



"Why a Digital Workplace for Frontline Employees Can Save You \$30M and How to Prove It"



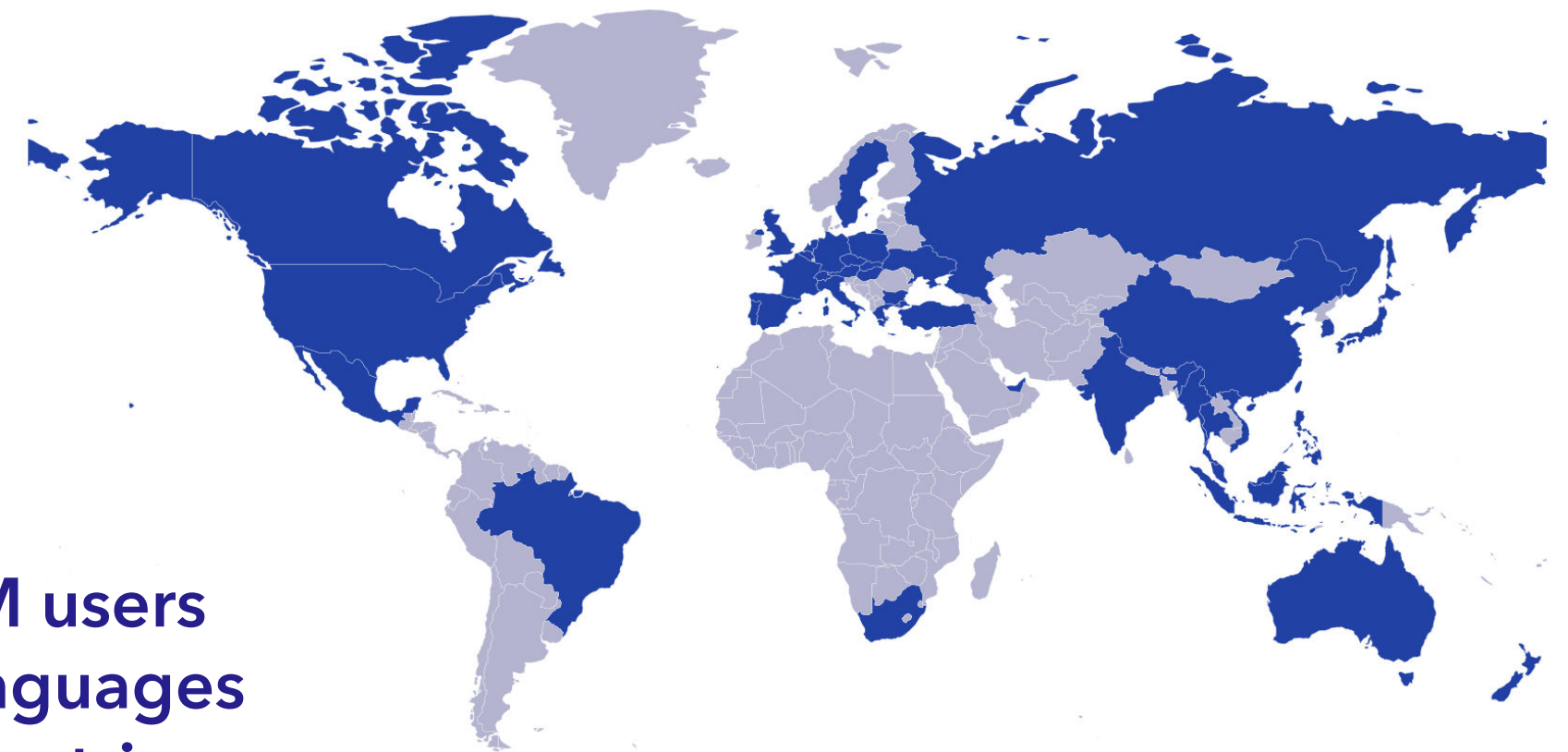
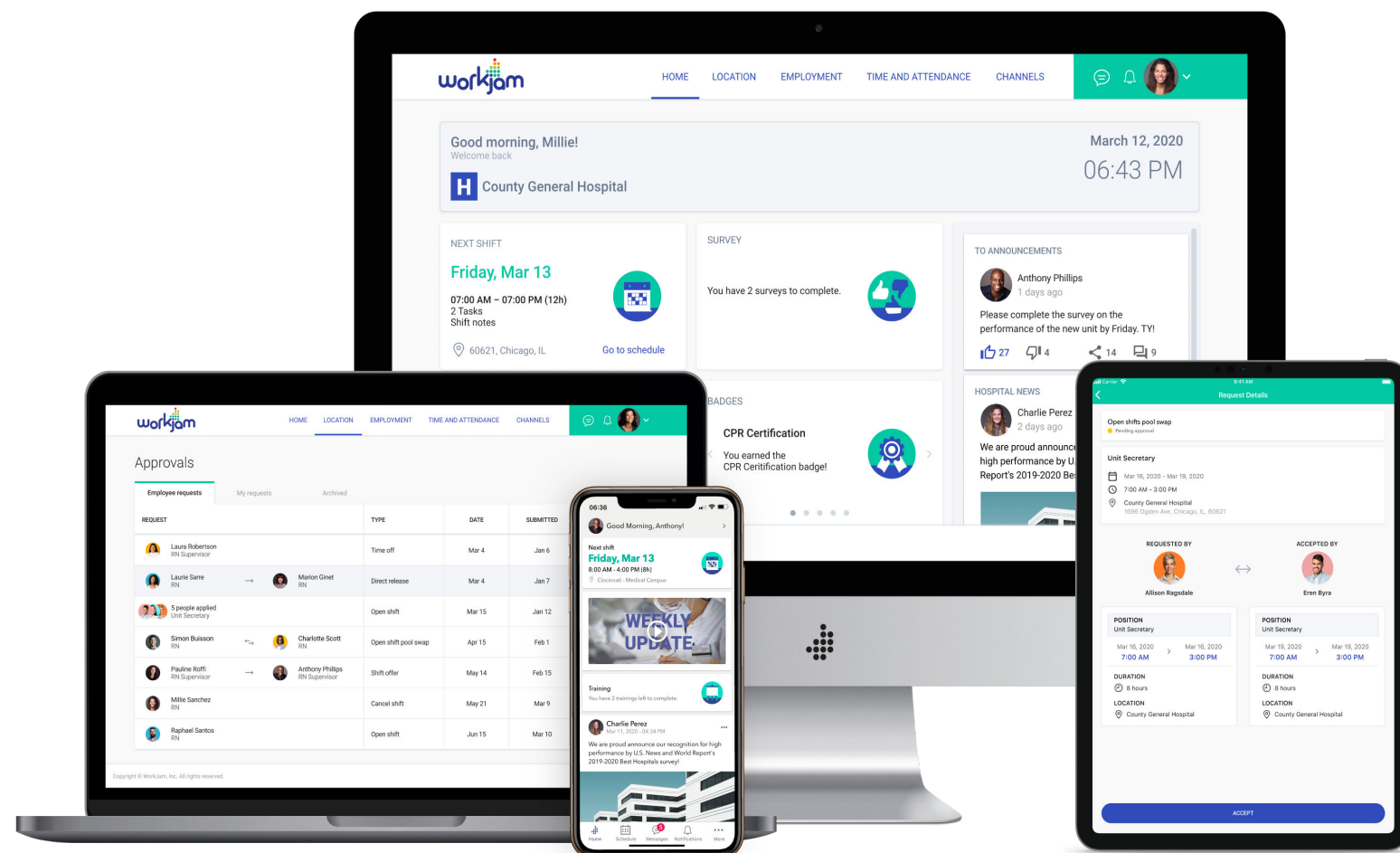
with:

STEVEN KRAMER

Chief Executive Officer,
WorkJam Inc.

