

The no nonsense
guide to
workforce
management
software

roubler.

The challenges of workforce management



Effective workforce management is crucial for business success.

Done right, it can help reduce operational costs, enhance the employee experience and create efficiencies across business processes including onboarding, rostering, time and attendance and payroll.

Get it wrong, and you could find yourself dealing with poor business performance, low employee engagement and high labour costs.

Software can solve these challenges through smart, AI-enabled features – but with so many different solutions on the market, it can be difficult to determine which is the right solution for your workplace.

This guide will walk you through the essentials of selecting WFM software. We'll show you which features to look out for, and what you should consider when choosing a provider to partner with.

With the right software in place, you'll be able to cure your administrative headaches and create processes that don't cost the earth. Your team will thank you later!



Challenge 1: Inefficient WFM practices

There are many factors at play when it comes to creating an efficient workforce.

Is your team engaged and focused? Are you optimising your labour costs? Can you accurately track time and attendance? Are your payroll practices compliant?

Balancing these factors to ensure employees can perform their duties effectively, while maintaining cost effectiveness, can be incredibly challenging without the help of intelligent WFM software.



Challenge 2: Manual data entry and messy integrations

The success of your business is highly reliant on the efficient transfer of data across your entire business ecosystem.

From your employees, to HR, to payroll and back again – information needs to travel between departments quickly, with ease and without mistakes.

Bringing this data together seamlessly is often difficult, as many businesses still rely on manual data entry, data transfers and multiple outdated systems.

Maintaining data integrity then becomes incredibly time consuming and leaves businesses wide open to error.



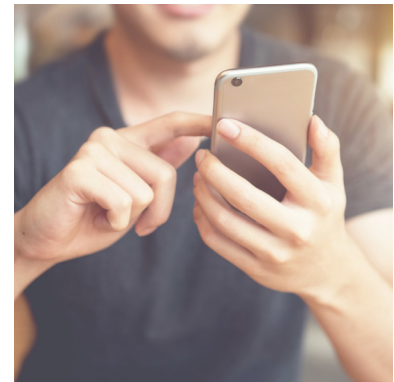
Challenge 3: Time theft

Time theft can create a huge financial burden on employers, with the average employer paying their staff thousands of dollars annually for hours that weren't worked.

It can be easy for an employee who's running late to get a colleague to clock in on their behalf.

If this happens regularly, the hours soon add up, and your business could end up significantly out of pocket.

You need to ensure that staff can't bend the rules when it comes to clocking in, and are only paid for hours they've worked.



Challenge 4: Ensuring a safe and hygienic workplace

On top of the myriad challenges of WFM, Covid-19 has added a host of new considerations, especially when it comes to good hygiene practice.

Businesses have had to rethink process such as clocking in and out and recording employee movements to ensure they are not putting staff at risk.

Features like mobile clock-in and contact tracing reports will help your workplace maintain a high standard of safety and hygiene throughout the pandemic and beyond.

Powerful AI-enabled software

Thankfully, AI-enabled software is helping businesses to manage their workforces efficiently. Here are some of the features to look out for when choosing your solution.

AI auto rostering

With AI auto rostering, you can say goodbye to spending hours creating your roster and schedule an entire workforce with just one click.

Not only will an AI-powered roster help you avoid risks like understaffing or overpaying by eliminating human error, it will also save you a significant amount of time – allowing you to focus on more strategic projects.

Covid-19 safe features

Your employees' health and safety is paramount, but with many businesses using a single kiosk or device where all staff clock in, it can be difficult to maintain stringent hygiene standards.

Features such as mobile clock-in lets employees use their own mobile device to record their attendance, helping prevent the spread of Covid-19 and other illnesses.

Stop time theft

The right WFM software will eliminate time theft. There are solutions on the market that use biometrics such as facial verification to ensure the correct employee is clocking in.

This works by capturing a photograph of the employee and comparing it to the one on file.

As a result, staff are paid accurately, they aren't pressured to 'buddy punch' and the business doesn't lose out.

Real-time labour cost tracking

Many managers, keen to avoid understaffing woes or the risk of non-compliance, wind up with ballooning labour costs that impacts profitability.

WFM software should provide real-time business intelligence and workforce analytics – providing insights into labour efficiency, budget vs spend, sales and timesheet data – helping you make data-driven decisions.

