



WorkBuddy

Automated Workforce Management Solutions

case study

Automating Workflow in a Retail Environment

Roland Handel
Director, Sales and Marketing



WORKBUDDY DELIVERS END-TO-END WORKFLOW SOLUTION

Morgan's IGA operates a number of IGA Supermarkets throughout north-west Melbourne. Rostering and timesheet management is managed at the store level, while reporting and payroll is processed in a central head-office location. Some of the existing stores were using a legacy T&A application, while new stores required an entirely new solution. WorkBuddy was invited to develop a solution which would address the specific requirements in a retail environment.

The Client

Morgan's IGA own and operate five Supa IGA Supermarkets. Supa IGA's are the largest and busiest supermarkets in the IGA group, a conglomeration of independent supermarkets operating under the IGA banner. Morgan's employee in excess of 400 casual, part-time and fulltime employers and services tens of thousands of residents in their respective communities.

Morgan's IGA approached WorkBuddy to implement a solution which would deliver solutions designed specifically for a retail supermarket environment. Current practices required each IGA store manager to be responsible for managing their own rosters and timesheets. Morgan's head-office would then process the payroll for all employees on a weekly basis. Some of the Morgan's supermarkets were already using a legacy Time & Attendance solution and existing time collection hardware.

The Problem

When Morgan's approached WorkBuddy they were about to open their fifth supermarket, and with future growth plans, Morgan's management realised a reevaluation of existing employee management processes was required.

The primary problems which WorkBuddy was required to address included:

- The existing T&A software was no longer supported and, whilst leading edge in it's day, was beginning to show it's age.
- The existing solution was store specific and required information to be sent manually to head-office for processing.
- All reporting was managed outside of the application, meaning data was exported to excel before collating and generating the required reports.

Morgan's needed a solution which would:

- Integrate with their existing time collection hardware.
- Allow roosting and forecasting across multiple departments.
- Provide accurate forecast and actual wage costs.
- Deliver real-time and instant reports.

The Solution

WorkBuddy was able to implement a solution which not only addressed the specific requirements of Morgan's, but was able to deliver additional benefits through the utilisation of Internet, Email and SMS technologies.

The WorkBuddy Morgan's solution allowed:

- Rosters to be automatically created across multiple departments.
- Optimised rosters based on State Awards and Workplace Agreement requirements.
- Differing user-access for employees, department managers, stores managers and Morgan's management.
- Automated generation of employee timesheets, displaying exceptions, rostered, actual and paid times.
- Automatic calculation of employee awards.
- Direct export of employee timecards into payroll.

Outcomes

Through the delivery of the WorkBuddy workforce management solution, Morgan's has been able to streamline the employee management process across all Morgan's sites.

Specific benefits include:

- A significant reduction in management time spent creating weekly rosters.
- Accurate costing of future and past rosters.
- Instant processing of employee timecards.
- Real-time reporting across multiple departments and locations.

"WorkBuddy has allowed us to streamline our employee management process in a way which is easy for store managers and employees to access and use. Store managers are able to view and adjust their rosters according to salary budgets and can then view the actual costs of a shift once the shift has ended. The time required to process employee paysheets each week has been significantly simplified and now takes a few minutes each week, instead of the several hours required before using WorkBuddy."

Simone Palise – Payroll Manager

In Conclusion

When developing a solution for Morgan's IGA, WorkBuddy was able to utilise existing infrastructure, while delivering a new web-based solution which was able provide significant and measurable cost and time savings across the Morgan's stores. WorkBuddy has continued to enhance the Morgan's IGA solution and has since installed the Morgan's IGA solution in several other IGA supermarkets.

About WorkBuddy Solutions

Founded in 2003 in Sydney Australia, WORKBUDDY provides a global opportunity for businesses to realise significant cost and time savings through the automation and optimisation of their internal employee work force.

WORKBUDDY is an interactive web-based staff management solution, designed to allow both management and staff to plan, create and edit work rosters and timesheets, with instant updates and immediate communication, through the convergence of Internet, email and mobile-phone messaging technologies.

With additional front and back-office integration, full reporting, award interpretation and payroll integration, WORKBUDDY is more than a 'convenience' in the workplace; instead WORKBUDDY provides a management application that represents a substantial improvement over current 'manual' systems, saving both time and money without the frustration and time-wasting of existing manual systems.