The WorkJam Digital Workplace

Improve operational efficiency while engaging employees to drive a better customer experience

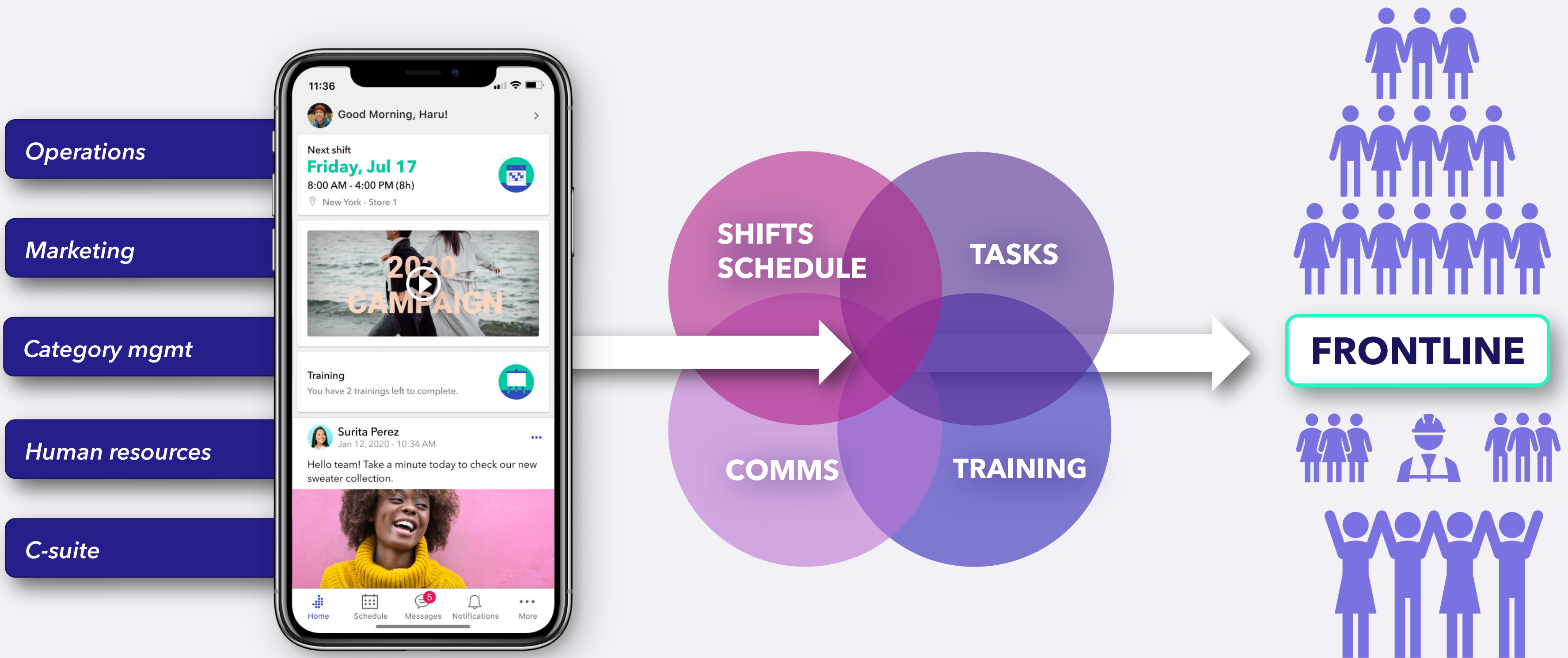


- ~2.3M users
- 35 languages
- 35 countries

Select Mid-Market and Enterprise Customers:



What is the WorkJam Digital Workplace?



Digital Workplace & Employee Experience Platform

HCM • WFM • LMS • POS • API

Forrester evaluated the Total Economic Impact™ of WorkJam's Digital Workplace

FORRESTER®

- Technology research reports
- Advisory services
- Technology analysis
- Tech trends for businesses, consumers and society as a whole

PROCESS

- Due diligence
- Customer interviews
- Create financial model



A commissioned study conducted by Forrester Consulting on behalf of WorkJam

Interviewed Customers

CUSTOMER DESCRIPTION	NUMBER OF USERS AND LOCATIONS	USING WJ SINCE
Hospitality provider	12,000 users in 265 locations	16 months
Grocery distributor	2,500 users in 30 locations	9 months
Consumer technology retailer	100,000 users in 700 stores	13 months
Retailer	11,500 users in 284 stores	36 months
Energy & petrochemical retailer	6,000 users in 1,200 stores/locations	24 months
Beauty retailer	40,000 users in 1,250 stores	18 months

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REPRESENTATIVE COMPOSITE RETAIL ORGANIZATION

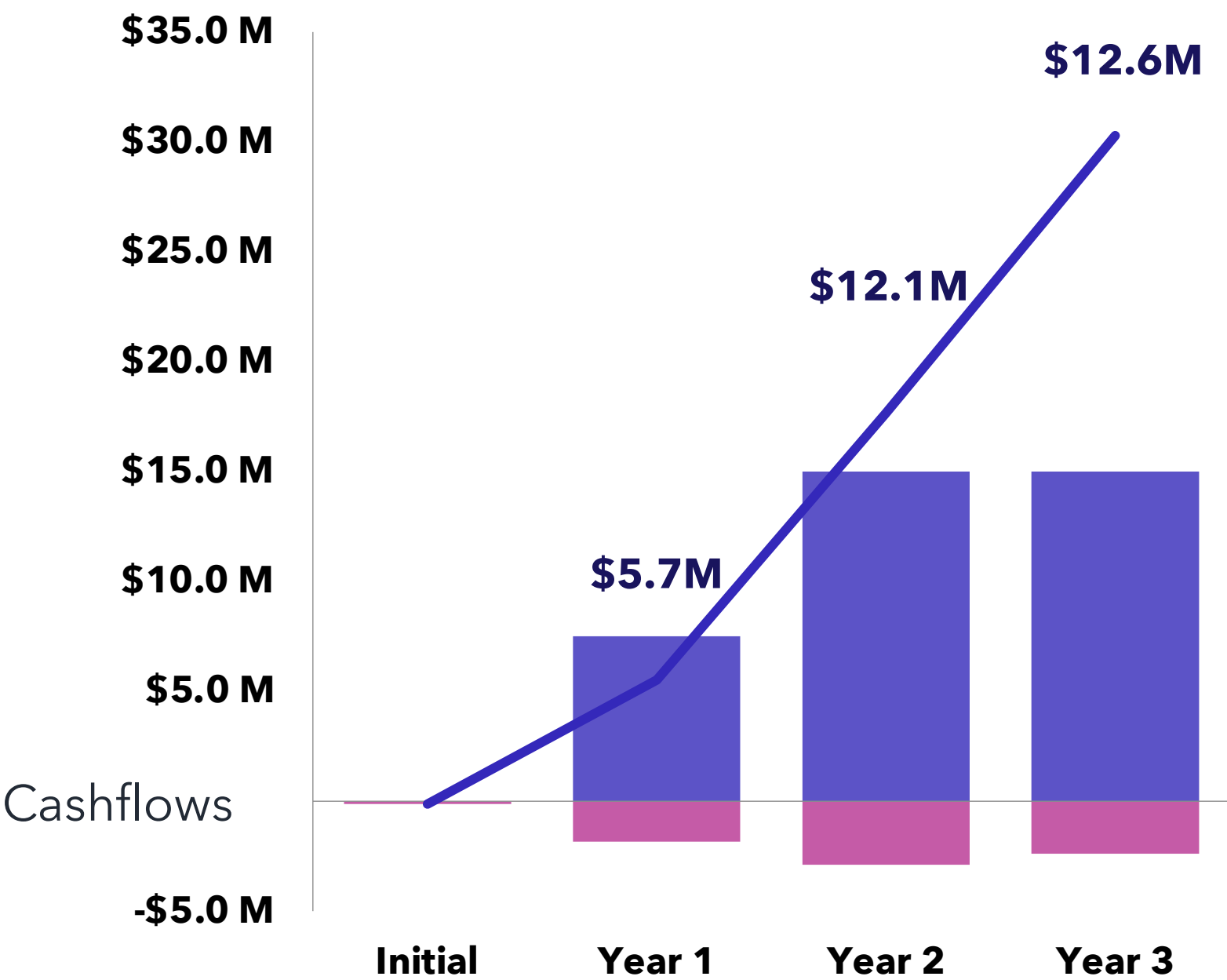
Global retailer with 50,000 frontline workers
across 1,000 stores (50 associates per store)

CHALLENGES	GOALS AND OBJECTIVES
• Low employee engagement • High attrition • High rates of absenteeism • Insufficient shift coverage • Too many unconnected systems • Low adoption rates • Potential compliance issues • Insufficient or inadequate training • Lack of targeted communication	• Increase employee engagement • Lower turnover • Improve shift scheduling and comms • Respond to recruiting pressure • Crowdsourcing shift scheduling • Reduce the number of existing systems • Train employees in knowledge AND skills

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RESULTS

Forrester has determined the following three-year impact for a composite organization* **:



*Global retailer with 50k frontline employees (60k total employees) and 1,000 retail stores with 50 frontline employees each

50K EMPLOYEES IN 1,000 STORES**

ROI:	410 %
Total Benefits (PV):	\$30,508,986
Net Benefits (NPV):	\$24,525,034
Payback Period:	<6 months

25K EMPLOYEES IN 500 STORES

ROI:	458 %
Total Benefits (PV):	\$15,399,410
Net Benefits (NPV):	\$12,569,435
Payback Period:	<6 months

5K EMPLOYEES IN 100 STORES

ROI:	495 %
Total Benefits (PV):	\$3,753,000
Net Benefits (NPV):	\$3,063,305
Payback Period:	<6 months

**A commissioned study conducted by Forrester Consulting on behalf of WorkJam

1. Staff Optimization Savings

\$2,747,678

WorkJam’s Open Shift Marketplace augments back office functionality and reduces overstaffing and reduced overtime hours by 50%.

