



**PRESS RELEASE**  
**FOR IMMEDIATE RELEASE**

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**Fashion Retail - Solving the staffing paradox**

*Improving efficiency in stores whilst at the same time reducing staff hours with a Workforce Management solution from WorkPlace Systems.*

A number of leading Retailers are currently looking closely at their biggest single cost item outside stock – their workforce, and at how Workforce Management can make dramatic improvements to the way they plan and utilise their staff to improve customer service and revenue, as well as lowering costs.

One such leading retailer is the latest to successfully complete an implementation of a Workforce Management solution from WorkPlace Systems. Following a rigorous tender process; WorkPlace Systems were selected to implement a strategic scheduling approach to help the customer make these improvements. The customer had already developed a workload demand model which provided a forecast of the actual work in staff hours required in each store to meet customer service and revenue targets. Using this data, WorkPlace employed a combination of consulting techniques and software technology to advise the customer on building idealised schedules and re-profiling the composition and structure of their workforce.

The project was one of the fastest implementations of Workforce Management to date. Using WorkPlace's ChangePlanner software, the project team were able to rapidly produce different scenarios to help the customer establish the right profile and structure of its workforce for each and every type of store. In addition, ChangePlanner significantly improved the process of developing and communicating staff schedules to each store, ensuring all staff knew when and where they had to work.

The project has resulted in a considerable improvement in Staff Schedule Efficiency and a significant net reduction in Staff Hours and an associated decrease in labour costs.

**The latest leading retailer to successfully implement the ChangePlanner solution is NEXT plc.**

Quotes from NEXT plc:

NEXT spokesperson - "We chose WorkPlace Systems because they proved their understanding of the problem and how to solve it as well as having the right products available to deliver it."

NEXT spokesperson - "Our success was also due to a combined effort between ourselves and the WorkPlace team, who were very responsive and their commitment was fantastic in delivering the solution we wanted"

NEXT spokesperson - "We have been impressed by the results so far and are now looking at other ways Workforce Management can help us improve store performance and the service to our customers"

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## **About WorkPlace Systems**

WorkPlace Systems was founded in 1986 and is listed on the London Stock Exchange (WSI). WorkPlace is a world-leading supplier of Workforce Management software and of Consulting Solutions which increase customer service significantly and reduce labour costs, leading to improved store performance and customer experience.

Retail clients include: Argos, Focus (DIY) Ltd, Country Road, Metro Cash and Carry, Next, Morrisons, Travelex, WH Smith Travel, Woolworths (South Africa) and World Duty Free.

WorkPlace Systems is based in Milton Keynes with regional offices in Australia and the USA.

For more information visit: [www.workplacesystems.com](http://www.workplacesystems.com)

## **Current Forward-Looking Statements**

This press release contains forward looking statements which are not historical facts, but are based on certain assumptions and reflect WorkPlace Systems' current expectations. These forward-looking statements are subject to a number of risks and uncertainties that could cause actual results or events to differ materially from current expectations. WorkPlace Systems disclaim any intention or obligation to update or revise any forward-looking statements, whether as a result of new information, future events or otherwise. Given these risks and uncertainties, investors should not place undue reliance of forward-looking statements as a prediction of actual results.