shifts to the same employees on a regular basis.

Manage in the moment for better results

Making decisions based on last week’s data just won’t cut it anymore. Success hinges on your ability to manage in the moment using up to date information and metrics. The optional Workforce Tablet™ Analytics app gives your managers on-demand visibility into current KPIs so they can make data-driven decisions — from anywhere, at any time — to keep results in line with expectations. Designed specifically for the Apple® iPad®, the solution takes advantage of the tablet’s multi-touch user interface so managers can display KPIs in dashboard view, tap to drill down for deeper insights, and even annotate screen views and share them via email for more effective collaboration.

Address specific workforce-related challenges

Need insight, predictions, and guidance to address specific business challenges? There’s no need to develop data models, reports, and analysis from scratch. Kronos offers a library of Workforce Analytics Plug-ins to meet your needs. These add-on solutions bundle data, reports, analysis, and dashboards to provide strategic insight and guided decision making for solving specific business problems. Available with any Workforce Analytics application, Plug-ins address challenges including workforce deployment, labor costing, and analysis of workforce activity with respect to best practices and policy compliance. Plus, Plug-ins are configurable and easily integrated with third-party data sources to meet the specific needs of your organization.

Take the next step toward better workforce decisions

Learn more about Workforce Analytics and how it can help you unlock the hidden value of your workforce data for improved decision making organization wide. Contact your Kronos sales representative or visit www.kronos.com/labor-analysis.