ASSUMPTIONS:

- 2 overstaffed hours per store, per week
- 2 overtime hours per store, per week
- \$13.00 hourly labor cost
- \$19.50 hourly overtime labor cost (1.5x)

MODELING:

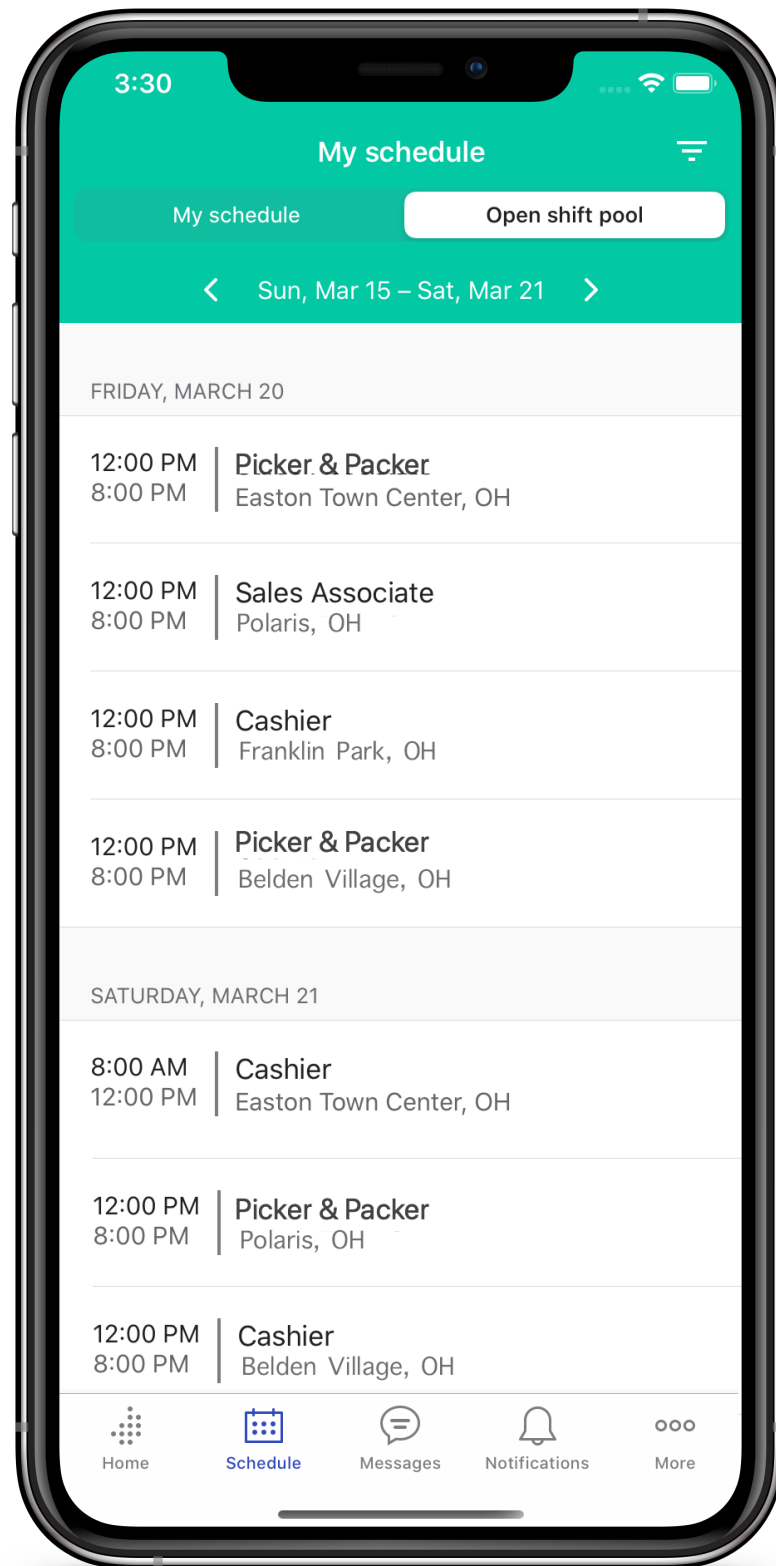
SAVED HOURS	OVERSTAFFING	OVERTIME
YEAR 1	26,000 hrs	26,000 hrs
YEAR 2	52,000 hrs	52,000 hrs
YEAR 3	52,000 hrs	52,000 hrs

Risk adjustment - **20%** due to the wide range of results among interviewed customers.

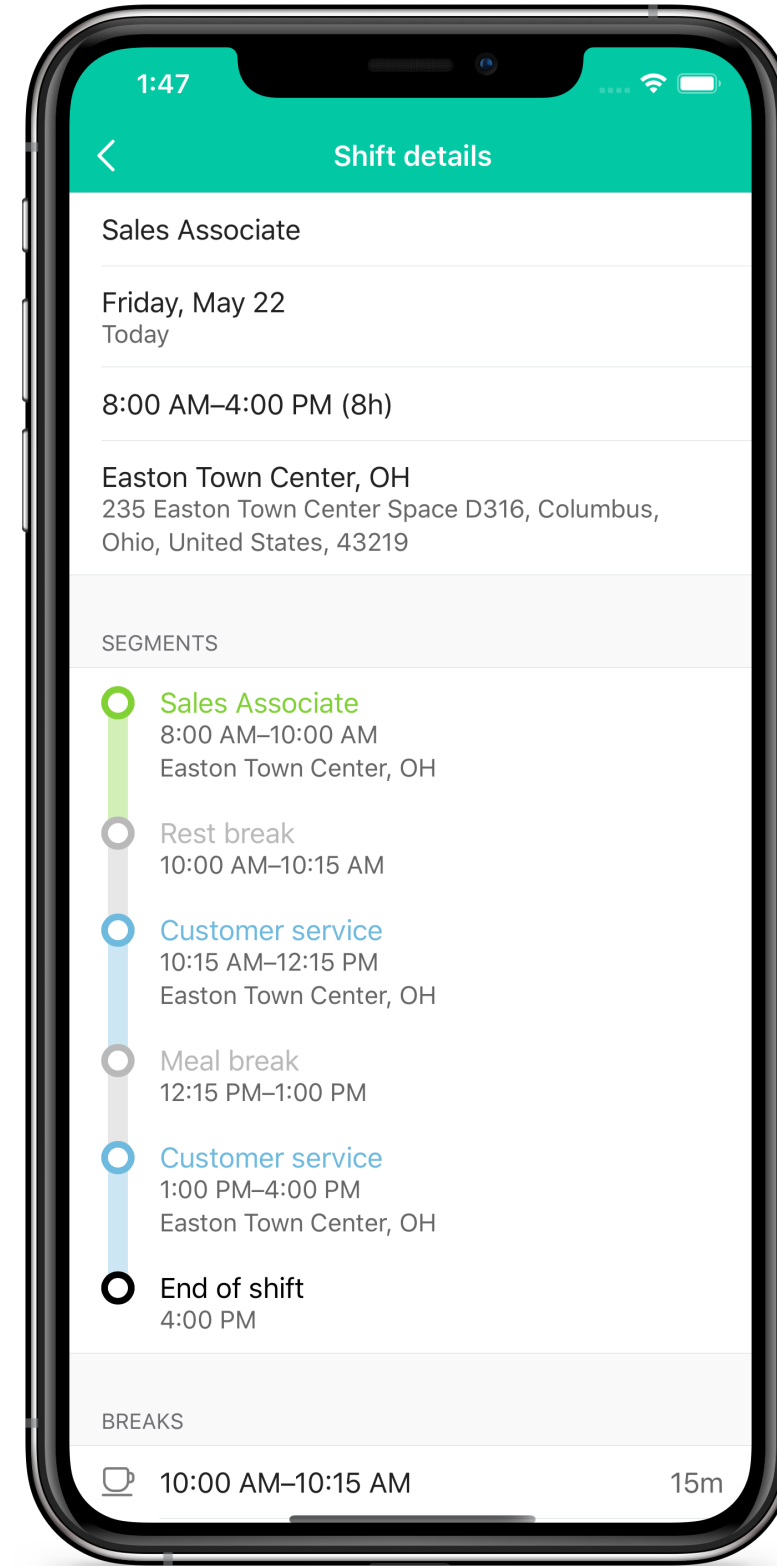
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1. Staff Optimization Savings

