

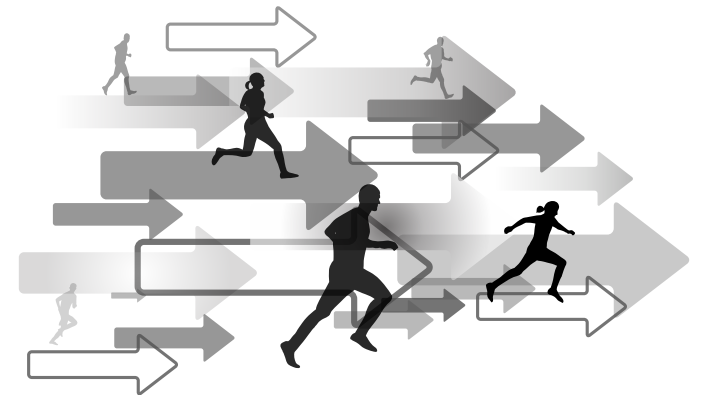
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TOP 5 TECHNOLOGY GAME CHANGERS FOR WORKFORCE MANAGEMENT

The New Rules to Improve Productivity and Control Costs

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Same Game, New Rules

Top 5 Technology Game Changers for Workforce Management

Business Challenges

- Inaccurate and outdated data
- Too many manual processes
- Limited resources
- Complex labor laws

To compete effectively and stay ahead of the curve, small and mid-sized organizations need to put the right technology solutions to work for their businesses. In this ebook, we examine five of The 2013 Top 10 SMB Technology Trends, and how organizations are using them to gain flexibility, agility and control in the workforce management space.

The challenges of running a growing small or mid-sized organization are constant and complex. Smaller organizations are always under pressure to grow customers, revenues and profits, and to improve employee productivity and cash flow.

As these organizations grow, workforce management becomes more complex. Workforce size and diversity increase and more regulatory requirements kick in. Trying to increase productivity, control labor costs and meet compliance requirements with outdated systems becomes an administrative nightmare and, ultimately, a losing battle.

Top Business Goals for Organizations with 50-999 Employees*



Small and mid-sized organizations must automate and streamline workforce management processes to move ahead and achieve their business goals. The good news is that new, innovative solutions, tailored to the needs of growing organizations, are easier and more cost effective to deploy and use than ever before.

Top 5 Technology Game Changers for Workforce Management

The New Rules to Improve Productivity and Control Costs

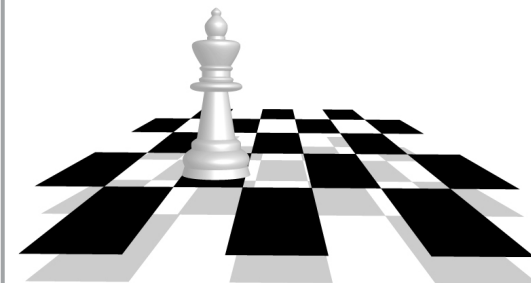
Definition:

Workforce management encompasses: payroll, time & attendance, scheduling, employee record keeping, benefits, and compliance.

New technologies make it possible to offer small and mid-sized organizations affordable, easy-to-use solutions to automate and streamline workforce management. Leveraging innovative cloud, mobile, integration and analytics capabilities, these solutions provide the tools to manage human resources more efficiently and effectively.

1. Progressive Small and Mid-sized Organizations Sprint Ahead of Peers
2. Integration Becomes a Top Priority
3. Cloud Cover Expands
4. Optimize for Mobile Computing
5. The Big Gap in Big Data Grows

The right technology solutions help fuel organizational efficiency, effectiveness and growth.



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The Automation Advantage

#1 Progressive Small & Medium Organizations Sprint Ahead of Peers

"Progressive small and mid-sized organizations are 68% more likely to forecast revenue gains."

- SMB Group

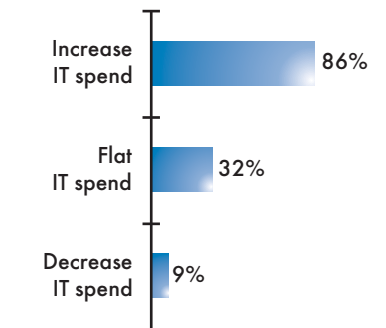
In nearly all organizations, employees are the most valuable asset and also the biggest expense. But labor costs are also a controllable expense. Workforce management solutions can help small and mid-sized organizations drive increased employee productivity and business growth.

Spreadsheets, manual processes and disjointed systems create an unproductive paperwork drag for HR, managers and supervisors. Redundant data entry and human errors lead to inaccurate and inconsistent information, resulting in overpayments, scheduling mix-ups and other costly mistakes.

