



Upgrade your workforce management

Your guide to switching to a cloud-based solution



tamigo



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Introduction: unify your operations with a WFM solution

Is your workforce management benefitting your company? Or holding it back?

For a long time now, businesses have grudgingly accepted the headaches of scheduling staff. Huge spreadsheets. Outdated, on-site timeclock software.

A workforce management (WFM) solution can be a breath of fresh air. It's one system that encompasses all your scheduling needs – from shift planning to payroll exports – and automates away those time-consuming manual tasks.

You save hours on admin. But that's just the beginning.

Many solutions, like **tamigo**, are cloud-based – updated in real-time and accessible by everyone on the go. No more data siloed away in different places. Instead, a single platform that brings your departments together to analyse performance and benchmark KPIs.

Since I founded **tamigo** in 2006, more and more businesses are making WFM solutions integral to their operations. And it's a trend that's set to continue. Simply put, solutions have gone from 'nice-to-have' to 'must-have'.

If your company needs a more transparent way of working, this is the guide for you. It explores a WFM solution's many benefits, and then takes an in-depth look at the implementation process. I hope you find it useful.

Jakob Toftgaard
CEO, tamigo



Questions at this stage? Our sales team is always happy to help:
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The rise of **workforce management solutions (WFM)**

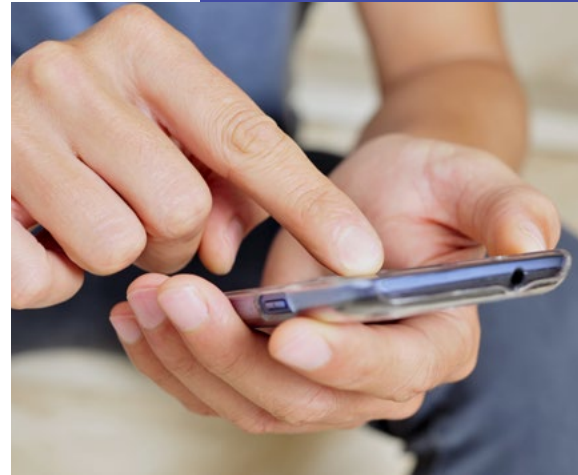
Workforce management has evolved a lot in the past couple of decades.

In the 90s and early 00s, the personal computer went from a luxury product to a standard in homes, schools and offices. Businesses worldwide embraced the PC. It was only natural then that employee scheduling found a home in one of Microsoft's bundled programs: Excel.

Spreadsheets have been a staple of workforce management ever since, alongside pen and paper and Post-it Notes, and other stand-alone, on-site systems.

But technology moves at an incredible pace. The iPhone was released in 2007. Google Cloud became widely available in 2011. We now live in a connected world – where data is real-time, all the time.

This gives businesses an unprecedented opportunity to streamline and optimise every area of their operations – workforce management included.

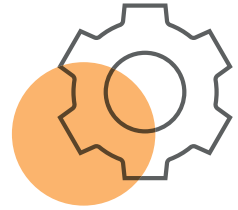


According to Market Research Future, the workforce management (WFM) market was valued at USD 6.1 billion in 2019. It's estimated to more than triple in value to USD 18.8 billion by 2026.

Meanwhile, advisory firm Gartner predict that by 2025, “45% of large enterprises with hourly-paid workers and variable demand for labour will use automation to drive workforce scheduling decisions.”

So, a WFM solution is becoming essential for many companies. But is it a fit for yours? In the next section, we'll delve into some specific benefits for businesses.

The **benefits of automating** workforce management processes



From enhanced productivity to reduced human errors, workforce management solutions offer many benefits. Let's talk about four main ones.



1. **Gain** enterprise-wide transparency

One of the main drivers behind switching from manual to automated workforce management solutions is the need for greater transparency over company activity and performance.

When working with manual processes like spreadsheets, information is often scattered and siloed across departments. Anyone in charge of analysing enterprise-wide data endures the time-consuming process of requesting and checking information from each team.