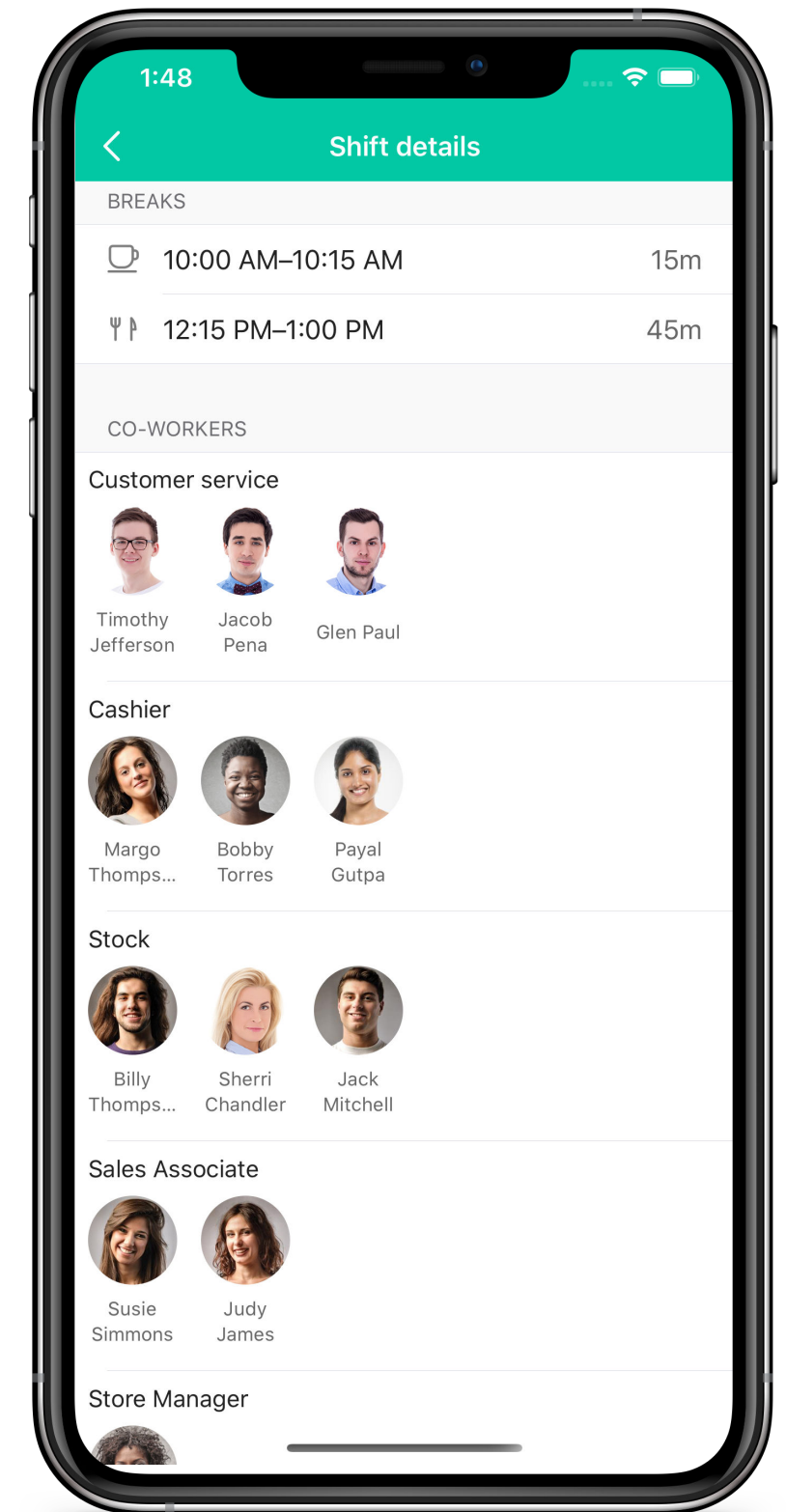
Reduced overstaffing and reduced overtime hours by 50%



Open Shift Marketplace



Pool, Swaps & Segmented Shifts



Communication & Workflows

2. Savings in Employee Turnover Costs

\$14,226,146

WorkJam reduces employee turnover to from 50% to 45%, avoiding separation costs, hiring replacement costs and new hire training costs.

ASSUMPTIONS:

- 50% annual turnover rate
- \$3,500 average turnover cost

MODELING:

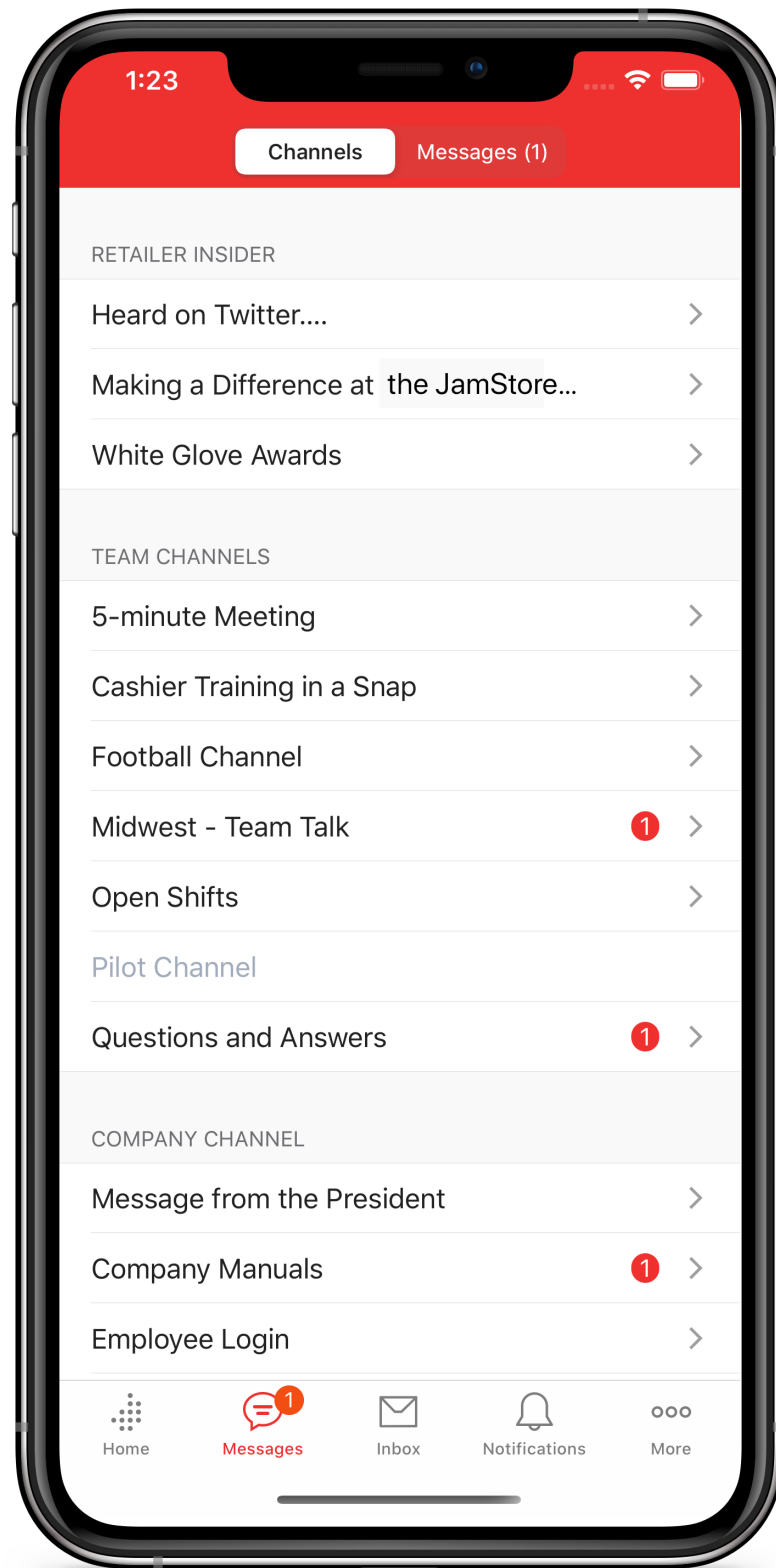
SAVINGS IN HIRING NEEDS	
YEAR 1	1,250 employees
YEAR 2	2,500 employees
YEAR 3	2,500 employees

Risk adjustment - 20% to reflect interviewed customers' variations of turnover percentage numbers and regional hiring costs.

