

Torex™ WFM-HCM is a complete workforce management system used by Torex customers to optimise resources for hundreds of thousands of shifts each week.

The challenge

Managing staff across multiple departments and show rooms at different locations is one of the most complex challenges that businesses face. The problem is compounded when an organisation uses different applications for planning, scheduling and deploying its resources.

Without a truly integrated workflow management system, you run the greatest risk imaginable – losing sales when employees are not available to serve your customers. You can also miss opportunities to enhance your customers' experience with:

- Faster checkouts at registers
- Sufficient resources to handle the busiest seasons
- Knowledgeable employees who can provide expert advice
- Personalised service to assist customers with major purchases or issues
- Friendly, efficient and motivated staff

Define customer experience with Torex WFM-HCM

Torex WFM-HCM is the complete workforce management solution for any size business, from small to multi-national. It allows you to maintain optimum staff across all your departments and locations with advanced capabilities such as:

- Flexible planning based on requirements specific to the business
- Forecasting staff levels using point-of-service, customer and product information
- Automated scheduling and deployment
- Accurate accounting of hours worked and attendance
- Comprehensive reporting

With Torex, you ensure qualified people are always at the right place and at the right time to serve your customers.

The solution

A centrally managed and integrated solution

Torex WFM-HCM stores and manages employee data centrally, so staffing information is always consistent, timely and accurate. The solution also integrates with your business systems – and quickly and securely exchanges information with them – so you never have to enter the same data more than once.

Optimised staff requirements planning

With Torex WFM-HCM, you can accurately plan the staffing for every employee in your organisation. You can also manage:

- Special promotions and seasonal increases in shopping and travel
- Holidays, extended days, early closings and bad weather
- Long-term plans based on sales projections and performance figures
- Rules for each sales area, department and location

Flexible staff scheduling and deployment

With the intuitive user interface, you can create schedules with forms and templates. You can also generate graphical displays of overtime, absences and contract hours, as well as workers' skills and shift preferences.

Automatic generation of optimised schedules

The Staff Scheduling & Deployment module reduces planning time by automatically generating schedules based on your priorities. With the click of a mouse, an entire week's schedule is generated in minutes.

Accurate time and attendance accounting

Torex WFM-HCM captures hours worked from time clocks, terminals (with biometric security available), points of service and PCs. Central data management ensures high levels of security.

Powerful reporting capabilities

Predefined and user-defined reporting tools allow you to analyse data from your time-worked accounts, master database and other business systems. The data also can be exported into a data file, which can then be imported into other programs such as Microsoft™ Excel.

Web-based self-service

With the web-based module, employees can log their own timestamps and view their time-worked accounts, as well as absences, holidays and sick days.

Achieve results now

Our customers report that savings in lost hours alone make Torex WFM-HCM an investment that more than pays for itself very quickly.

One home improvement retailer noted a 20% average reduction in overtime since it began using Torex WFM-HCM to manage its workforce. Our customers have also reported benefits such as these:

- Increased sales
- Higher margins
- Faster transactions
- Lower operating costs
- More efficient promotions
- Greater employee retention
- Increased customer loyalty

To learn more about Torex WFM-HCM, please visit www.torex.com.

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About Torex

With more than 20 years experience, Torex is the leading European-based global provider of proven, best-in-class solutions that help over 7,000 customers provide a defining customer experience in the retail, petroleum and convenience, fast moving consumer goods, and leisure, food & beverage markets.

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Torex™
Defining customer experience