As manual ways of working mean that employees can have their own way of creating and populating files, the data Head Office receives may be inconsistent, inaccurate or outdated, jeopardising future planning efforts.

With WFM technologies, all your latest business information is stored in one place. With data instantly accessible via the cloud, planners have a clear overview of activity and performance. They can make smart, strategic decisions based on real-time reports and alert their teams if information is missing or something doesn't look right.

2. Enhance accessibility

With cloud-hosted systems, employees don't have to be within a site's four walls to create or access the information they need.

Using a tablet or mobile phone, employees can check their shifts on the go and managers can approve sick leave at the touch of a button. And Head Office can quickly identify if a store across the world needs additional resources.

Giving staff at all levels of your organisation the ability to easily view and engage with information improves productivity, gives end-users more autonomy and helps to align previously disparate groups.

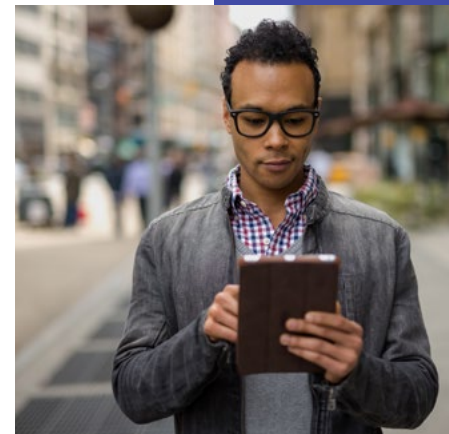
3. Reduce human error and communication time

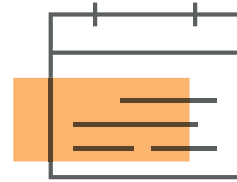
Moving to a cloud-hosted solution guarantees that only the latest versions of documents are in circulation. Gone are the days when a manager has one shift schedule and their employees have another.

This ability to trust that your information is always up to date and that everyone is working with the same file is hugely important.

Businesses can rest assured that any changes made during the day are instantly added to the latest version of a document, and colleagues aren't sending out drafts or the wrong information.

When everyone knows they're working with the same plan or schedule, this eliminates unnecessary communication. With all the correct information in one place, there are no more debates about who has the most up-to-date schedule, and people don't have to be alerted anytime a change is made.





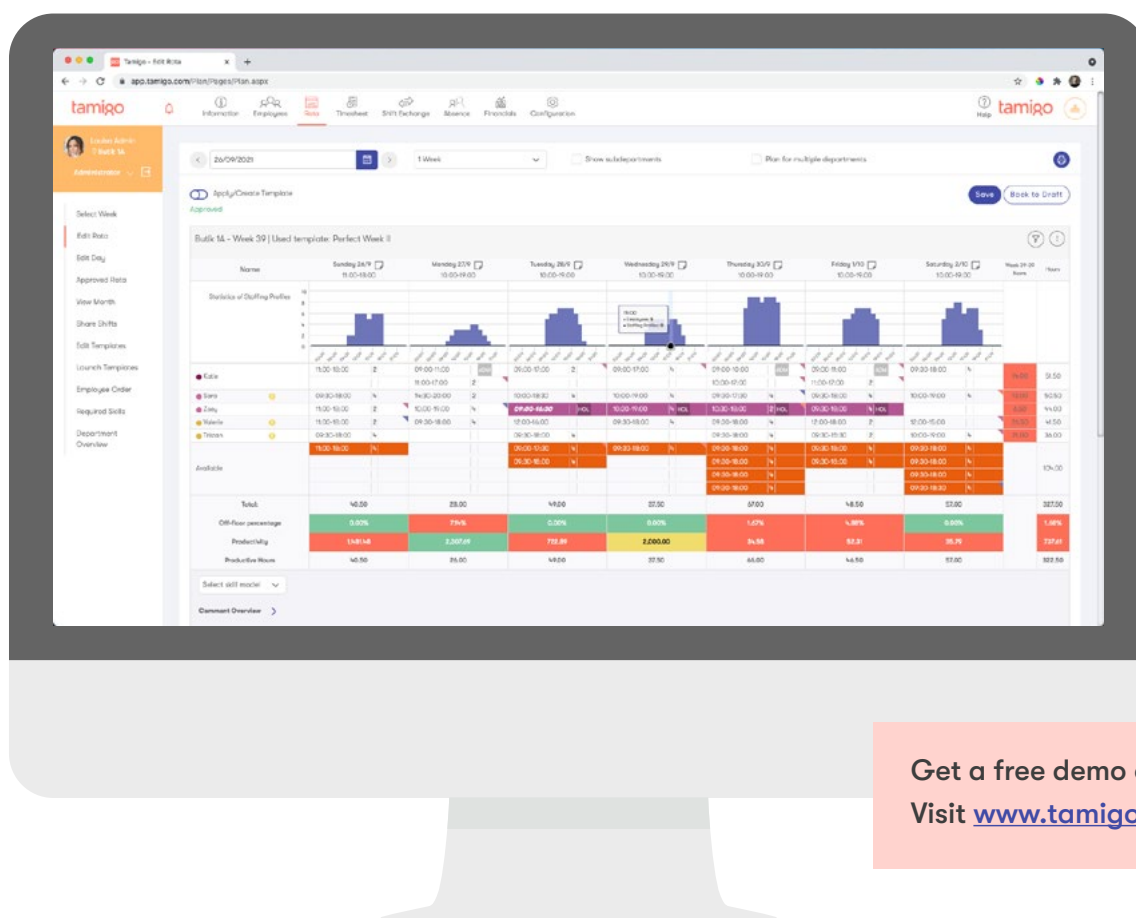
4. Improve forecasting for more efficient planning