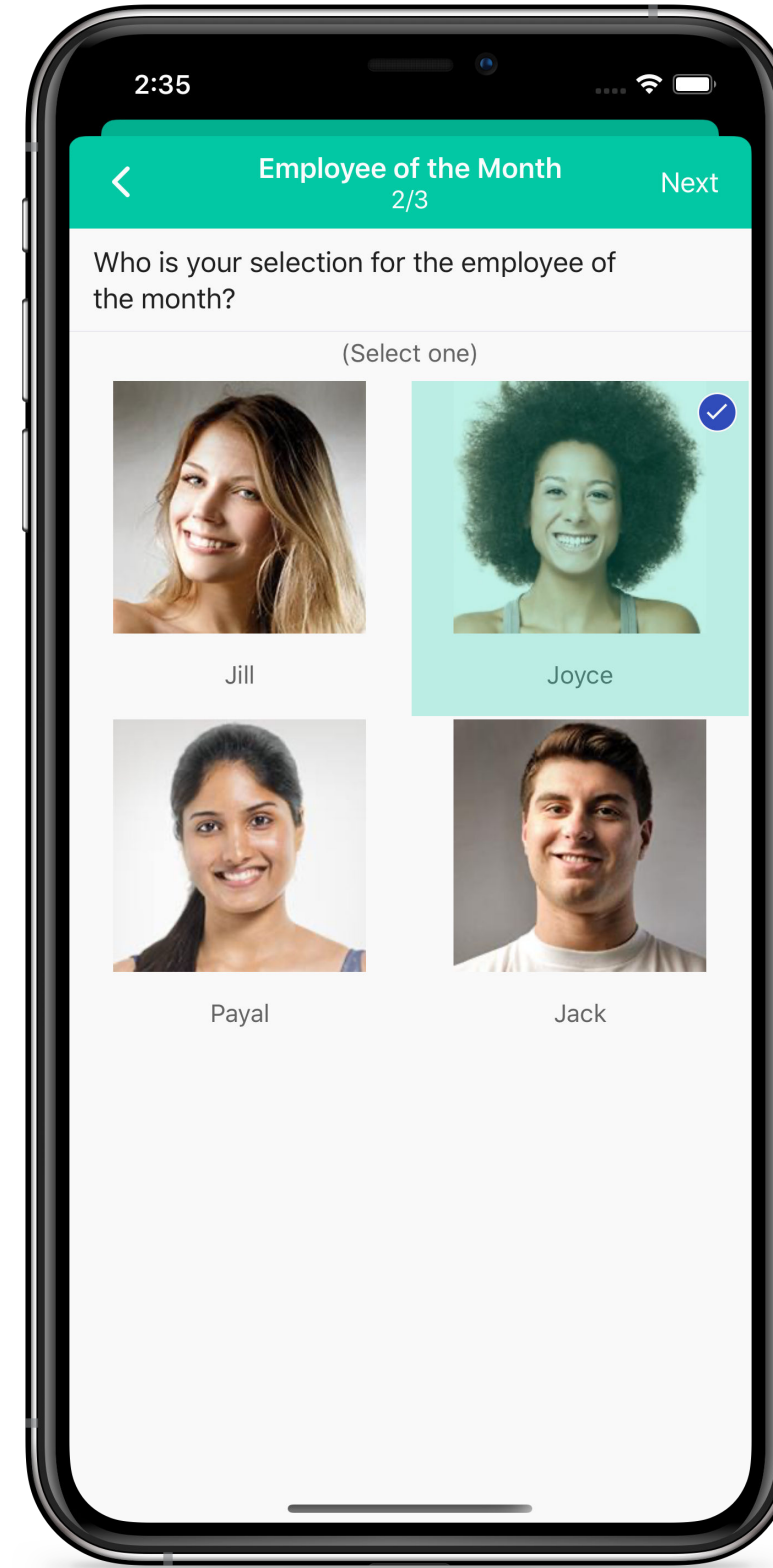
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2. Savings in Employee Turnover Costs

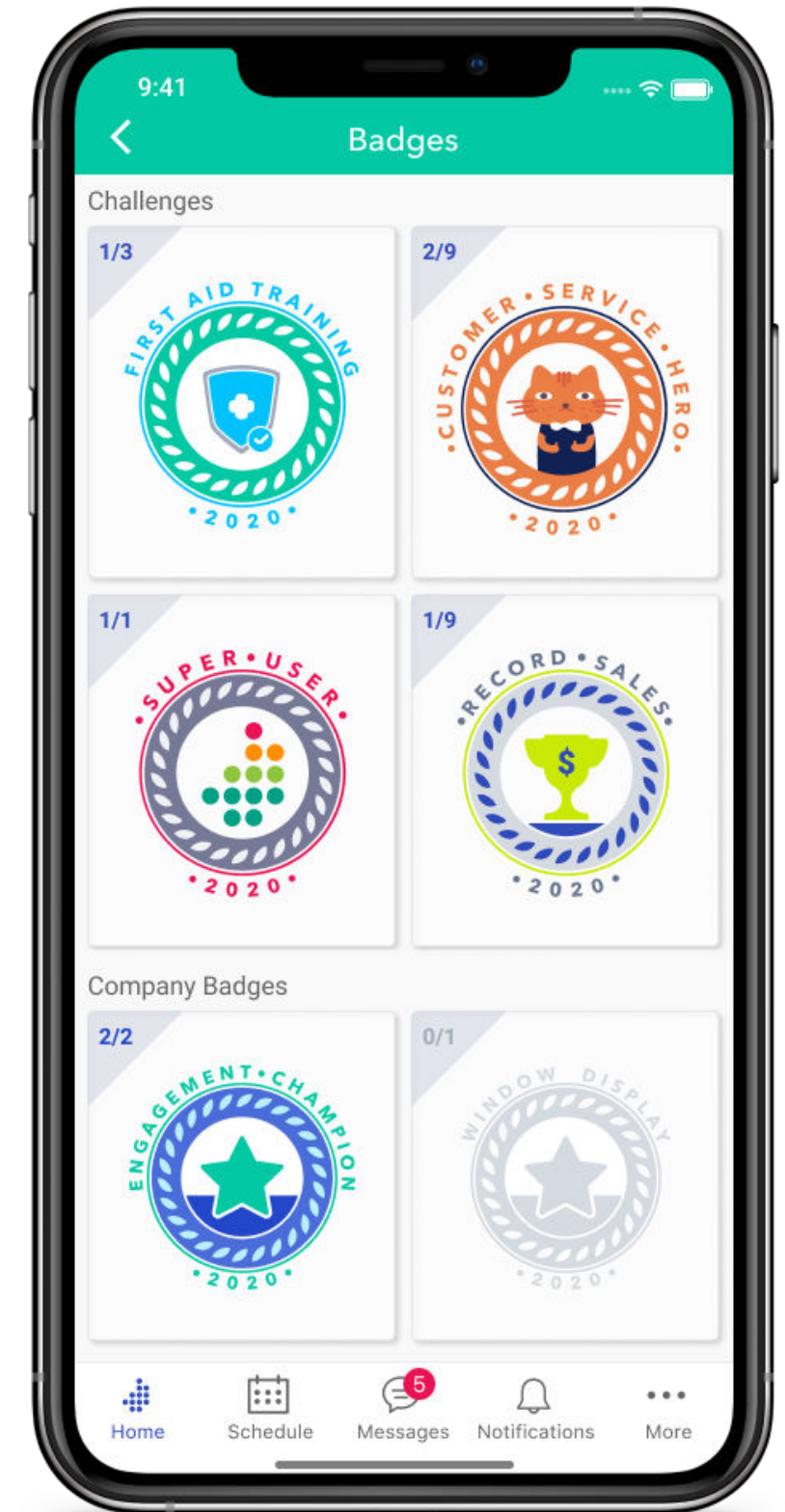
Avoiding separation costs, hiring replacement costs and new hire training costs.



Channels



Surveys



Badges & Leaderboards

3. Store Manager Scheduling Time Savings

\$12,681,593

WorkJam saves the average manager 2 scheduling hours per week and gains more floor time to monitor store activities and maintaining customer satisfaction.

