

**SAP Solution Brief**  
**SAP for Retail**



## **MULTISITE WORKFORCE DEPLOYMENT FOR THE RETAIL INDUSTRY**

**A Centralized, Web-Focused Approach to Workforce Management**

In the face of diminishing margins and fierce competition, retailers need every edge they can get, including turning workforce management processes into a powerful competitive advantage. The SAP® Multisite Workforce Deployment application helps you implement a tighter, integrated, and centralized approach to workforce management so you can make the most of your most valuable resource – your employees.

Given the full gamut of challenges confronting the retail industry, achieving world-class success is like setting a new Olympic record.

World-class success demands a world-class workforce and world-class workforce management – a real challenge in the face of constant changes and regulatory requirements. In the intense retail arena, it takes real commitment to meet the challenges head-on – to stay competitive and agile, to reduce overhead and minimize costs, to streamline and standardize business processes, to comply with labor laws and corporate policies, and to maximize productivity up and down your value chain. And it takes more than yesterday's technology to tackle these workforce management challenges.

SAP can help.

SAP has been at the forefront of the retail market, providing software solutions for workforce management for decades. Today, SAP offers the next generation of workforce management that gives you the power to transform 21st-century challenges into opportunities: the SAP® Multisite Workforce Deployment application, part of the SAP for Retail set of solutions.

## A Next-Generation Competitive Sword for World-Class Retailers

SAP for Retail solutions offer retailers pragmatic implementation choices and retail-specific workforce management process support, so you can schedule more effectively, enforce labor law compliance, and improve visibility across the enterprise. They give you the intelligence you need to compete successfully by increasing productivity, improving customer service, and reducing labor costs.

These solutions are helping retailers around the globe to evolve from a decentralized, open-loop process structure into one with tightly centralized, closed-loop, standardized business processes. With the integrated SAP for Retail solutions and the SAP NetWeaver™ platform, you can achieve the process efficiency and real-time visibility you need to make critical business decisions proactively instead of reactively.

The next step in retail evolution is SAP Multisite Workforce Deployment. Providing central management and support for standard processes, the application employs Web-based tools for advanced forecasting, scheduling, and capturing time, as well as workforce analytics. SAP Multisite Workforce Deployment redefines success in workforce management by enabling you to close the loop on managing site-level labor by aligning staffing requirements with your business needs and budget.

## The Workforce Management Life Cycle

A centrally managed, Web-enabled workforce management solution gives you improved flexibility and control over your business processes. It allows corporate management to take more ownership of schedule planning and execution, giving managers more time to assist customers and coach employees.

SAP Multisite Workforce Deployment is based on a closed-loop labor-management model that maintains rules, objectives, standards, credentials, performance, and preferences. The application

supports all stages in the workforce management life cycle, tightly integrating them. With it, you can:

- Create an execution plan
- Create forecasts with the ability to incorporate and adjust budgets
- Generate schedules and revise execution plans
- Manage time and attendance
- Generate reports and analytics

## Workforce Deployment

With SAP Multisite Workforce Deployment, you can handle the complex employee planning and scheduling required in today's retail environment. The application creates optimum employee schedules using business variables and actual sales and traffic data. This flexible forecasting enables you to effectively align your location workforce scheduling strategy with your corporate goals, customer expectations, and the needs of your employees.

The optimization engine at the heart of SAP Multisite Workforce Deployment uses the forecast to calculate the best possible schedule while balancing such weighted variables as staffing needs, employee skill levels, payroll requirements, employee availability, and employee work rules. SAP Multisite Workforce Deployment transforms scheduling from a necessary, tedious, clerical function into an analytical, cost-effective, business management tool.