The forecasting functionalities of WFM solutions give you the power to plan ahead, using the business data you already have. This can include footfall and sales figures, budgets and schedules.

The solution takes this data and translates it into actionable insights for you to use.

With this clearer overview of your company's performance, you can identify productivity, targets and staffing issues. And begin to make improvements.

You go from reactive to proactive, making necessary changes ahead of time rather than being left wondering what could have been done differently.



Get a free demo of tamigo!
Visit www.tamigo.com/free-demo

Your **step-by-step** guide to switching to a **solution**



So what does the changeover to a solution look like exactly? We've put together a plan to guide you through the process.



Stage one: pre-decision making

1. Identify what you want to achieve

Before you begin your search for a new solution, it's important to understand what you want to achieve with your investment.

- Are you trying to improve employee experience?
- Do you want to monitor a new set of KPIs?
- Would your team benefit from greater transparency across your chain?

There are many different WFM vendors on the market, so you need to be fully aware of your unique needs and ambitions to be able to match them with a platform's offering and USPs.



2. Align on KPIs

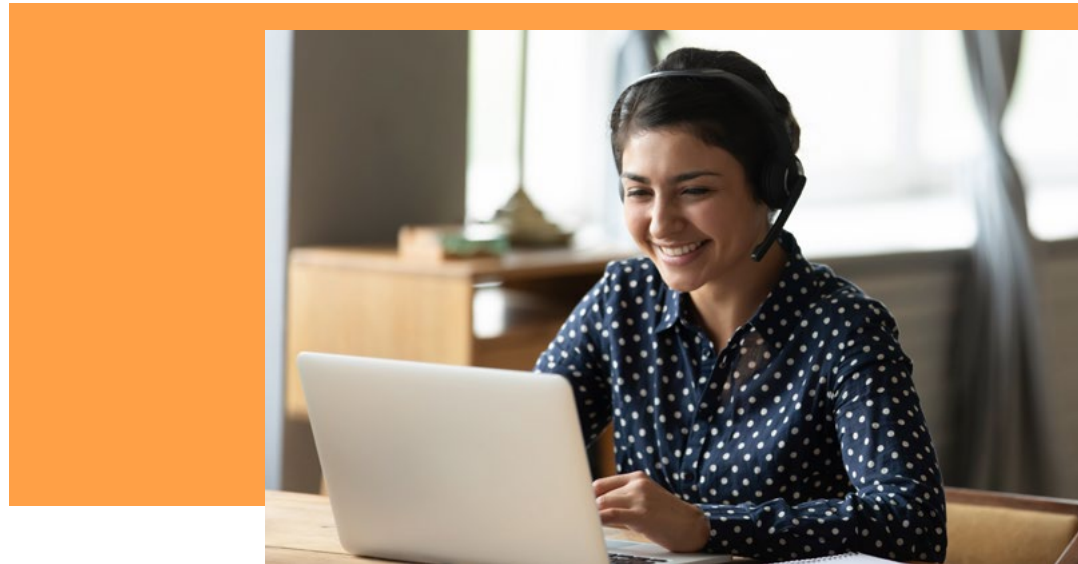
The pre-implementation phase is a great time to gather your key decision-making departments and work out how to shift schedule-making from an HR exercise to a business driver.

