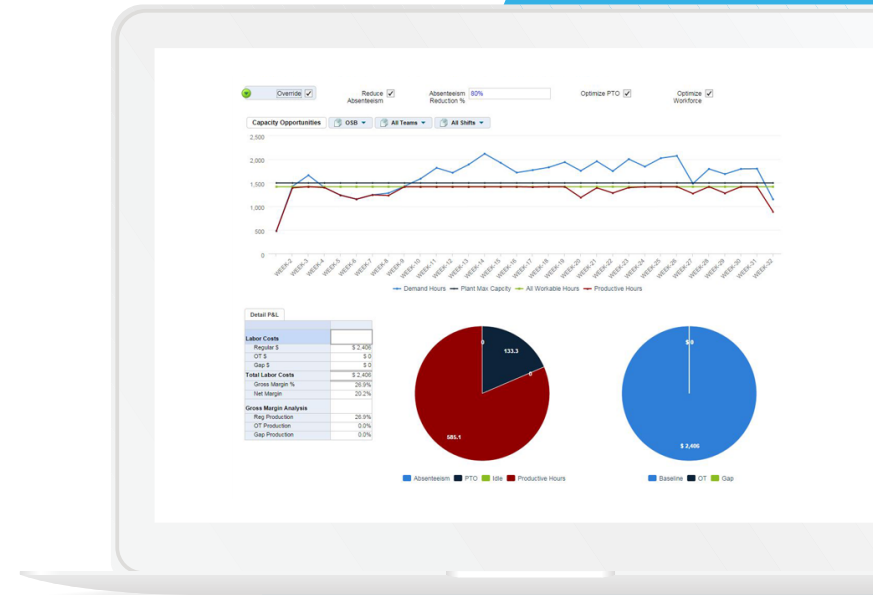# Workforce Optimization

Shape staffing levels to manage spikes in demand and deliver a consistent, high-quality customer experience. With Anaplan for Workforce Optimization, you can optimize labor levels and minimize labor-related costs to meet anticipated levels of demand.

Optimize staffing costs and improve customer experience. Use workforce analytics to optimize required labor levels to meet anticipated levels of demand. Tie staffing levels to customer satisfaction targets or customer experience initiatives.

Improve hourly staff productivity. Focus on the key performance indicators and capacity utilization rate (CUR), and actual output of current labor vs. what could be produced to identify productivity opportunities across teams.

Optimize pay rules for your hourly workforce. Managing pay rules for large groups of hourly employees is a complex task that can lead to payroll inflation unless optimization strategies are put in place. Navigate the complex world of wage-and-hour laws to optimize pay rules for your hourly workforce.

KEY BENEFITS

- Improve your customer engagement experiences

- Align staffing levels to business demand

- Connect labor costs to product and service costs

- Pull regulatory data into your plans

- Optimize pay rules for your hourly workforce

- Track productivity levels across teams to identify best practices

- Track attendance to reduce absenteeism

- Customize staff planning models for your industry and business

ARAMARK

To more effectively deploy 270,000 employees' labor across a network of entertainment and food service facilities primarily in North America, Aramark benchmarked and built best practices in Anaplan to streamline processes and align labor with demand. Using Anaplan, Aramark aggregated multiple data sources into a single, cloud-based solution to optimize its demand plan.

"The model we built on the Anaplan platform has helped us achieve immediate savings. We are able to provide our field management teams across the country with significant and specific sales and productivity opportunities."

AUTUMN BAYLES, VP OF GLOBAL OPERATIONAL EXCELLENCE

Key Features

Align staff levels to demand
Take in production or sales data to create a demand forecast. Analyze labor trends against transactional volumes over time to forecast required labor levels in future periods.

Predictive labor modeling
Operating models can be daily or event-based, measuring transactions and labor at the lowest-level drivers available (e.g., sales at cash register, labor based on time system capture) and at small time intervals (minutes). Compare statistically against external factors (such as weather or event activity), then project forward to predict staffing levels, identify gaps, and determine the most economical staffing schedule with a rich set of staff planning capabilities.

Labor cost allocation
Connect actual labor data to production or service data to accurately determine costs. Accommodate various activity-based costing methods and show detailed margin calculations.

Pay rule optimization
Easy-to-use templates help you model shifts and pay rules. Pull in actual labor data to identify the most significant opportunities for improvements. Iterate on "what-if" scenarios to model the economic impact of changing rules

Labor regulatory compliance
Incorporate a monthly feed from a trusted legal source for wage and hour laws to see which rules are in scope for your business and applicable changes to rules each month. Model the economic impact to payroll costs if rules require changes.

Productivity tracking
Calculate existing labor capacity, integrating actual labor data from your workforce management system, and identify the real capacity utilization rate.

Dashboard analytics help visualize the data to quickly see gaps in productivity. Iterate on "what-if" scenarios to see the economic impact of improving utilization.

Track attendance
Pull in actual labor data to identify absent vs. productive hours and calculate the direct and indirect costs of absenteeism. Track week-by-week absenteeism and productivity level. Iterate on "what-if" scenarios to see the economic impact of improving absenteeism.

Pre-built app designed for business users
Activate a purpose-built app, with built-in best practices, offering one-click provisioning from the Anaplan App Hub. No technical knowledge and skills required to implement and deploy.

Excel®-like formulas and immediacy
Leverage easy-to-use Excel-like formula builder to configure workforce policy rules using familiar Excel formulas and syntax.

Data integration (import and export)
Feed in data from your HR, Finance, and LOB transactional systems or third-party sources automatically to surface the workforce analytics you need. Use a range of integration tools from flat file import / export to pre-built connectors (CRM, ERP, HRIS, BI, etc.). Built on one common platform to enable integration across systems for integrated business planning.

Dashboards, reporting, and analytics
See your plans come to life with built-in dashboards, reporting, and analytics with data visualization (charts, graphs, maps, etc.). Integration with Microsoft Office Excel®, Word®, and PowerPoint® to provide productivity and efficiency in reporting when delivering presentations or reviewing performance and metrics.

Top security and reduced IT costs
Enjoy the benefits of a single, continuously monitored multi-tenant cloud platform and infrastructure. Role-based security, user management, single sign-on support, disaster recovery and full data encryption.

Audit trail
Maintain history of workforce definition and assignment rules through effective dating, versions, and audit tracking.