

Task Management

➔ With more than 2,000 retail customers, Infor WFM Workbrain has the experience to help you get the most out of your task management solution, and the technology to do it—all at your own pace.



Do business better.

Retailers are always looking to widen the gap between revenue and the cost of the labor to get that revenue. One proven way retailers can maximize their return on each labor dollar spent is to tighten the alignment between corporate merchandising strategies and store-level execution. Doing so can result in increased revenue, lower costs, and happier customers. However, it's imperative that any far-reaching new enterprise software does not disrupt existing installations and, crucially, it has to improve existing store operations.

Leverage experience.

The newest module in the Infor™ WFM Workbrain suite of best-of-breed workforce management products, Infor WFM Task Management, powered by WorkPlace Systems, is designed to help retailers solve their most complex labor challenges. With more than 2,000 retail customers, 140 of the world's top retail brands, and almost 5 million retail associates being managed by our products, Infor WFM Workbrain has the experience to help you get the most out of your task management solution, and the technology to do it—all at your own pace.

Get business specific.

Infor WFM Task Management provides the tools you need to communicate and execute efficiently and consistently across all of your retail locations. Its rich functionality gives you the power to devise and execute merchandising plans, promotions, new product launches, and strategic initiatives in all your stores. Its modular design allows you to adopt

only the task management functionality you need, keeping your business paced with your investments. Task Management has two distinct modules: Store Communications and Store Execution.

Store Communications. Everyone in your retail organization, from head office planners, approvers, owners, and gatekeepers to site-based managers, planners, department managers, and associates can communicate in real-time with Store Communications. This module provides a direct data link between headquarters and each retail location, making it easier for both to stay connected. Bulletins and other communications can be targeted by named individuals, users or role, ensuring that the right communication gets to the right individual despite the dynamic nature of some roles within retail. Information can be “pushed” down to specific sites or “pulled” by store personnel from headquarters using easy enquiry facilities, ensuring personnel are kept right up to date with the latest development.

This module replaces inefficient and ineffective communications processes such as fax, phone and even e-mail, with a single simple yet powerful messaging system that allows two-way intelligent communication between your head office and individual stores. A role-based managerial responsibility hierarchy targets messages and bulletins to the store personnel responsible for that issue or area, without the originator needing to have knowledge of managerial responsibilities throughout the company. For example, a merchandising manager at the head office can send a communicate to all large stores concerning a particular item display. The messaging system then automatically routes the bulletin to the appropriate responsible manager for that item in each store, so the communicate can be acknowledged and acted on.

Store Execution: This module offers managers and planners an even more powerful tool for managing and implementing projects and tasks across the entire retail organization. Planners use flexible templates to make sure planning stays consistent across projects. Role-based tasks help ensure that tasks are completed even if there's an employee change, while automatic alerts and escalations make it possible to monitor projects continually, and make adjustments to

maintain the correct course. The system offers the functionality to record completion and compliance feedback against each project, activity, or task and can generate alerts and escalations when problems occur. This can help guarantee that tasks are started and executed according to the defined timeline.

With Store Execution, you can balance schedules, priorities, and store workload to ensure that employee and store potential is realized, while not being overloaded. Managers and employees can record their progress on tasks and projects, including status, time spent, costs incurred, and benefits gained. There is an option to solicit feedback to tangibly improve the planning phase. For time-critical projects, like product recalls, the ability to use wireless devices for recording ensures that you're always looking at the latest information.

See results now.

Infor WFM Task Management gives you the tools you need at the pace you want, to make sure that stores are executing on your corporate vision, efficiently and effectively. Your organization is better equipped to maximize sales by improving the coordination of important initiatives; improve customer relations and satisfaction via readiness and consistency; and boost productivity through balanced workload and informed employees.

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