For instance, productivity is typically one of the main KPIs in hospitality and retail – but what does productivity mean to your company? Do you include training exercises as productive hours? What about stock take or admin that’s carried out in the back office?

Once you’ve defined your KPIs, you need to discuss how you want to measure them and how they can be interpreted consistently across your entire chain.

Drilling down into your KPIs before implementation allows you to review your current ways of working and challenge things that have become the norm but no longer serve your business. You can then replace them with new processes and aims facilitated by your tech-driven solution.





3. Consider the support you need

If you're an international company, with plans to expand into new markets, it's good to think about how a solution can work with different countries' regulations and languages.

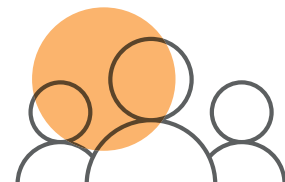
- Can your vendor provide local support?
- Will your team be able to speak to someone in their own language?
- Can you receive support navigating varying employment rules and regulations?

Finding a platform that can cater to different employees and their preferred needs helps increase user adoption and engagement. Look around for solutions that can offer the best service for everyone in your global organisation.

4. Look to the future

When shortlisting solutions, you need to seek out a platform that can scale with your company's potential growth and long-term ambitions.

You don't want to spend time and resources on training only to have to restart the whole process again in a year or two.



To help you make the right choice, create one wish list of features and capabilities you want now, and another for those you would need in the future. Then, compare how your chosen platforms measure up with both your immediate and long-term needs.



5. Analyse your current tech infrastructure

Now it's time to consider how a WFM solution can integrate with your existing setup.

Firstly, look at your current payroll system. What steps can be automated, and how many of these are provided by your proposed vendor? Does another platform offer more advanced automation that would free up even more of your time?

Next, look at what other software you are using in work management processes. Establish how easily they would integrate with your new solution.

For example, tamigo fits in snugly between the HR and payroll systems. Facilitating integrations between these two areas drastically reduces time spent on data entry and calculations.

Let's take an HR example. You're working across markets using the same HR system. But there's no link between it and your employees' schedules. All the information you need to add (contract hours, labour law requirements, employee skills) needs to be entered manually into your schedules, as spreadsheets. It takes a lot of work and errors can easily creep in.

With **tamigo**, you have one smooth transition where you create a user in the HR system. That information automatically flows into your timesheet and attendance solution, and all the data you need is sent to payroll in just one click.

You're able to shave off hours spent on manual tasks and enjoy the benefits of the seamless, automated flow.

6. Put together the right implementation team

A dedicated and collaborative team will need to oversee the transition.

In many companies, HR, IT and Management don't speak directly to each other very often. However, with this type of project, you need someone from each department to align and share their different perspectives and input.

You'll find lots of contradictory opinions pop up during your transition process.

For instance, the HR department could have a rule where they don't want anyone working overtime. However, Management may push back, insisting that employees should work overtime if there's a shortage of staff at their store.

To avoid long discussions and unnecessary conflict, give one person the ability to make any big calls.