Paperless onboarding

Onboarding new employees can leave your HR team with a mountain of paperwork. A WFM software solution should provide an onboarding experience that's not overwhelming for your HR team and your new recruit.

New employees can complete personalised training online and finalise their onboarding process before even starting their first shift.

Time and attendance

Many businesses still rely on excel or paper timesheets, or are burdened by a separate time and attendance system that does not "talk" to payroll.

WFM software allows real-time data to travel between employees clocking in and out, the software platform, management, and payroll – meaning after shift approval, payments can be processed in a timely and accurate manner.

Effective staff communication

Take care of your team

Your employees are the lifeblood of your business: research shows that companies with more effective employee experience are more likely to perform better financially.

As a result, forward-thinking employers are investing in technology, including WFM software, to enhance the employee experience. For shift workers, effective WFM can have a huge impact on how they feel about their employer, leading to frustration if it's not done right.

Just keep it simple

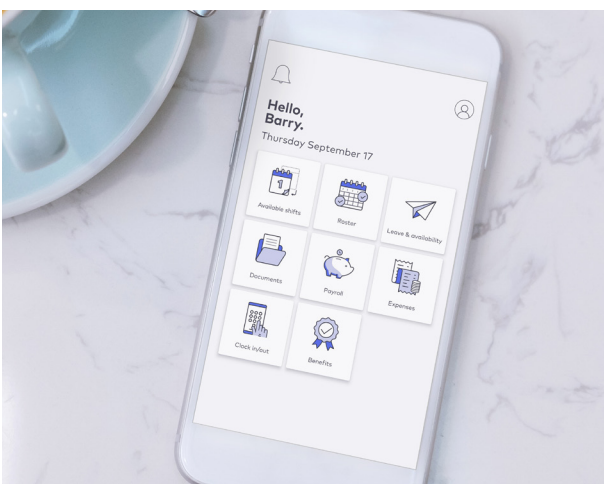
Employees don't want to spend time and energy on checking their roster, swapping shifts or requesting leave.

Just like the others apps they use to manage their lives, they want the process to be seamless, enable them to self-serve and be available at all times from their mobile device. This also extends to other HR related matters like expense claims, employee benefits, clock in and health checks.

Empower your employees

Employees want to feel connected and in the know. There's nothing worse than feeling like your employer has left you in the dark about a new policy or failing to give you the information you need to do your job.

That's where WFM software can help, giving employees easy access to the right information in one place, and enabling swift communication should things change.



Why a mobile app will empower your employees

We manage our lives on the go more than ever before, which is why any good WFM software should provide a mobile app or at the very least mobile-optimised software.

This is especially important in sectors like retail, hospitality or manufacturing where people aren't typically sitting at desks.

One seamless system

Make your systems work for you

Working with multiple software platforms can be an ongoing challenge (and the costs can quickly add up too!).

Choosing your WFM software is a good time for a wider audit: why not look at which of your WFM systems are no longer serving you, and whether these could be brought under one roof to make things more efficient.

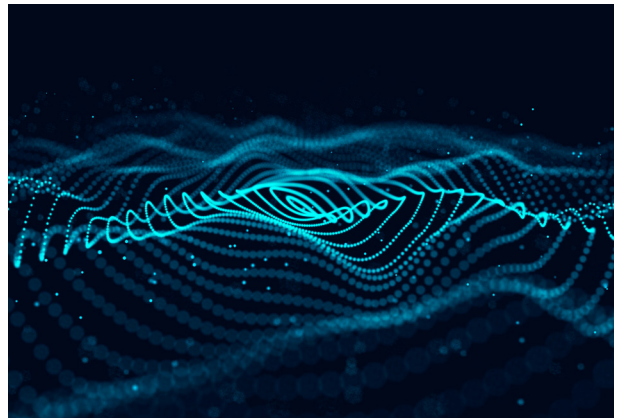
Consider the benefits of an all-in-one

Having an all-in-one system is an attractive proposition, particularly when you're time poor and your resources are overstretched.

An effective solution will eliminate the need for laborious and often manual data transfer between platforms, maintain data security, and automatically sync when details change – for example if a new employee is added.