ASSUMPTIONS:

- 20 employees per manager
- \$30.00 hourly labor cost (manager)

MODELING:

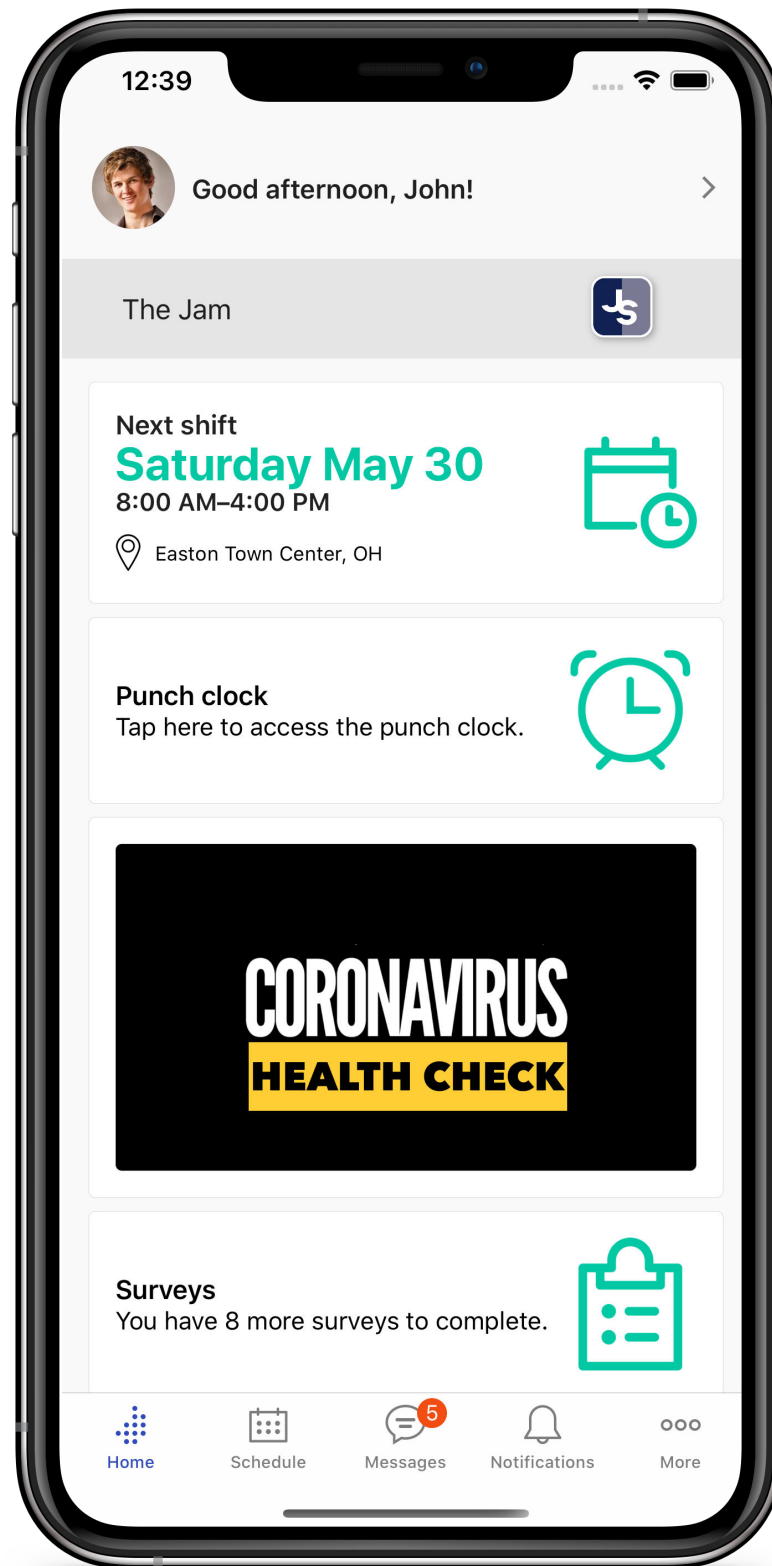
SAVINGS IN SCHEDULING TIME	
YEAR 1	130,000 hrs
YEAR 2	260,000 hrs
YEAR 3	260,000 hrs

Risk adjustment - **20%** to reflect variations in interviewed customers' saved hours per manager regional compensation variances and reflect interviewed customers' variations of turnover percentage numbers and regional costs of hiring new employees.

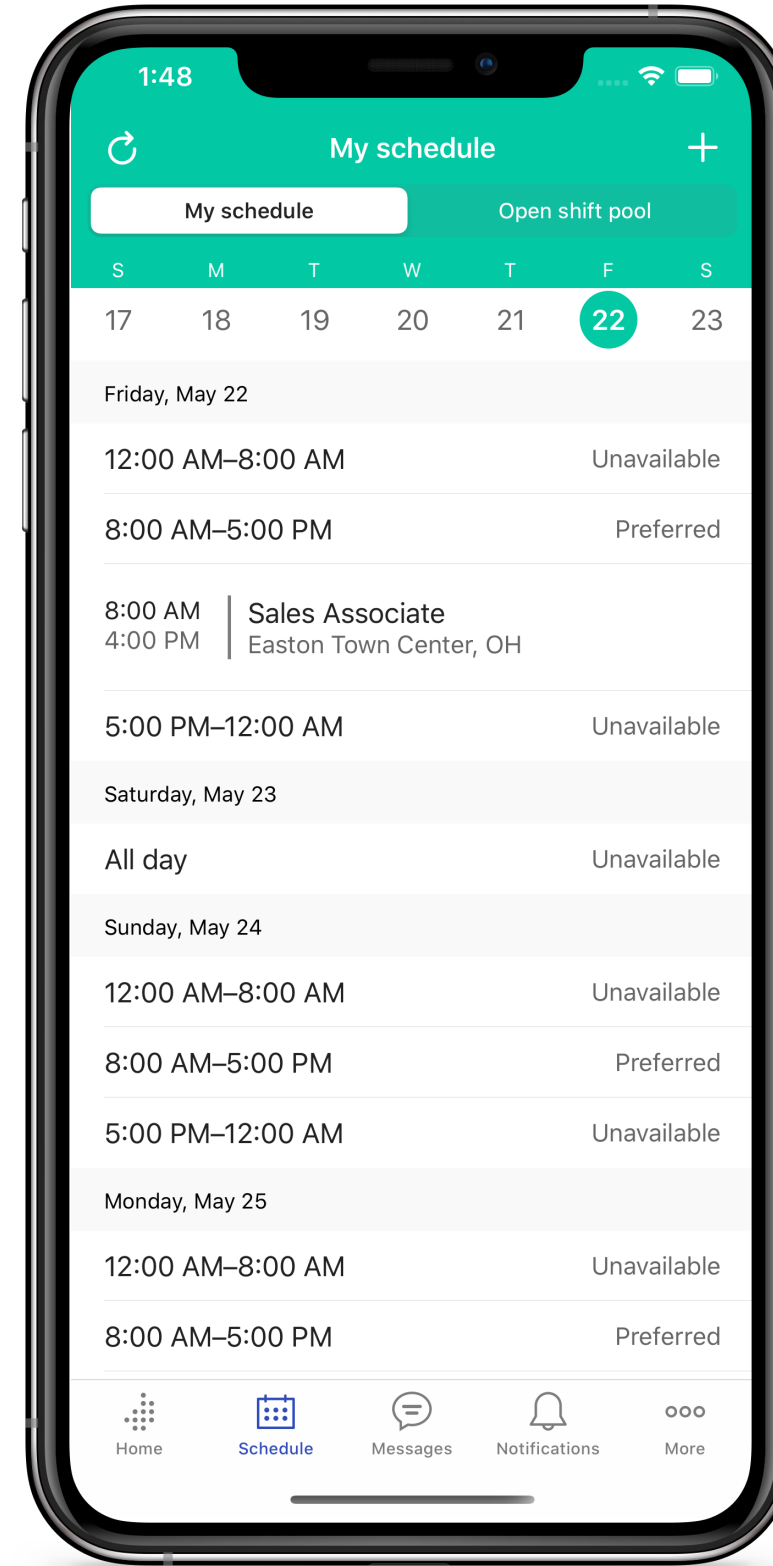
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3. Store Manager Scheduling Time Savings

