



FUJITSU

THE POSSIBILITIES ARE INFINITE

Consulting
IT Solutions
Managed Services

REFLEXIS
PRECISION
WORKFORCE MANAGEMENT

STORE EXECUTION DRIVES RETAIL SUCCESS

“Retailers should invest in new Web-based workforce management applications to improve employee productivity and customer service by providing the right level of workforce visibility, control, and optimisation.”

- AMR Research

IT ALL HAPPENS AT THE STORES

Whether it's introducing a new line of merchandise, running a sales promotion, delivering the quality of service customers have come to expect, or implementing efficiency measures, success ultimately hinges on each and every store's ability to execute with excellence.

Execution excellence is no accident. It is the result of a process that begins with precision planning that views the unique attributes of each store, defines the tasks that stores must execute, and allocates the necessary labour. Effective plan execution depends on each store having clear visibility into their task priorities with labour schedules that accommodate their employees' skills and availabilities. Finally, excellence is driven by real-time measurements that show how well each store executed their tasks and how they can do it better, today and tomorrow.

STORE EXECUTION CHALLENGES

Until now, the challenge of getting it right at hundreds, if not thousands, of stores has demanded the hard work of many good people who've had to struggle with paper processes and inadequate technologies – limiting scalability and forcing stores to scramble. This leads to lost sales, inefficient oversight and poor control. It doesn't have to be this way.

Retailers are turning to a new breed of software that integrates planning, execution and measurement across the enterprise: Precision Workforce Management.

PRECISION SOLUTIONS EXECUTION EXCELLENCE

Each store is unique. Precision planning ensures that each store has the right labour it needs to execute the right tasks at the right time, at the right place, and in the right way. Merchandising and operations managers can coordinate their store planning while stores can execute their tasks on-time with labour schedules fine-tuned to their individual needs. Real-time execution visibility and feedback helps everyone work better and work smarter. And that drives:

- Increased sales
- Reduced labour costs
- Satisfied customers
- New opportunities for growth

REFLEXIS WORKFORCE MANAGEMENT SOLUTIONS

Reflexis Workforce Management solutions scale complex retail enterprises with precision to ensure consistent execution excellence at each and every store.

Reflexis Workforce Management is the only solution that closes-the-loop on task and labour planning, store execution and compliance measurement – providing retailers with the ability to maximise profitability and meet new opportunities for growth.



PRECISION STORE PLANNING that forecasts workload demand for all store tasks including routine operations and corporate projects, accounts for store uniqueness, and aligns with budgets and corporate strategy.

CONSISTENT TASK EXECUTION that schedules the right people to the right tasks, streamlines store communications, and tracks execution with real-time visibility.

REAL-TIME MEASUREMENT of task alerts, store audits and feedback, and continuous tracking of KPI objectives helps retailers ensure compliance and improve store planning and execution.

Reflexis Workforce Management solutions are web-based, easily integrate with your enterprise platforms and, most importantly, require no equipment upgrades at your stores.

REFLEXIS WORKFORCE MANAGEMENT



REFLEXIS COMPLIANCE/KPI MANAGEMENT™ helps retailers monitor execution with task alerts, store audits and feedback, and tracking to KPI objectives. Reflexis' compliance solutions reduce the lag-time between audit and action and eliminate the high costs of paper work and postage.

- Measure store execution
- Execute consistent Store Walks
- Launch and track compliance tasks
- Hand held capabilities, on-line or off-line

REFLEXIS RETAIL DASHBOARD™ delivers a single point of access to real-time enterprise data, with full drill-down to regions, stores and point-of-execution detail.

REFLEXIS CUSTOMERS IMPROVE PRODUCTIVITY

REFLEXIS RETAIL OPERATING MODEL™ provides retailers with the unparalleled precision they need to define the fine grain detail of their desired customer experience and from this knowledge generate task-based labour forecasts that accurately meet real-world store demand.

- Store uniqueness
- Activity and workload planning
- Labour demand forecasting
- Alignment to budget and corporate objective

REFLEXIS TASK MANAGEMENT™ streamlines store communications to drive consistent store task execution. Workload planning tools prevent store overload, and store managers report task status through an easy-to-use dashboard, providing real-time execution visibility to all levels of the enterprise.

- Single view of store tasks
- Manage workload and prevent store overload
- Ease of use for Field and Store Manager
- Hand held capabilities for on-line and off-line task status reporting

REFLEXIS LABOR SCHEDULING™ generates store shifts and delivers best-fit employee schedules that maximise productivity and optimise labor budgets. Time and Attendance integration with all major platforms delivers the ability to measure and ensure performance.

- Rationalised, negotiable shift scheduling
- Leverage employee skills, preferences and availabilities
- Best-fit scheduling Store Managers will use

74% of all Store Managers think the Reflexis application is easier to use than Outlook™.”

- Maureen Feinstein, Operations Director, Staples

“In my 25 years of IT experience, there is no company that compares to Reflexis in terms of software delivery.”

- Pat Findlay, Senior Executive Retail Systems, Marks & Spencer

ABOUT FUJITSU

Fujitsu Australia and New Zealand is a leading service provider of business, information technology and communications solutions. Throughout Australia and New Zealand we partner with our customers to consult, design, build, operate and support business solutions. From strategic consulting to application and infrastructure solutions and services, Fujitsu Australia and New Zealand have earned a reputation as the single supplier of choice for leading corporate and government organisations. Fujitsu Australia Limited and Fujitsu New Zealand Limited are wholly owned subsidiaries of Fujitsu Limited (TSE: 6702).

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