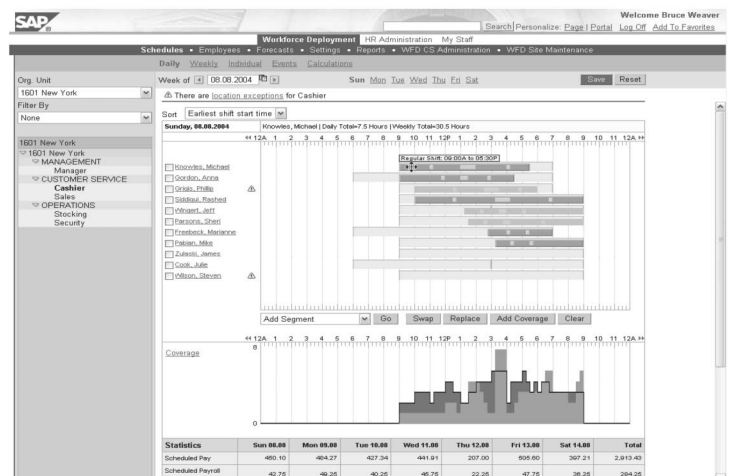


Figure 1: The SAP Multisite Workforce Deployment Main Screen

SAP Multisite Workforce Deployment comes with a standard software soft clock. The clock provides an efficient, accurate, and trouble-free method for recording employee time and attendance. The clock increases accuracy because it provides punch restriction (certain restrictions or rules are built into the clock) and schedule validation. Because it's a software-based clock, it eliminates the maintenance and license fees associated with time clock hardware, and the clock produces payroll savings because it restricts employees from punching in too early or too late to their scheduled jobs.

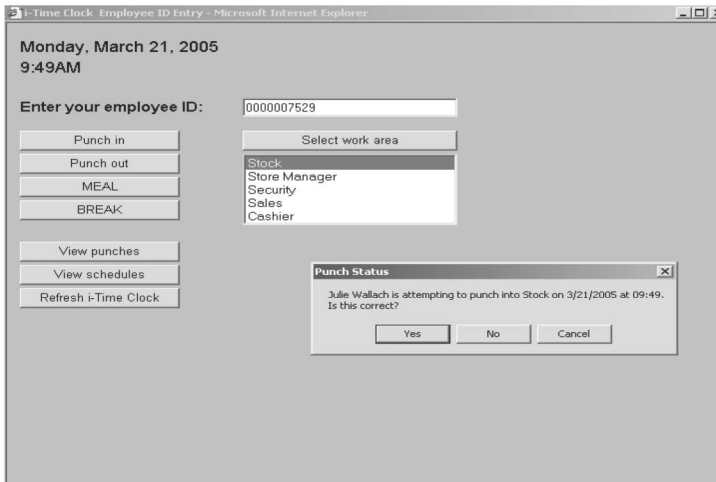


Figure 2: Punching in Using the Soft Clock

### Site Maintenance

SAP Multisite Workforce Deployment provides robust, centralized management capabilities for corporate and field control, staging and execution, location query, ongoing review, and audit and change control. With these capabilities, you can rapidly react to changes based on real-time information and maximize control by monitoring, updating, and tracking configuration parameters across your entire enterprise.

### Business Intelligence

SAP Multisite Workforce Deployment is integrated with SAP Business Intelligence (SAP BI), a key component of the SAP NetWeaver platform. SAP BI helps you make sense of your data. It

integrates data from across the enterprise, and beyond, for information that drives sound decision making and targeted action.

