



Kronos Advisory Services for Retail

Helping customers work smarter and achieve better business results

Navigating the Changing Retail Landscape

In today's competitive retail environment, success depends on how well you deliver the quality of service your customers not only expect — but demand. After all, delighting customers with a consistently great shopping experience is essential for driving same-store sales, increasing basket size, building brand loyalty, and, ultimately, boosting revenue and margin.

As a retail leader, you're tasked with guiding your organization through changing market conditions and business developments. When responding to new opportunities and threats, however, it's important to understand how shifting business strategies affect your employees. After all, your people — and the processes and technology used to manage them — are critical to successful strategy execution. By continually aligning your workforce management program with evolving business objectives, you'll be better positioned to optimize your most valuable asset — your workforce — for sustained competitive advantage and bottom-line results.

Kronos® Advisory Services for Retail can help you navigate the ever-changing retail landscape with short- and long-term engagements designed to extend the value of your Kronos solution and help you achieve better business outcomes.

"The team was excellent. We developed a great working relationship with Kronos, and they were very responsive in helping us meet our goals."

Kronos Services Customer

Engagements That Deliver Strategic Value

Kronos Advisory Services for Retail offers a comprehensive set of capabilities to help you identify strategic opportunities that lie at the intersection of workforce management and technology. Our strategic advisors work closely with your organization to assess your current processes, policies, and systems, and make actionable recommendations to help ensure your workforce management program supports your business goals — today and into the future.

We offer a wide range of advisory services designed to address your most pressing retail challenges:

- Develop a workforce management strategy that aligns with future business goals and improves system utilization
- Increase scheduling efficiencies to reduce labor costs and free floor managers to focus on optimizing sales and service
- Improve volume forecasting to enable more accurate scheduling that enhances both employee and customer satisfaction
- Improve labor forecasting and budgeting to reduce costs, improve employee productivity, and deliver a better customer experience
- Review pay policies and practices to help you better control overtime and shift premium costs while minimizing compliance risk
- Track employee hours to improve payroll accuracy and manage compliance with federal, state, and local labor legislation as well as organization-specific policies

Key Benefits

- **UNDERSTAND** the current and future state of your workforce management program
- **BENCHMARK** your workforce management systems and processes against industry best practices
- **IDENTIFY RISKS AND CHALLENGES** and uncover opportunities for improvement
- **DEVELOP A STRATEGIC VISION** for workforce management that aligns with evolving business goals
- **RECEIVE EXPERT GUIDANCE** for deriving greater value from your workforce management system
- **PARTNER WITH KRONOS** long term for sustained workforce management effectiveness

A Partnership Focused on Results

Kronos strategic advisors are uniquely qualified to guide you through workforce management improvements that support long-term success. They partner with key stakeholders — applying deep domain expertise, proven best practices, and rich workforce management experience gained through engagements with dozens of leading retailers — to help you better leverage your workforce to deliver a superior customer experience and drive business results. Our collaborative approach employs a combination of methods customized to your engagement, including store visits, group working sessions, interviews with executives, managers, and employees, and review and documentation of systems, processes, and policies, to:

