



EXECUTIVE SUMMARY

Partner Affiliation

- Cisco Technology Developer Partner
- Cisco Industry Solution Developer Program

Associated Cisco Solution

- Retail Employee Enhancement

Customer Benefits

- Increases time sales associates are on the store floor
- Leverages existing infrastructure and Cisco IP phones
- Increases workforce productivity
- Improves employee-supervisor communication
- Provides store associates with greater access to information
- Automates compliance with regulations

Targeted Industries

- Retail

Geographical Regions Served

- Global

Store Workforce Management Connection—Infor

Partner Overview

Infor (formerly Workbrain) delivers business-specific software to more than 70,000 customers, enabling businesses of all sizes to adapt to the global marketplace. The company's applications cover a diverse spectrum, including: enterprise resource planning, supply chain management, customer relationship management, performance management, and financial systems. Acquired by Infor in June of 2007, Workbrain adds workforce management solutions to the human capital management (HCM) portfolio.

Partner Solution Description

Store Workforce Management Connection with Infor allows retailers to eliminate the traditional back-room time clock by using existing Cisco® IP phones for employee data entry. With this new data collection capability, store associates can conveniently enter their start/stop times, indicate when they are on breaks, and provide granular information such as department location, task, or assignments carried out during their shift. Store and corporate management teams can use this data to reduce their dependency on dedicated time clocks and greatly increase the insights that can be extracted about store-floor operations.

Store associates also benefit from the new approach. Using the intuitive, simple GUI on any Cisco IP phone, employees can quickly enter changes in job or department status, contact supervisors, and view vacation and sick leave balances. By integrating time and attendance with voice communications, the Infor and Cisco solution increases the speed and efficiency of exception-based employee-manager interaction. Personalized and team messaging can also be introduced to better connect store associates with store and corporate management teams, creating stronger relationships and reducing employee turnover.

Ultimately, Store Workforce Management Connection with Infor benefits the customer by enabling stores to better track, allocate, and manage customer service teams. By understanding the correlations between staffing and sales, businesses can fine-tune merchandising and optimally match staff to the current needs.

Core Components of the Partner Solution

The fully Web-based, secure architecture of Store Workforce Management Connection with Infor can scale to support up to 500,000 employees. The solution includes:

- Employee interface—An easy-to-use Cisco IP phone GUI lets store associates enter and track time sheet information, change job assignments, change department codes, check balances, and manage other job factors.
- Cisco voice services integration—When data collection exceptions occur, the employee can direct the solution to automatically locate and contact their manager (voice or text).
- Reports and notifications—Attendance, leave, and overtime are tracked and managed based on managers' settings and threshold levels. Previously manual tasks such as overtime equalization are automated, helping to ensure compliance with governance (Sarbanes-Oxley Act, Department of Labor laws, and internal policies like union rules).

- Full compatibility with Infor's industry-leading HCM Time and Attendance and Workforce Scheduling solutions
- HR interface—The solution integrates and exchanges data with existing human resources software systems.
- Payroll interface—Data is also exchanged with the payroll system, providing finance teams with more granular data for labor cost analysis and reporting.
- A resilient architecture—In the event of a WAN outage, Workforce data collection can continue with Cisco's Application eXtension Platform (AXP).

Related Cisco Products

The Infor solution fully utilizes Cisco Unified Communications, including Cisco IP phones, Cisco Unified Communications Manager (CallManager), and Cisco Unified Application Environment (CUAE). It is supported on Cisco's Application eXtension Platform (AXP).

For More Information

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