In contrast, workforce management solutions built with cloud computing, analytics, mobile and integration technologies can help organizations:

- Schedule and manage employee time more efficiently
- Reduce payroll errors and inflation
- Decrease IT and administrative burdens
- Improve reporting and make better decisions

Distinct Correlation Between Technology Investments and Business Performance*



% Expecting revenues to increase

"Progressive" small and mid-sized organizations view technology as a business differentiation, invest more in technology-based solutions for competitive advantage, and are much more likely to anticipate revenue growth than SMB peers with flat or decreasing technology budgets.

Reduce Errors, Save Money and Improve Decision-Making

#2 Integration Becomes a Top Priority

“We didn’t want to have independent systems that couldn’t talk to each other or needed complex links to communicate.”

– Brian Zilo, HR director, Lipari Foods

Patching together different applications that “don’t talk to each other” wastes time, costs money and leads to errors.

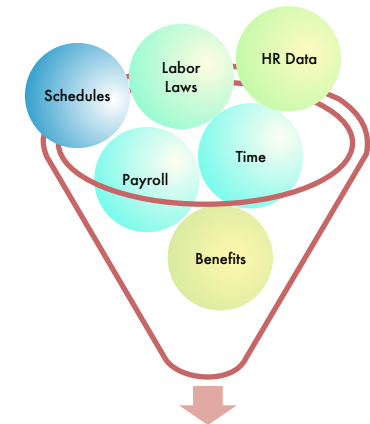
In contrast, an integrated data store provides reliable, consistent data for reporting and decision-making. With a “single version of the truth,” managers and supervisors have accurate, real-time information for scheduling, timecard review, and other tasks, and to make course corrections if needed.

HR managers can more confidently make decisions to optimize labor costs, improve processes, ensure labor compliance and make other strategic decisions, such as planning for the Affordable Care Act (ACA).

Solutions that let businesses start with just the functionality they need, and snap in additional, pre-integrated capabilities as new requirements arise, offer a pragmatic route to reap integration benefits.

One Version of the Truth

36% of Small and Mid-sized organizations say integration is a top priority*



Provides reliable, consistent data for reporting and decision-making

Gets everyone on the same page for processing employee data and making adjustments

“We’re able to do more with less and we’re better at doing it. It’s been a major tool in many of our cost-savings initiatives.”

– Brian Zilo, HR director, Lipari Foods

As Lipari Foods, a 580-employee food distributor grew, so did the number of solutions it used to track time, process payroll and administer employee benefits. Staffers were wasting time and making mistakes by manually re-entering data into different systems, and managers lacked reliable information to make decisions. Lipari Foods improved route efficiencies and cut labor costs by 8 to 10%; increased payroll accuracy and employee satisfaction; and turned OSHA compliance from a “nightmare” into a quick, easy task with Kronos’ integrated workforce management solutions.

Cloud Is the New Normal

#3 Cloud Cover Expands

“With the ability to run in the cloud, I could be at home or at my desk and access all of the information.”

– Vicki Bergendal,
IT administrator,
Maple Leaf Cheese

The lack of IT staff, skills and budget have made it very difficult for most small and mid-sized organizations to deploy robust, integrated workforce management applications in-house.

But cloud computing, specifically software-as-a-service (SaaS)—lets organizations of any size take advantage of sophisticated workforce management solutions without big upfront investments and risks.

Cloud computing offers a simpler, faster and more cost-effective way to automate workforce management processes. There’s no need to buy and install hardware and software, and the cloud provider takes care of IT management. Businesses can easily scale cloud solutions up or down to accommodate workforce expansion or reductions.

For these reasons, cloud computing is quickly becoming the “new normal”: 31% of small and mid-sized organizations already use cloud business solutions, and this is forecasted to jump to 43% over the next year.¹

Top Benefits of Cloud Computing for Workforce Management

- Reduced capital outlays and financial risk
- Minimal IT requirements
- Faster deployment
- Updates, maintenance and backup included
- 24/7 service and support
- Anytime, anywhere employee self-service
- Automatic audit trail

“To be able to run different rules by facility without setting up multiple databases or companies is excellent.”

– Vicki Bergendal, IT administrator, Maple Leaf Cheese

Maple Leaf Cheese, Edelweiss Creamery and Alpine Slicing & Cheese Conversion used a mix of paper timecards, manual calculations, and an older timekeeping system for time reports. As the companies grew, errors and inefficiencies increased, and determining costs by business unit became nearly impossible. Kronos’ cloud-based workforce management solutions have helped the companies to streamline timekeeping, accommodate work and pay rules by facility, better control labor costs and determine cost quotations more easily for their 162 employees.

Moving Ahead with Mobile

#4 Optimize for Mobile Computing

“We have instantaneous control. We don’t have to wait two weeks to see if there are any issues.”