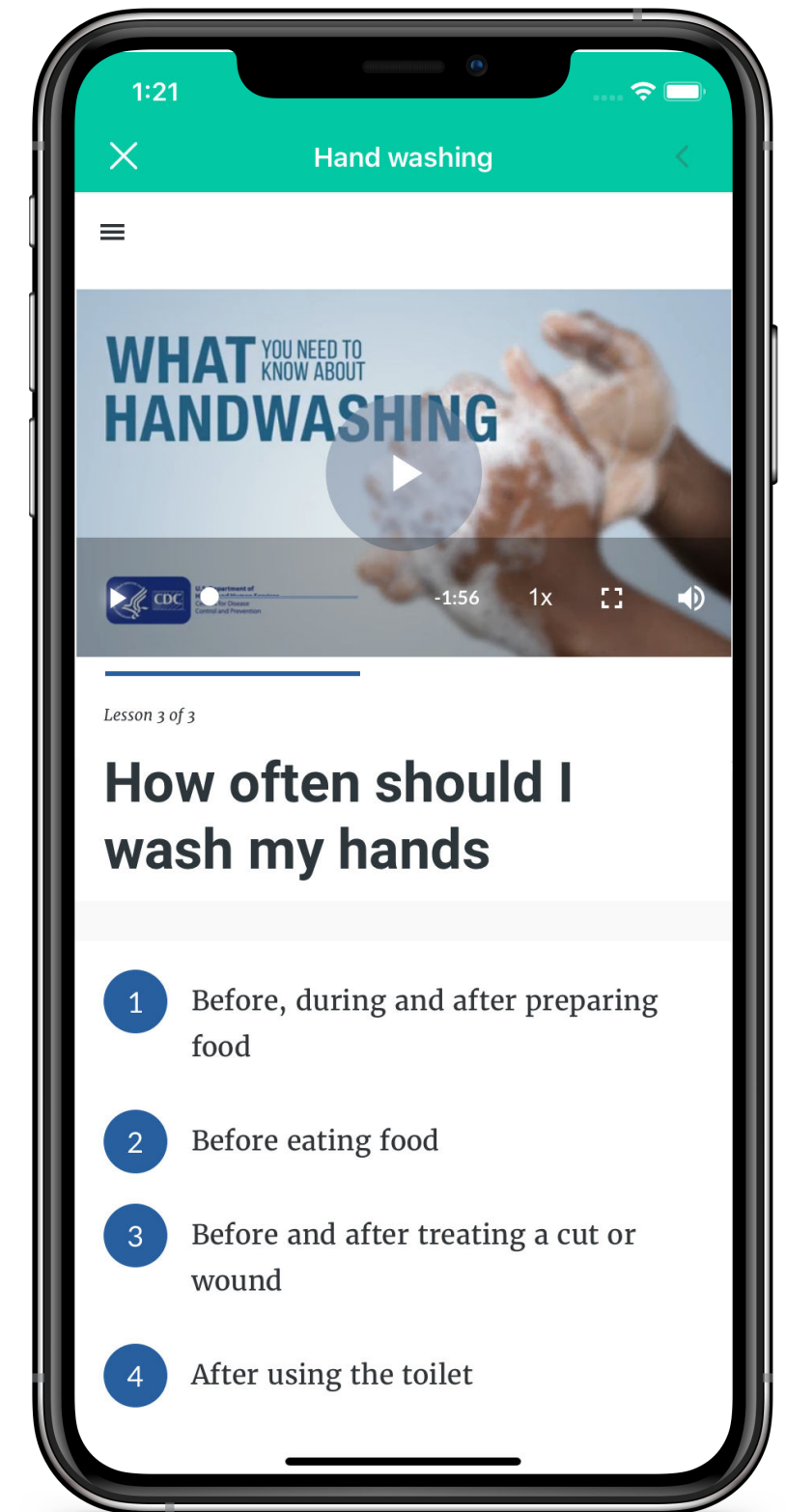
Average manager saves two scheduling hours per week and gains more floor time.



Dashboard



Self-Service Scheduling



Training

4. Reduced Paper and Ink Consumption

\$853,569

WorkJam’s training, communication and task management capabilities save the average store \$50 per month (\$600 pa).

ASSUMPTIONS:

- none

MODELING:

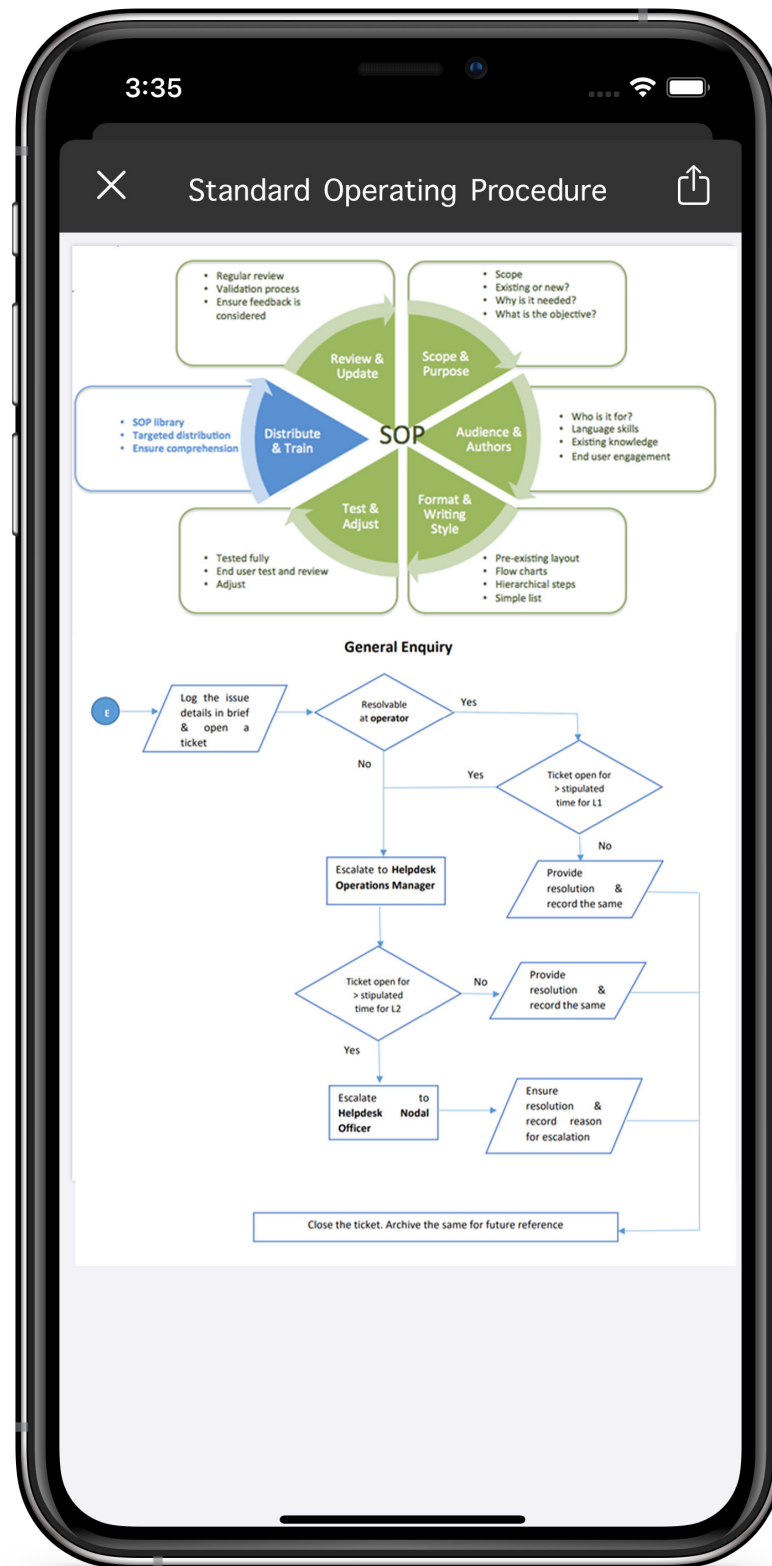
SAVINGS IN PAPER AND INK CONSUMPTION		
YEAR 1	500 stores	\$210,000
YEAR 2	1,000 stores	\$420,000
YEAR 3	1,000 stores	\$420,000

Risk adjustment - **30%** to reflect only half of the interviewed customers were currently taking advantage of this benefit.