But be careful! Many systems that claim to have full integrations are actually an administrative nightmare – particularly if they've been bundled together from multiple legacy solutions and weren't designed to work together.

Always check exactly how these systems interact and update, and make sure you get a demo to assess usability.



Why true SaaS is best

In recent years the software as a service (SaaS) model has increasingly become the preferred choice for businesses of all sizes.

Since they don't require on-premise installation, cloud-based SaaS systems like Roubler are quicker and cheaper to setup, and accessible anywhere, including on mobile devices.

Make sure you take into account whether a vendor is truly SaaS based when you're deciding which WFM software is right for you.

Well-aligned partnerships

When choosing WFM software, it's not only the features of the software itself you need to take into account.

Implementing core operational software is to embark on a lasting partnership with the vendor, and you'll want to make sure it's a partnership that's well-aligned.

Industry and size matters

Many vendors will have designed their applications to suit specific industries, so be sure to understand if they address your specific business challenges, or if you're paying for features which aren't relevant.

It's not all about industry either; software designed to meet the needs of mid-sized businesses may be different to those suited to enterprise customers.

You can get a good sense of a vendor's typical customers and whether these are a good fit for your business through their website or speaking to their sales teams (use our checklist on the next page!).

Local knowledge

Opening up your search to vendors abroad will give you more choice and potentially access to cheaper options.

While it's not always necessary for a vendor to be based in the same region as your business, bear in mind that being local can have its advantages, particularly when it comes to compliance.

If a vendor is located outside your region, you'll need to be absolutely sure that they are abreast of the relevant workforce legislation in South Africa.

Local suppliers will also bill in your currency, which protects you from currency fluctuation and offer support in your language and timezone.

Training processes

In order to maximise the value you realise from your new system, it's important to empower your workforce to use it effectively, and this is where training comes in, be that self-serve or personalised.

Find out what training will be available, both at the onboarding stage, for new employees, and on an ad-hoc basis.

Personalised support

The level and quality of support – good or bad – will define your experience with a vendor.

Check factors like; the hours their support team is available, the channels they cover (web chat, phone, email), and what the expected response time is.

Does this align with the needs of your team? If not, they may not be the right software provider for you.

Questions to take to your demo

Now that you know what to consider when choosing your workforce management software, here's a handy list of questions to take to your demo.

- Is the system an all-in-one or a standalone?
- Does it automate any processes? If so, which ones?
- Will it be able to automatically pull in/send out the data I need (e.g. payroll, employee self service, learning and development, recruitment etc)?
- What data (if any) would I have to input manually?
- How exactly would an employee use this software to clock in?
- Can employees clock in on their mobile phone? If so, what security measures are in place to ensure they can't clock in from home?
- Can employees clock in and out of their breaks, as well as their shifts?
- Is it possible to perform employee health checks as they clock in?
- Is it a true SaaS (cloud-based) system?
- How exactly would I go about rostering my workforce using this software?
- How does the system support compliance with relevant workforce legislation?
- What features are offered to make life easier for employees?
- What is the process if employees take time off or want to swap shifts?
- Can employees make these requests via a mobile app?
- What reporting and analytics will I have access to?
- Is the pricing transparent and easy to understand?
- Are there any hidden costs?
- Will you hold me to a lock-in contract?
- What support is available (chat, email, phone)?
- What is the support in my timezone? Is someone instantly available or would I have to send an email and wait for a response?
- Do you have additional resources to help me stay on top of my game as a leader?
- How long will it take for my system to get set up?
- Do you offer training?
- What other customers in my sector or of a similar size do you work with?
- How have other customers of yours used this software to make their processes more efficient?



Seamless workforce management

Roubler is South Africa's leading cloud-based workforce management software.

We make managing your workforce simple, through smart, seamless software.

We'll help you to onboard, roster, manage and pay your staff from one cloud-based system, all the while ensuring compliance.

With all-in-one software you can seamlessly manage your workforce, creating efficiencies and helping you focus on achieving your broader business goals.

Roubler is designed especially for shift-based teams, bringing all data together in one seamless system.

Say goodbye to messy integrations and multiple platforms, and say hello to Roubler.

Sound good? We'd love to hear from you.

**Call us on +27 10 500 2223
or email info@roubler.com**



Recruit

Find and attract the very best talent to join your team.



Onboard

Automate employee onboarding and go paperless.



