



GUIDE

Why your business and employees need a WFM App

Introduction

When was the last time you went a day without using your phone?

Struggling to answer? Yeah, we thought so. Love it or loathe it – we rely on our phones for everything. Your employees are no different. So why not let them handle their own schedules and communicate with colleagues straight in an app?

This guide will give you insights on:

- Why your workforce management (WFM) needs to be mobile-first
- How to unlock flexible working & scheduling through an app
- How to level-up your employee engagement with a WFM app
- Why your solution needs to be cloud-based

Own the phone

To engage your workforce and increase their productivity, you need to make it easy for them to connect with you. How do you do that? By being where they are; on their phone.

Did you know?

- In 2021, **6.37 billion** people owned a smartphone – a number that’s doubled in less than 5 years.¹
- The average American checks their phone **63 times a day!**²
- Millennials spend **48 minutes** a day texting on their mobile phones, compared to baby boomers’ 30 minutes.³

Millennials and Gen Z now make up nearly half (46%) of the full-time workforce in the US – a number that’s only going to grow according to Gallup⁴. A WFM app makes it easier to connect to them, which also makes life easier for managers.

With a simple click, they can view their schedule, swap or take on more shifts, apply for leave of absence, communicate with colleagues, and much more. It doesn't only simplify the scheduling processes (especially for shift-swapping), it allows your employees to be in control of their schedules (and their lives).



Here's what **Agneta Garnström, Payroll Manager at Compass Group** – the world leader in food services, says about Quinyx app:

"Quinyx breathes modernity and it shows that the system originated in a world where one must be able to staff quickly in a mobile environment"

Yet, there might still be a few worried business leaders out there, who say a mobile phone can lead to distraction. However, the hard truth (according to [State of the Deskless Workforce 2021](#)), is that 55% of hourly employees have to call their manager to change shifts, and 43% say their employer doesn't have the necessary tools or mobile apps in place to easily make changes in their schedule.

It really shouldn't be that complicated.



Flexibility for all

Did you know that more than a third of deskless workers stated that they'd prefer flexibility over higher pay? Or that poor scheduling and inflexibility causes underperformance, low engagement, and anxiety among deskless workers?

While that doesn't paint a pretty picture, that's the results from the [State of the Deskless Workforce 2021](#) survey. But thanks to mobile-first workforce management, flexible working can be made seamless and benefit both employees and employers!

In short, a WFM app can help:

- Enable your employees to **easily swap shifts**, allowing them to find a replacement in minutes in case the schedule doesn't suit them or there need to be last-minute emergency changes.
- **Fill empty shifts** with the click of a button – both from an employer and employee point of view.
- **Open up extra employee shifts** (that employees easily can sign up for) as soon as your business demands it.
- Allow your employees to **book time off** or block out times where they can't work.
- **Punch in** for their shifts straight on their phone within proximity of the workplace – using geofencing (GPS). That also means that you can wave goodbye to "buddy punching".

Did you know?



This simple “punching in” feature in Quinyx has already helped businesses save more than **10,000 hours** every year through more efficient time punching.



Happiness is app-shaped

Happiness at work isn't about gimmicks; it's about rewards, recognition, communication, wellbeing, empowerment and job satisfaction.

If you can see (in an instant!) how your workforce is feeling, what they want, and what they need – then your employee engagement doesn't just lift off, it's heading into orbit! That translates into high employee retention and satisfaction. Just listen to **Fredrik Moser, Chief Human Resources Officer at NSP** (the largest franchisee of Burger King in Nordic countries):

"Everybody is on their phone, 24/7. So engaging with employees here is a really modern way of keeping in touch with their feelings and wellbeing. It's a fast and efficient way to connect with them. And because our employees are already using the WFM app to check their schedule or apply for days off, it's a great thing to be able to push communication and surveys through the same system."

The best WFM apps allow you to do this with employee engagement features – such as pulse surveys, recognition and rewards – built into them. One app is really all you need.

Did you know?



The average annual employee turnover is **20%** for most companies, costing an average of **\$1,500 per employee** to replace*. When using employee engagement tools there's a **10% reduction**.



On cloud nine

According to [Gartner](#), “by 2023, at least 99% of new WFM application sales will leverage cloud-based deployment models.”

Gartner therefore recommends businesses to “migrate any on-premises WFM applications to cloud solutions within the next one to two years, to gain access to the latest capabilities.” If you haven’t already moved to the cloud, the time to start is now.

Still not convinced? Here's five benefits of having a cloud-based WFM platform:

1. It frees up time for your IT team because apps and legacy systems aren't good friends, and their rocky relationship needs a lot of support.
2. It enables better interactions between employers and employees.
Let's face it, everyone will use your WFM software (head office, regional managers, part-timers).

Pssst! Quinyx has a user adoption rate of 98%, which means that you quickly can get your teams onboard.

3. It has open APIs that makes integrations between systems simpler and hassle-free.
4. It enables speedy onboarding for new employees making the process much smoother.
5. It opens up global analysis of labor data - something that's simply not possible to do on a local database. Running large flexible organizations with this type of feature could save you millions!

Did you know?



Roadchef took their forecasting accuracy across all locations to 95% thanks to an AI-driven and cloud-based WFM solution.

In summary

Your employees want to have a say in their scheduling, they want flexibility, they want to be engaged, they want recognition, and they want simple ways to communicate.

If you're using a cloud-based, mobile-first WFM solution it's easier to grant your employees' wishes and help your business reach its full potential.

Why not check out the 28,000+ reviews and see why Quinyx is the #1 WFM app on the market?

Visit **quinyx.com** to find out more.

