

Retail Workforce Management Consultants



Investing in systems to help manage and optimize labor is key to controlling future expenses. In this economic climate retailers can't afford to take chances. Nor can they endure long delays in realizing gains. More than ever businesses must streamline their path to value.



Workforce Insight helps retailers at all stages of adoption, from the earliest point in identifying the potential for workforce management improvements, through vendor selection, implementation, optimization and support.

Business Assessments & Recommendations

Workforce Insight helps retailers transform their investments in people, processes and technology. Our retail workforce management consultants use a best practices approach to avoid common implementation pitfalls to ensure that project scope and course are feasible, economical, and mapped to the logistical constraints of the business. We ensure that organizational goals and core objectives drive every implementation decision, charting the optimal course for change and return on investment.

Over the past two decades our workforce management consultants have earned a leadership reputation for yielding higher returns from investments in:

- Timekeeping
- Scheduling Optimization
- Absence & Leave Management
- Task Management
- Workforce Analytics & Business Intelligence

Independent Retail WFM Experts

We are independent, specialized consultants. We have no competing interests when it comes to recommending and deploying the best possible workforce management solutions. This is all we do. Our Retail Strategic Services team consists of leaders and workforce management experts from within the retail industry. We recognize that the need to minimize risk and fully leverage every expenditure has never been more critical to yield:

- Improved Customer Service & Increased Conversion
- Reduced Payroll Costs & Cost Escalation
- Ensured Compliance
- Automated Payroll & Leave Management Processes
- Standardized Best Practices & Improved Productivity
- Business Intelligence: Visibility to make better business and staffing decisions

Our consultants are typically engaged first to perform business assessments to evaluate existing systems, processes and goals – and to make recommendations for new or enhanced solutions that are feasible, economical and directly mapped to retailers' core objectives.

Vendor Evaluation & Support

Evaluating software vendors' pros, cons, bells and whistles can be a long, arduous task when every day spent researching translates to missed opportunity and waste. Workforce Insight helps retailers streamline the vendor selection process, while offering guidance with contract negotiation and serving as the customer advocate post-purchase.

Time & Motion Studies

When laying the foundation for effective task management and accurate data integration, Workforce Insight is engaged to perform Time & Motion Studies to help define labor standards and benchmarks to improve store execution, compliance and profitability.

Best Practice Implementation & Optimization

Workforce Insight is most widely recognized for our role in performing third-party implementation services to ensure best practice deployment and solution optimization. In addition to providing expert strategic oversight, we serve as an adjunct to existing resources, deploying retail workforce management consultants, project managers, solution architects, change management and education specialists throughout the project lifecycle.

For every engagement, the mission is the same – to help retailers exceed traditional standards and maximize investments in labor and technology.