— Ramona Fierro,
HR director,
Valley Power Systems (VPS)

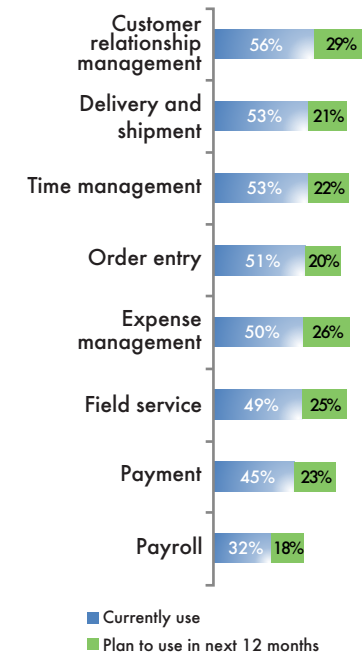
84% of small and mid-sized organizations already use mobile collaboration apps such as email, calendars and contacts. Many are also starting to use mobile apps for business-specific functions. In fact, 68% indicate that mobile solutions are “critical” to their organizations.²

Mobile workforce solutions enable remote workers (sales, field service workers, home health aides, etc.) to enter timekeeping information and view schedule changes from anywhere, at any time via mobile devices.

Employees working onsite but away from their desks at an office, factory, store or hospital can use mobile apps to process overtime requests, make time-off requests, adjust staffing, and perform other tasks in real time. Likewise, managers can manage scheduling and payroll when it’s most convenient.

Mobile apps also can help HR to stay connected with job candidates and vice versa, which is especially important in competitive job markets.

Top Mobile Apps For Small and Mid-sized Organizations*



“Most importantly, we have a time record that can’t be manipulated...and an audit trail for everything.”

— Ramona Fierro, HR director, Valley Power Systems (VPS)

VPS, a factory-authorized power solutions provider for engine and equipment manufacturers, was manually tracking field service technicians’ time and project work. The company was struggling to validate time and location data, and resulting costly customer chargebacks. Now, VPS uses Kronos’ mobile solutions to automatically allocate technicians’ time to the correct division of the company and feed it into the VPS customer billing system. VPS reduced chargebacks by \$100,000 in the first year, and freed up administrators to focus on customer service instead of manual data entry.

Getting the Right Information, When You Need It

#5 The Big Gap in Big Data Grows

"Managers can access hands-on data that impacts their bottom line, they can run reports as they need. We can see where we are by department and division."

– Tim Amalfa, VP of operations, Lancer Transportation & Logistics

Most small and mid-sized organizations have plenty of data. But too often, information is outdated, inaccurate, or difficult to access. When it's difficult to get accurate information when it's needed, managers resort to making decisions based on intuition and anecdotes.

In contrast, when given the tools to easily access, view, analyze and report on workforce data, managers can make fact based decision making in the moment regarding scheduling, benefits, performance management and employee satisfaction.

Having the capability to make data-driven decisions will become even more critical when the Affordable Care Act (ACA) penalties take effect in 2015. Under the ACA, organizations with more than 50 full-time equivalent (FTE) employees will be required to provide health coverage to full-time employees or pay penalties. With the right tools, managers can track, integrate, analyze and report data across timekeeping and payroll to calculate FTEs, which will help them ensure compliance, and perform "what if" assessments to weigh alternative courses of action.

Benefits of Robust Reporting and Analytics

- Enables better, faster decisions
- Identifies areas of cost saving, innovation, and/or growth
- Helps isolate problems and take iterative action to improve
- Provides an accurate view of hours worked to determine how the ACA may impact the company

"By seeing overtime, managers can drive down costs by sending employees home if needed."

– Tim Amalfa, VP of operations, Lancer Transportation & Logistics

Lancer Transportation & Logistics is a DOT-registered contract motor carrier that provides regional, national, and international truckload services to companies. Lancer's outdated, labor-intensive time-tracking methods didn't give managers the agility or visibility needed to adjust employee schedules in relation to workloads, and manual exception tracking and accrual entry were causing errors and payroll issues. With Kronos' workforce management solutions, Lancer has automated data collection and reporting, saving the company \$24,000 yearly.

The Evidence Is Clear

Using Technology to Fuel Business Growth

“Organizations that do their homework and invest wisely in technology stand to gain significant rewards.”

— SMB Group

Strategic investments in technology solutions to automate and streamline business processes help small and mid-sized organizations increase productivity, save time and money, and gain the insights required to make decisions that are key to growth.

Although keeping up with the shifting technology landscape can be overwhelming, it doesn't have to be if you:

- Focus first on the biggest problem areas for your organization.
- Look for solutions that address immediate pain points today, but also let you easily add new capabilities in an integrated fashion.
- Continue to think more strategically about how new cloud, mobile, integration and analytics solutions can benefit the bottom line and employees.
- Learn from organizations similar to your own that are benefitting from workforce management solutions that take advantage of these innovative technologies.
- Seek guidance from trusted, experienced advisors to aid in the decision-making process.



Learn more about how Kronos' workforce management solutions help put innovation to work for small and mid-sized organizations at www.kronos.com, or call +1-800-225-1561.

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