



The cost of poor scheduling

Lessons from 300 operations execs

Key Takeaways

Quinyx polled 300 global operations executives to determine their biggest challenges and top priorities in managing a deskless workforce.

Companies with legacy or no workforce management software solution in place during the pandemic faced major operational challenges.

Companies without AI-driven workforce management lost up to 15% revenue and overspent up to 25% on salary costs.

Most schedules made have an average of 3 to 8 labor law violations per week, resulting in thousands of dollars in fines.



Introduction

Due to the largest health and economic crisis in recent history, herculean efforts have been put in place across the globe to protect businesses and workforce operations.

Many employers have transitioned their desk-based workforce to remote functions. **However, 2.7 billion employees are deskless workers, making up approximately 80% of the global workforce.** Employers of deskless workers are now facing major challenges in scheduling, communicating, and managing this workforce.

In January 2021, **Quinyx polled 300 global operation executives** across the logistics, healthcare, retail and restaurant sectors to find out their biggest challenges and top priorities in managing a deskless workforce. The polled operations executives were based in the U.S, U.K, The Netherlands, Germany, Sweden, Norway, Denmark and Finland.

Companies utilizing AI-driven workforce management (WFM) software pre-covid were primed to accommodate major changes. Communication and scheduling features within AI-driven software became vital in managing and adapting to the turbulence of the pandemic.

Companies in the midst of implementing an AI-driven WFM software accelerated the implementation once they realized the benefit of their decision, quickly adding to their bottom line, saving time and improving employee engagement.

In sharp contrast, companies with legacy or no software solutions faced the greatest challenges. Relying on little to no WFM solution during the pandemic amplified transition and accommodation breakdowns. Without the ability to keep pace with frequent changes in scheduling, government regulation changes, and public health requirements, negative impacts were seen in revenue, efficiency, and operational effectiveness.



Top Scheduling Challenges in the Deskless Workforce

Of the 300 operation executives polled, **30%** said they faced too many scheduling variables for their current WFM software to handle; **40%** said outdated technology was their main constraint.

1. Scheduling Variables

In 2020, Quinyx analyzed over 450,000 schedules of deskless workforce employers. Many schedules failed to fulfill basic functions and **most violated labor laws on a daily basis**. Pre-covid, key labor scheduling factors included employee skills, preferences, contract type, customer demand, forecasting, and labor laws. **Amidst a global pandemic, new requirements will include updated cleaning procedures, the need to take into consideration ever changing local regulations, shift changes, and health and safety checks.**

A WFM solution with Auto-shift assignment functions takes into consideration all scheduling variables which will be critical for businesses to avoid costly violations.

2. Technology Barriers

During our research, 40% of companies polled did not possess adequate technology to ensure efficient and optimized scheduling. **Relying on manual workarounds forced companies to scramble for solutions.** Leading advisory companies noted a steep increase in interest and demand for WFM and HCM software following the start of the pandemic. Gartner, for example, measured a 27.7% increase in WFM client inquiries from January 2020 to June 2020 versus the same period in 2019.



30% face too many scheduling variables



40% lack an updated technology

Did you know?



Most schedules have 3-8 labor law violations per week, which can result in thousands of dollars in penalty fees.

A global retailer saved 1.7M dollars in staff cost thanks to AI-optimized scheduling.



Gartner noticed an increase in client inquiries on the subject of WFM by 27.7%.

Top Priorities when Scheduling Deskless Workers

1. Optimized Scheduling

Predictive scheduling and forecasting will be a major component for business continuity and prosperity in 2021 and beyond. As restrictions are changing and business demands remain volatile, utilizing an AI-driven workforce management solution facilitates accurate scheduling and improves compliance.

“4,000 overtime hours saved in 6 months using Quinyx”

– Global retailer

2. Improving Flexibility and Increasing Productivity

In a constantly-changing economy, companies must have tools in place to automate schedules based on demand fluctuations. Workforce management tools auto-assign shifts to employees based on availability, preferences, type of contract, and skills.

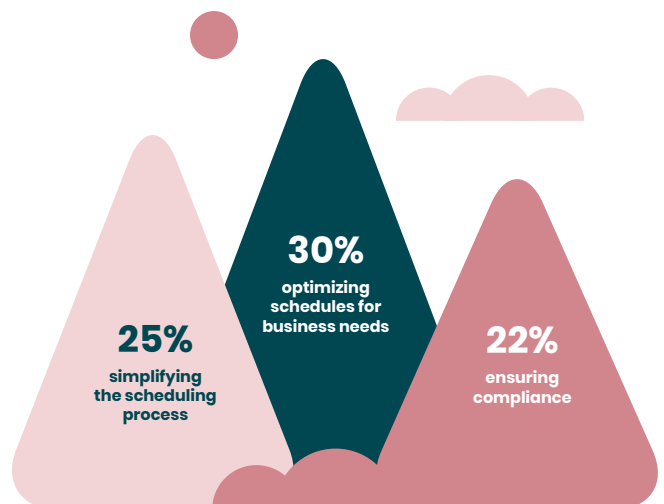
“Quinyx helped us save \$7.5 M per year thanks to reduced agency cost, accurate time punching, saved admin time and lower turnover on employees”

– Healthcare provider

3. Compliance for the Future

AI-driven workforce management solutions improve compliance with scheduling rules, legislation changes, contractual requirements, union limits, meal breaks, and rest periods. AI-powered WFM solutions accurately monitor the skills and certifications required to perform each role and publish schedules well in advance, allowing greater flexibility for employees to manage their time.

Using an AI-driven workforce management solution helps eliminate labor rules violations.



Behind the Curve

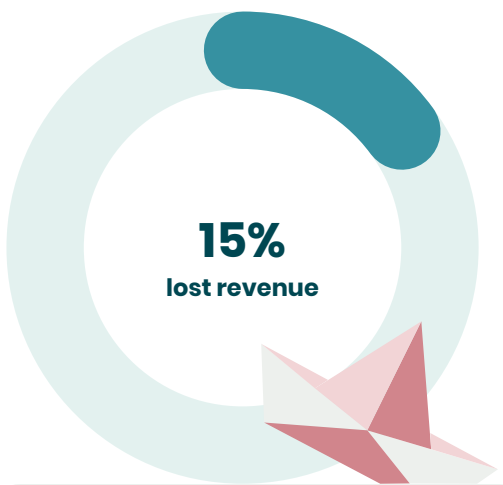
- 44% do not use AI-scheduling.
- Manual workarounds and legacy software deliver a mere 70% scheduling accuracy, whereas AI-driven solutions deliver near perfect accuracy.
- Companies experienced an average loss of 15% revenue through poor forecasting and scheduling, overspending up to 25% on salary costs.

AI-driven workforce management is designed to consider all variables leading to **near-perfect scheduling accuracy** and significant savings on salary costs.

“\$8 M sales uplift in 6 months through better scheduling and employee engagement”

– Global retailer

Business continuity and organizational resilience have taken on a new meaning for 2021. Managing the deskless workforce post-covid will require businesses to adapt with speed and agility – an area where AI-powered technology is simply unmatched.





For more information about how AI-driven
WFM software can help you, visit

www.quinyx.com