7. Start initial change management activity

One of the pitfalls of transitioning to a WFM solution is failing to consider the mindset of your end-users.

Hospitality and retail staff are busy people. Introducing new technology into their already hectic schedules will be challenging. Especially if they haven't been prepared.

Set yourself up for success by giving your employees an early heads up on your plans, so they feel included in the process. Instead of relaying your big top-line goals, highlight the direct benefits they'll receive, such as easier shift swapping, more accurate paycheck calculations and faster holiday approval.



Stage two: Implementation of a new way of working

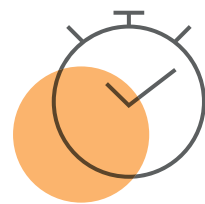


8. Choose the right time to make the switch

In the hospitality and retail sectors, where you have seasonal peaks, timing will be key to the success of your transition.

When you train people up on a new system and educate them on new workflows, you need to make sure that they have the time and capacity to take in that crucial information. You don't want their minds to be half on their training and half on a stressful To-Do list.

Leaving behind old ways of working isn't easy. Whether your company currently has Excel, pen and paper or another solution, your staff probably feel safe and comfortable using it – despite its limitations. For larger chains, the implementation process with **tamigo** ensures your staff will have time to become comfortable with their new workflows.



9. Locate and import all relevant data

For many WFM systems like **tamigo**, all you need to get started is an employee's name and email address. However, if your system has simulating capabilities, you'll want to import as much relevant data as possible so you can access more sophisticated and varied insights.

A lot of data may already be accessible to you. For example, your team will probably have generated and stored information such as HR rules, holiday allowances, payment processes, sales forecasts, footfall records and booking data.

This process isn't about cleaning or minimising data. It's deciding what information you want to capture and what areas you want to forecast. Then, it's simply a case of aggregating it all into one centralised place so you can start creating forecasts that empower your planners to make insight-driven actions and strategies.





10. Set your solution up for scalability

If you're an international business or have plans to scale, we recommend you take the time to define the core modules and benchmarks you want to work with across all your locations.

National and even regional employment rules and legislations vary greatly. But you'll want to have a set of measurables that you can easily view, compare and analyse within your WFM platform.

This action will give you total transparency over your entire chain, so you have a clear overview of whether or not your targets are being met, where your company is experiencing any deviations, and what opportunities you have to be proactive rather than reactive in your planning.

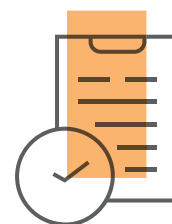
You can always export these data sets to a separate BI tool if you wish. However, you'll save a lot of time by having all your data in one place, rather than requesting information from multiple databases and separate offices.

11. Create your templates

Some WFM solutions enable you to save a huge amount of time through the automated generation of templates.

For example, in **tamigo**, you can set up customised documents for things like contracts. These AI-based files are instantly populated with information, including holiday allowance, notice periods and sick leave according to different requirements such as a job role, skill set, location or whether someone is part-time or full-time.

This action streamlines HR activity across your locations. It saves team members time while ensuring consistency and compliance across your organisation.



Stage three: Post-implementation



12. Set a cut-off date for old ways of working

When you go live, allow for a short period where your old and new ways of working run alongside each other.

This time allows everyone in your team, from Head Office to store workers or servers, to feel comfortable with the new system. They're also able to easily compare the old and new ways of working, helping them understand the full benefits your solution brings.

Although you may be confident in your vendor's abilities, this period of overlap also helps assure your team that these new, tech-led processes will give the same output as the old ways of working.

However, you also need to set an end date for old ways of working. If you have part of your workforce still using spreadsheets and others using your new tool, errors could creep into your workflows, forecasting and reporting.

At tamigo, we advise our clients that one month is a good timeframe to fully prepare employees.

13. Offer continuous training

Organising regular training sessions will ensure all your employees (not just new hires) continue to use your system as planned.

Although you've hopefully opted for an intuitive and easy-to-navigate solution, it's important to remember that not all employees will learn at the same speed. Easy access to training programs will help ensure user adoption at all levels.