Roster

Create efficient rosters with a single click.



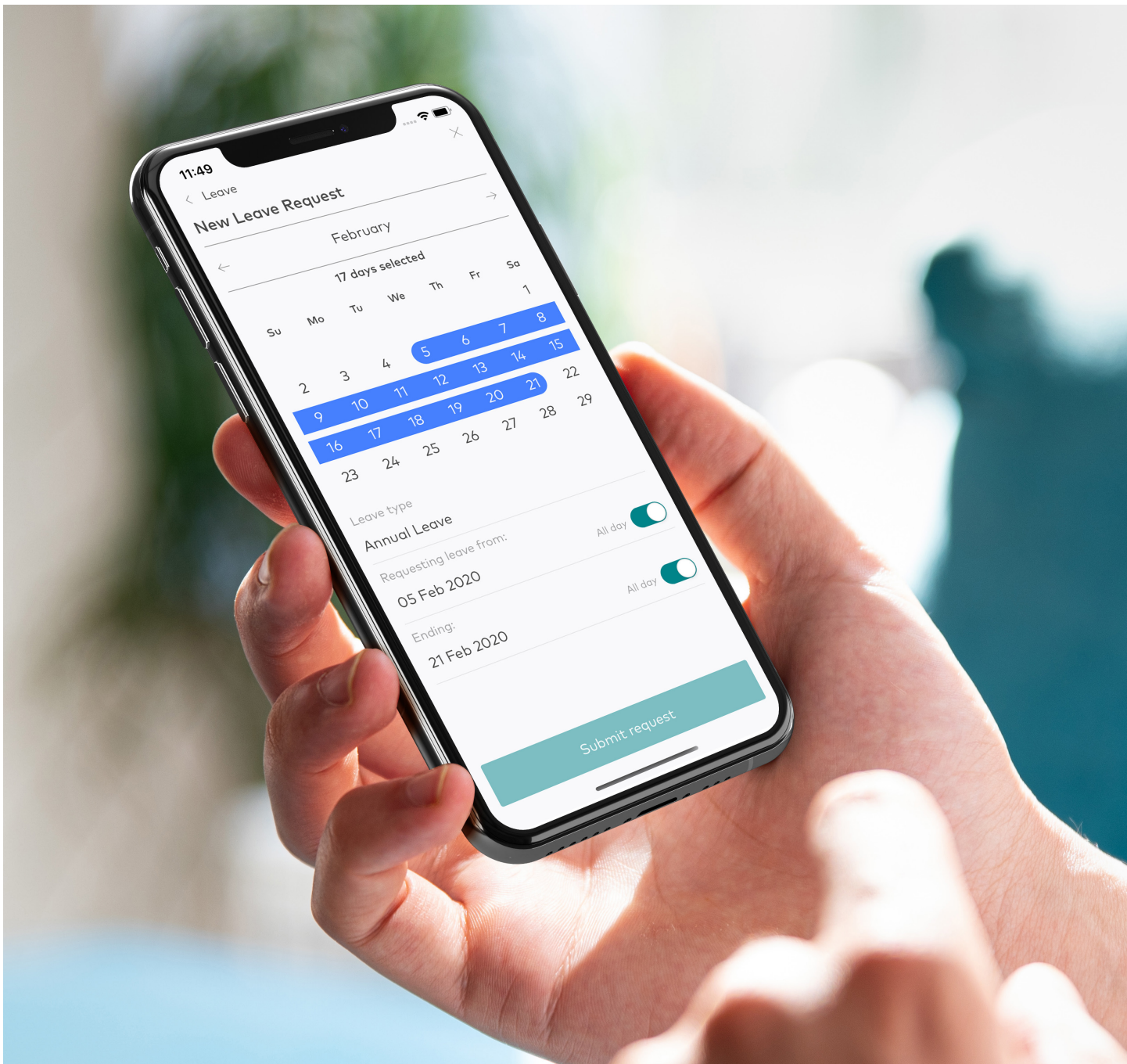
Manage

Manage employees seamlessly at every stage.



Pay

Enjoy peace of mind with built-in legislative compliance.



Find out more

Want to learn more about choosing the right WFM software for your business?

Call us on +27 10 500 2223
or email info@roubler.com

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www.roubler.com