ADP® WorkForce Suite

LABOUR FORECASTING

Harnessing the power of data and analytics to forecast optimal labour

As business conditions change due to things like seasonality, environmental and population fluctuations, demand also changes. Historical patterns and data can help predict future labour trends.

As your business evolves, labour standards change as well. Labour forecasting aligns business data changes and labour standards to produce forward-looking demand insights.

Use Labour Forecasting to predict the optimal labour required to meet your demand. Using predictive intelligence, the solution provides balanced analyses of historical data and emerging trends, measurement of labour demand against key performance indicators, and continuous refinement against performance benchmarks.

Scale your workforce to adapt to changing business, employee and customer needs

Maximise performance using informed labour forecasts

- Predict labour demand down to 15-minute intervals to support your business targets
- Avoid the costly practice of overstaffing and unplanned idle time
- Prevent mistakes, diminished productivity, unplanned overtime and missed opportunities due to understaffing

Create positive employee experiences

- Enable fair and predictable rosters that support more flexible employee rosters
- Reduce employee burnout and higher turnover rates due to understaffing

Meet and exceed customer expectations

- Minimise wait times and achieve higher spend rates and likelihood of repeat business
- Measure labour forecasts against key performance indicators to identify areas of improvement
- Account for foot traffic, transactions, call volumes, work orders, items to be produced and more

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Predict your labour needs and be prepared for change

Leverage data to fine-tune your business performance

- Proactively incorporate historical business data, emerging trends and human intelligence

- Segment data to fine-tune forecasts by department, area or product line

### Align business volumes with staffing levels

- Define labour standards for each group and activity

- Set minimum and maximum staffing levels for each activity within a group

- Incorporate time standards and time-and-motion data for more precise labour forecasts

Stay on track even when isolated situations occur

- Identify periods when labour demand may be higher due to seasonal or temporary variations

- Adjust for sales and other promotions, including slower periods before and after the event

- Account for external influences on customer demand like adverse weather or road closures

"Wage costs are the single biggest cost in every business. As a business, we've been coming under wage budget in the last four consecutive financial years since we started using the ADP WorkForce Suite Forecasting and Demand Rostering"

—CEO, Ritchies
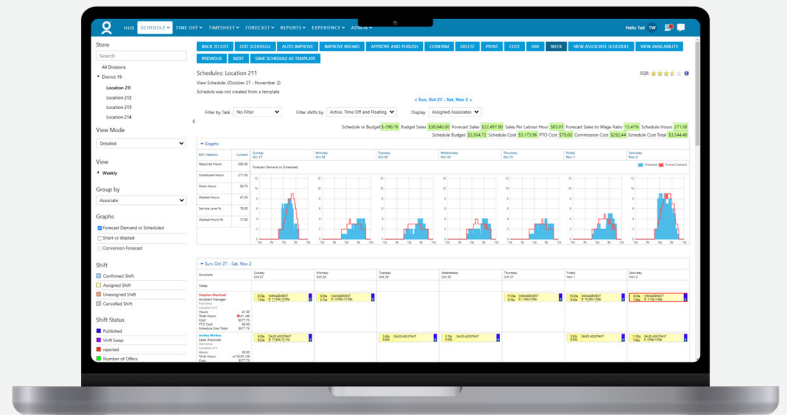
Make data-driven labour demand decisions with Labour Forecasting. Visit wfsaustralia.com/workforce-suite/labour-forecasting/ to learn more.

ADP
Always Designing for People®