Tech literacy can also vary, particularly among a multigenerational workforce, so consider a mix of online and in-person training methods to cover different learning preferences.

With our 15 years of experience helping companies make the switch, we've found it's always helpful to designate a trainer role to key internal personnel.

Giving internal employees the skills and knowledge they need to train up their colleagues means questions are answered faster, and money is saved on additional training courses. There's also less reliance on external organisations to onboard new members.

To give our clients complete autonomy, we hold 'Train the Trainer' sessions, which focus on turning internal employees into solution specialists.

We ensure clients leave these sessions knowing how to present the solution and answer commonly asked questions. They leave feeling fully equipped to lead the education and change management process internally.



14. Monitor user adoption and engagement

If you want to get maximum ROI out of your workforce management investment, you need to know how many of your employees are using your solution and how they're engaging with it.

After full implementation, **tamigo** clients receive a month-long 'hypercare' service. This is where we work with internal teams to analyse user adoption and engagement.

We pull reports and ask questions such as 'who is using the system?', 'what features are they accessing?' and 'are there any features that aren't being used?'

With this focus on the relationship between end-users and the system, we can identify if any retraining needs to take place around a certain feature or process.

The hypercare period also helps get teams into the habit of monitoring user activity in a planners' workflow. In sectors that experience high turnover rates, it's essential to have up-to-date intel on how a workforce uses a solution.



15. Keep on top of your initial benchmarks and KPIs

Given the immediate benefits of switching to a WFM solution, you can sometimes lose sight of the bigger KPIs you wanted to track in the first place.

To safeguard your team from falling into a 'set it and see' approach, give someone ownership over the status of your KPIs so attention isn't lost on those valuable areas.



Case study: **Bolia x tamigo**

***Bolia** has been at the forefront of Scandinavian Design for over twenty years. Founded in the Danish city of Aarhus, they now have dozens of retail stores in nine European markets. And a global reach through their webshop.*

This impressive journey hasn't been without its challenges. As they grew, they had to keep a firm handle on all their stores' workforce management.

And they couldn't keep relying on Excel. As HR Director Anette Sørensen explains, "it was just an overview of who was working when". Operational transparency was hard to come by.

Their solution of choice was **tamigo**.

An **instant impact** on staff costs

In 2018, Bolia's head office in Aarhus decided to drill down into productivity and wage percentages.

"Some of the stores were challenged", says Anette, "as they used more hours than they were budgeted".

So, head office sent out a request to all their European stores: start adding your hourly budget in **tamigo**.

"By adding budgets, and by comparing it to the expected productivity and the planned hours vs. the budget in **tamigo**, we got the right insights for us to benchmark and help stores plan within the budgets."

New insights for store managers

In addition, store managers themselves got a clearer view of the cost of shifts during the planning phase. Using **tamigo's** activities feature, they could then demonstrate to HQ how their schedules were aligning with the company's goals.

Bolia's HR Specialist says it made a huge difference.

“If a store has been planning more hours than budgeted, we can always find the reason, since the store managers will register time on activities. This gives us the needed transparency in HQ and across all our stores.”

Heidi Bøgelund, HR Specialist, Bolia

Want to know more about **tamigo's** customers? Check out another of our case studies on fashion brand [Scotch & Soda](#).



Key takeaways

We hope you've found this guide useful.

To sum up, here are the key things you need to think about when switching to a WFM solution:

1. Be clear about why you're switching

The solution has to fit your needs... not the other way around. So get those needs clearly defined.

- The KPIs you want to optimise
- Your current systems and how they'll integrate
- Requirements around support and training

2. Set yourself up for success

Make sure you've got all the pieces in place for a positive implementation period.