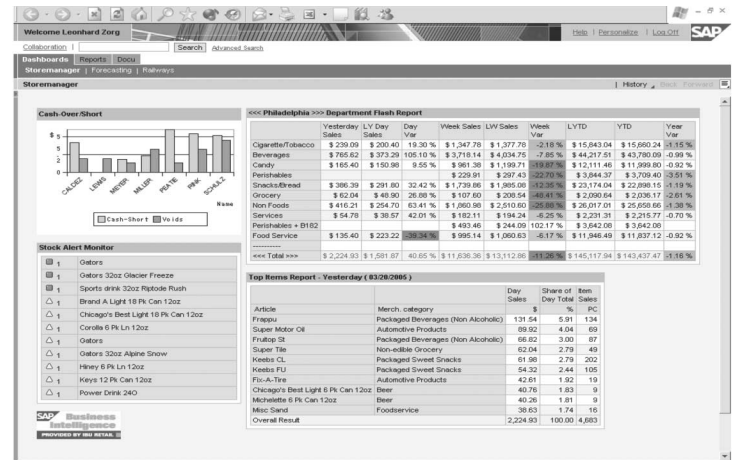


Figure 3: Sample SAP BI Reports for Decision Support

### Human Capital Management

SAP Multisite Workforce Deployment integrates tightly with the mySAP™ ERP Human Capital Management (mySAP ERP HCM) solution. The result is a complete solution supporting payroll, compliance, and best practices for more than 50 countries and 54 million employees. And with time management and employee and manager self-service capabilities, you gain insight into and control over your increasingly virtual workforces. You can adapt your workforce and IT investments quickly and easily to adjust to change. Productivity improves as employees focus more time on value-added activities. And if you have your own HCM system in place, SAP Multisite Workforce Deployment integrates easily with any third-party HCM software system.

### Time Management

Time management capabilities help you align all resources and people with business objectives, maximize employee value, manage individual and team contributions, and build a comprehensive HCM program. They also reduce the administrative burden on your HR department (and improve its productivity), improve the accuracy of your records, and improve scheduling decisions because you're working with real-time information. The result? Streamlined HCM processes and happier employees.

### Employee Self-Services

High demand for HR services with decreasing HR budgets makes efficient management of employee information critical. With self-service capabilities, employees can access their personal data anytime from anywhere. A flexible life-and-work-events framework makes the software easy to use. Because employees maintain their own information, accuracy increases – and your HR department cuts costs and has more time for strategic HR initiatives instead of housekeeping chores. Self-services can even enhance career development of your employees.

### Manager Self-Services

To help managers maximize workforce productivity, manager self-service capabilities give them the tools they need to oversee all aspects of the careers of their employees. Manager self-services streamline and automate routine management tasks, including the hiring process. And because managers are working with accurate data, they can make smarter business decisions.

### Business Benefits

SAP provides a complete solution for workforce management – one that delivers important process and financial benefits, including the following:

- Workforce deployment capabilities enable better customer service and higher employee productivity.
- Business analytics give you a clear view of your workforce, improving efficiency and productivity.
- Self-service capabilities for employees and managers improve efficiency and accuracy, and they free up your HR staff to concentrate on strategic concerns.

### The Power of SAP NetWeaver with SAP Multisite Workforce Deployment

The robust capabilities of SAP Multisite Workforce Deployment rest on the power of SAP NetWeaver – the comprehensive integration and application platform that helps reduce your total cost of ownership. SAP NetWeaver facilitates the integration and alignment of people, information, and business processes across

your organizational and technological boundaries, and it easily integrates information and applications from virtually any source.

SAP NetWeaver reduces the distribution time required for software upgrades and maintenance, and you can eliminate distribution monitoring. With its enterprise integration capabilities, SAP NetWeaver eliminates polling process and speeds up batch processing for faster response rates. A flexible, tiered architecture provides a single view that is used across the enterprise, and real-time access allows managers to make fast, productive decisions and resolve workforce management issues.

In evaluating a new technology solution, you want to know some fundamental things about its capacity to meet your increasing demands, its scalability to grow as you grow, its flexibility in managing processes, and the strength of its support:

- **Power:** Because SAP Multisite Workforce Deployment is an industry-specific solution for retailers that is powered by SAP NetWeaver, it has the true capability to meet the increasing demands of the retail environment.
- **Scalability:** The scalability of SAP Multisite Workforce Deployment is virtually infinite – proven by SAP's global presence.
- **Flexibility:** Through the magnitude of configuration options, SAP Multisite Workforce Deployment delivers the flexibility you need to meet your unique business requirements.
- **Support:** SAP Multisite Workforce Deployment is fueled by the proven commitment of SAP's vast expertise in the retail domain and the longevity of our software applications in the marketplace.

To start redefining workforce management at your organization and to discover more about SAP Multisite Workforce Deployment, visit the SAP Web site today at [www.sap.com/solutions](http://www.sap.com/solutions).