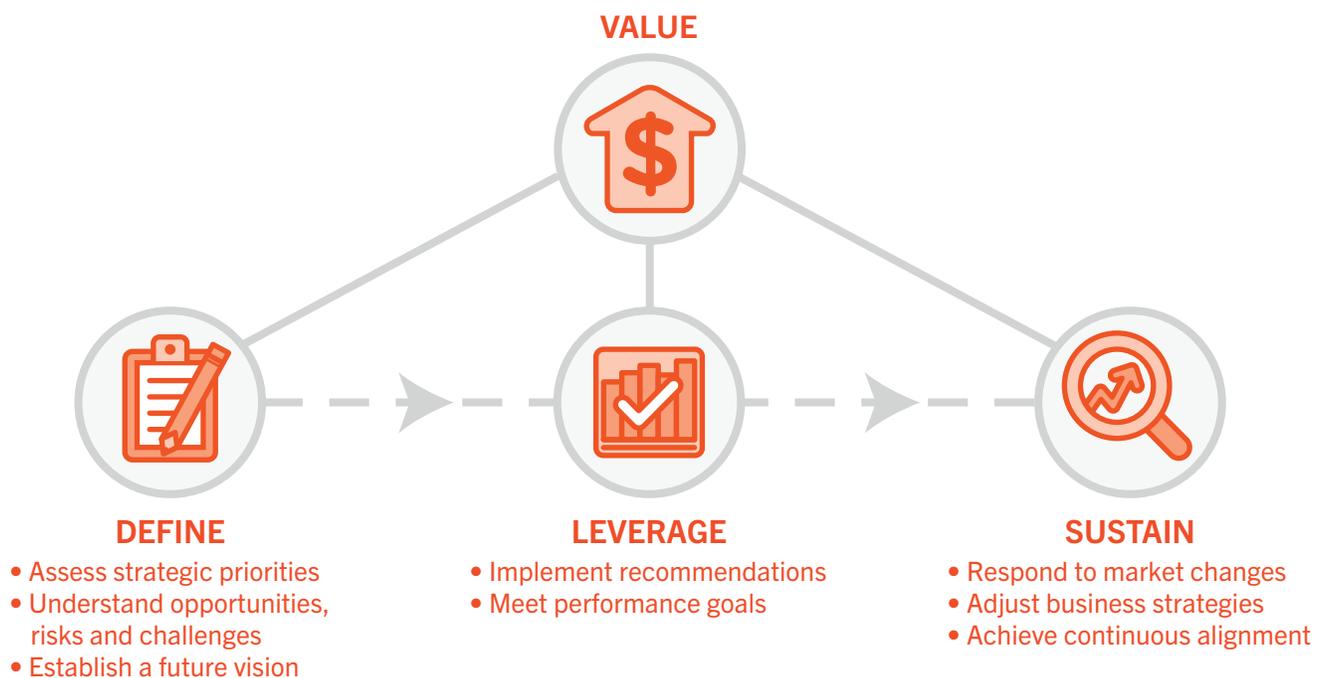
- **ASSESS** your current operational state and organizational readiness
- **DISCOVER** key opportunities, gaps, challenges, and risks
- **ADVISE** with actionable recommendations based on proven best practices
- **ASSIST** in implementing recommended strategies and tactics to meet business goals

Kronos Advisory Services for Retail engagements review critical business areas including:

- Current workforce strategy
- Future business objectives
- Labor forecasts and budgets
- Pay period policies and processes
- Scheduling policies and processes
- Workforce management systems and infrastructure
- Labor data access and usage

INDUSTRY-SPECIFIC EXPERIENCE YOU CAN TRUST:

40+ strategic advisors with an average of 6.4 years of Retail & Hospitality experience



Kronos Advisory Services for Retail uses proven methodologies and applies industry best practices to help customers realize greater value from their Kronos investment and achieve better business outcomes moving forward.

Experience the Kronos Advantage

At Kronos, we always put the customer first. This means caring about your business outcomes ahead of our own. It means applying our in-depth understanding of your organization and industry to guide you to the right decisions. And it means staying focused on our core principles of innovation, employee engagement, and customer commitment to deliver the experience you expect.

When you're looking for expert guidance to optimize workforce management for improved business outcomes, turn to Kronos Advisory Services for Retail. Our strategic advisors bring the right combination of workforce management knowledge, best-practice insights, and industry-specific experience to each and every engagement — helping you work smarter and drive results across your retail operations.

"Kronos Advisory Services uncovered payroll inefficiencies and a need for retraining to better track and control labor costs. They also identified significant cost-saving opportunities, which ended up virtually paying for our upgrade. We expect to see a further reduction in labor costs as a result of the retraining and more effective system use."

Kronos Services Customer

Put Kronos Advisory Services for Retail to work for you:
+1 800 225 1561 | [kronos.com/services](https://www.kronos.com/services)

Kronos is a leading provider of workforce management and human capital management cloud solutions.

Kronos Services is committed to providing smart value fast with a wide range of strategic service offerings — all delivered with the industry expertise and domain knowledge of a technology leader. We're dedicated to helping customers achieve a rapid time to value from their workforce solution investment while delivering the experience they expect. Learn more at www.kronos.com/services. **Kronos: Workforce Innovation That Works™**.



KRONOS®

Workforce Innovation
That Works™

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