- Assign an implementation team to take ownership
- Educate your staff about the upcoming switch
- Prepare and aggregate your company's existing data

3. Keep an eye on how things go

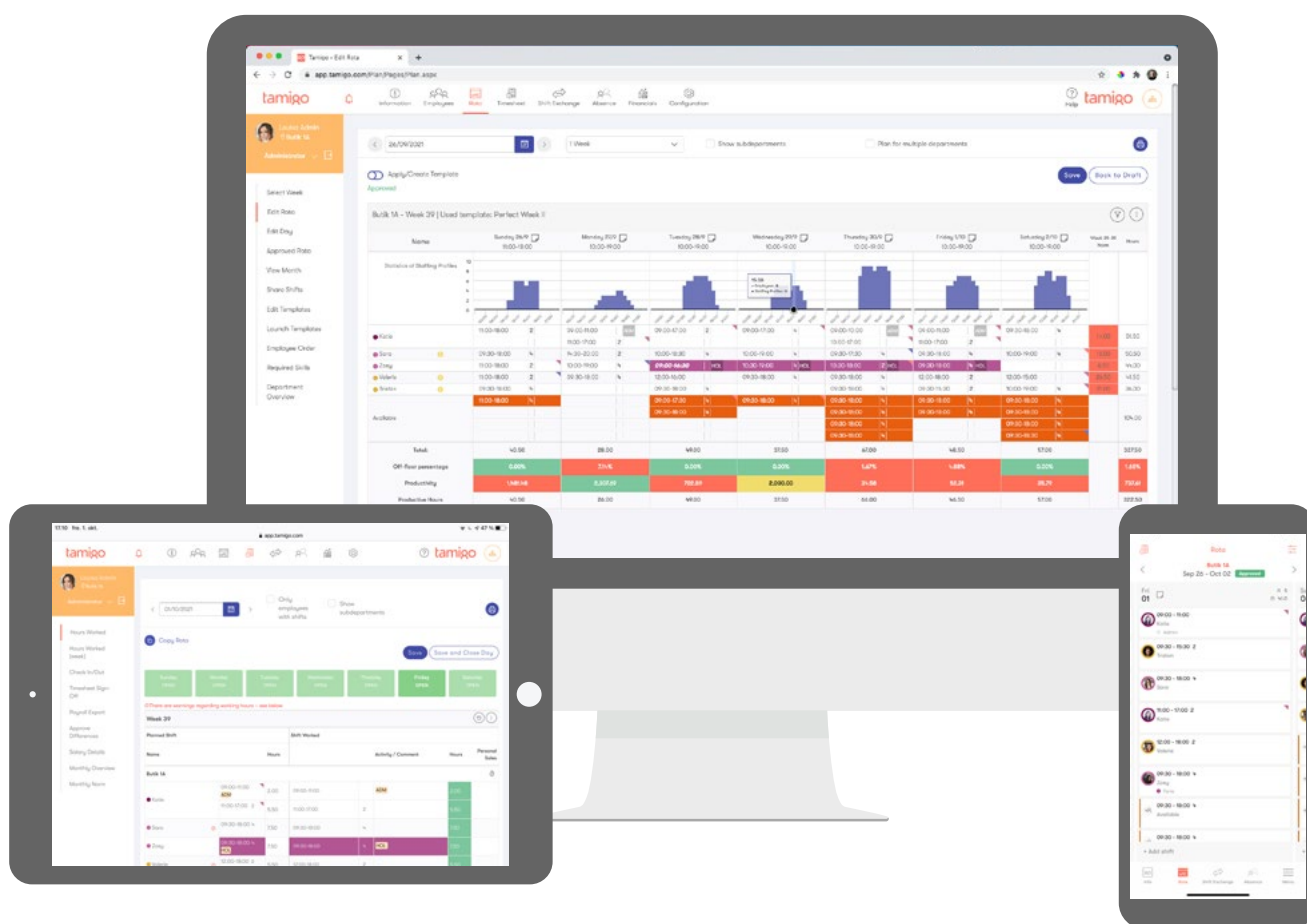
Once the solution is live company-wide, it's important to track the results.

- Analyse the impact on your operations
- Monitor how well staff are using it
- Set up ongoing training or refresher courses



Ready to upgrade your workforce management?

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