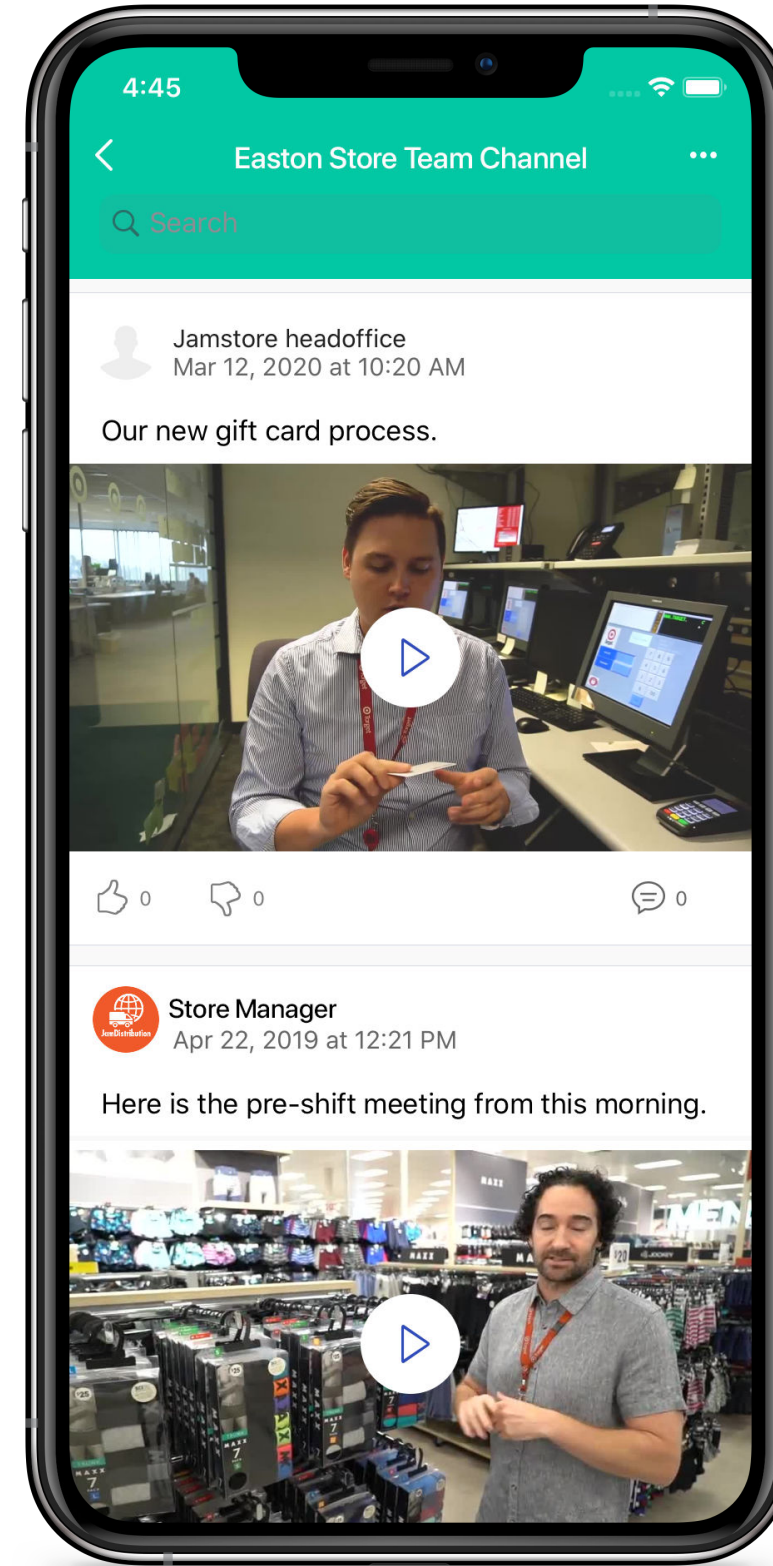
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4. Reduced Paper and Ink Consumption

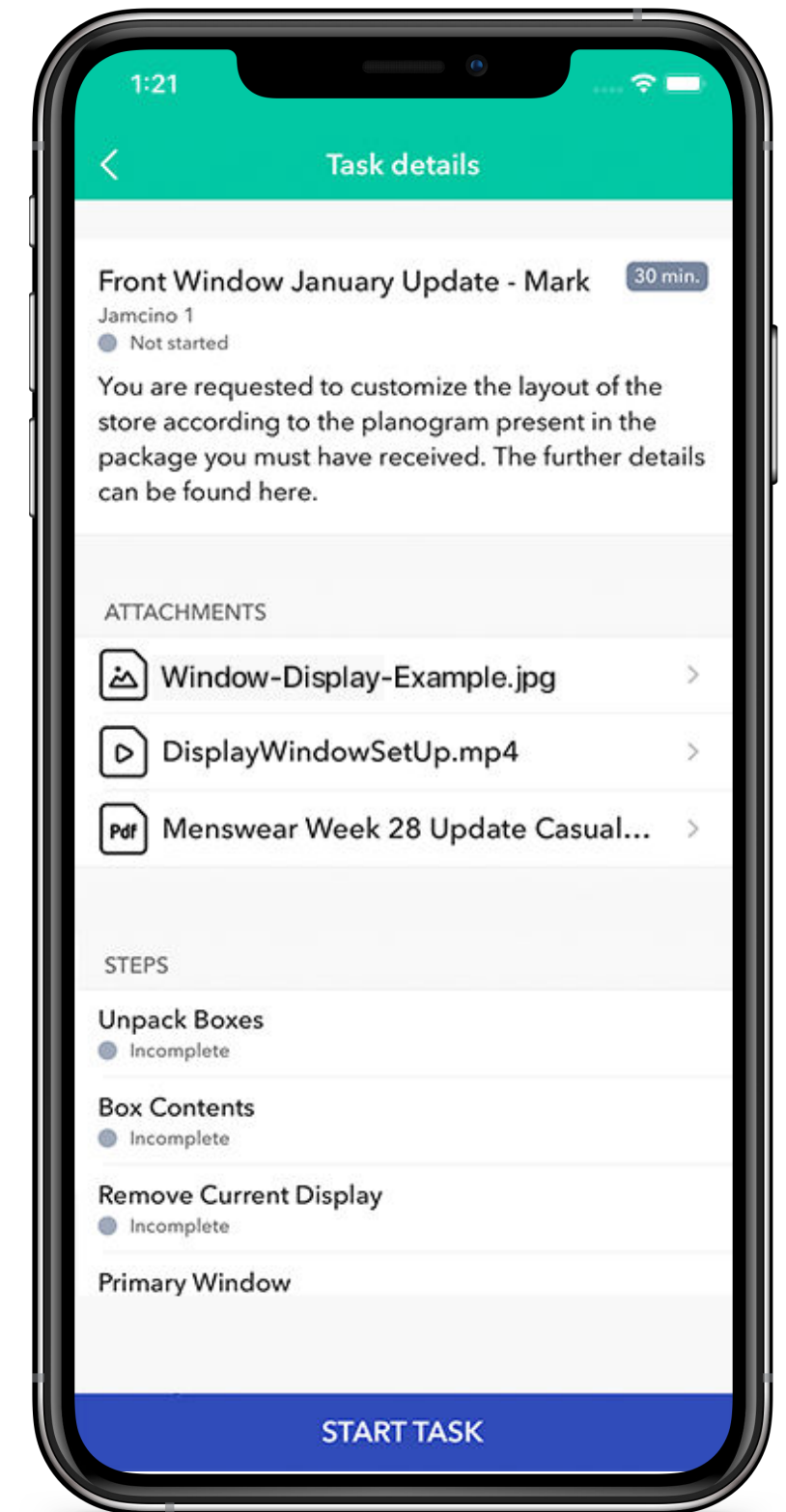
An average savings of \$50 per month (\$600 annually) per store location.



Document Center



Training



Task Management

Key Quantified Benefits

After using WorkJam for three years the Composite Organization* yielded the following excellent results (risk and PV adjusted):

Staff optimization savings Reduced overstaffing and reduced overtime.	\$2,747,678	
Savings in employee turnover costs Cost avoidance for: separation costs, hiring replacement costs and new hire training costs.	\$14,226,146	
Retail store manager scheduling time savings Average store manager saves two scheduling hours per week; making more on-floor time available.	\$12,681,593	
Reduced paper and ink consumption savings An average savings of \$50 per month (\$600 annually) per store location.	\$853,569	
	\$5,983,952	\$30,508,986 410% ROI

**Global retailer with 50k frontline employees (60k total employees) and 1,000 retail stores with 50 frontline employees each*

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Additional, Intangible Benefits

from using WorkJam's Digital Workplace

REDUCED EMPLOYEE TURNOVER

Mitigating the impact employee turnover has on customers and ultimately sales, inventory shrinkage, paperwork errors, and inefficiencies on the store-level due to slow initial productivity.

COMPLIANCE ADMINISTRATION

Employees can digitally track mandatory compliance-related training or readings, making compliance administration and reporting to regulators easier; and avoiding fines and legal fees.

BETTER TRAINING RESULTS

An increase in employee expertise due to the use of WorkJam-delivered learning modules. Completion of modules may create cross-training and/or promotional opportunities for employees.

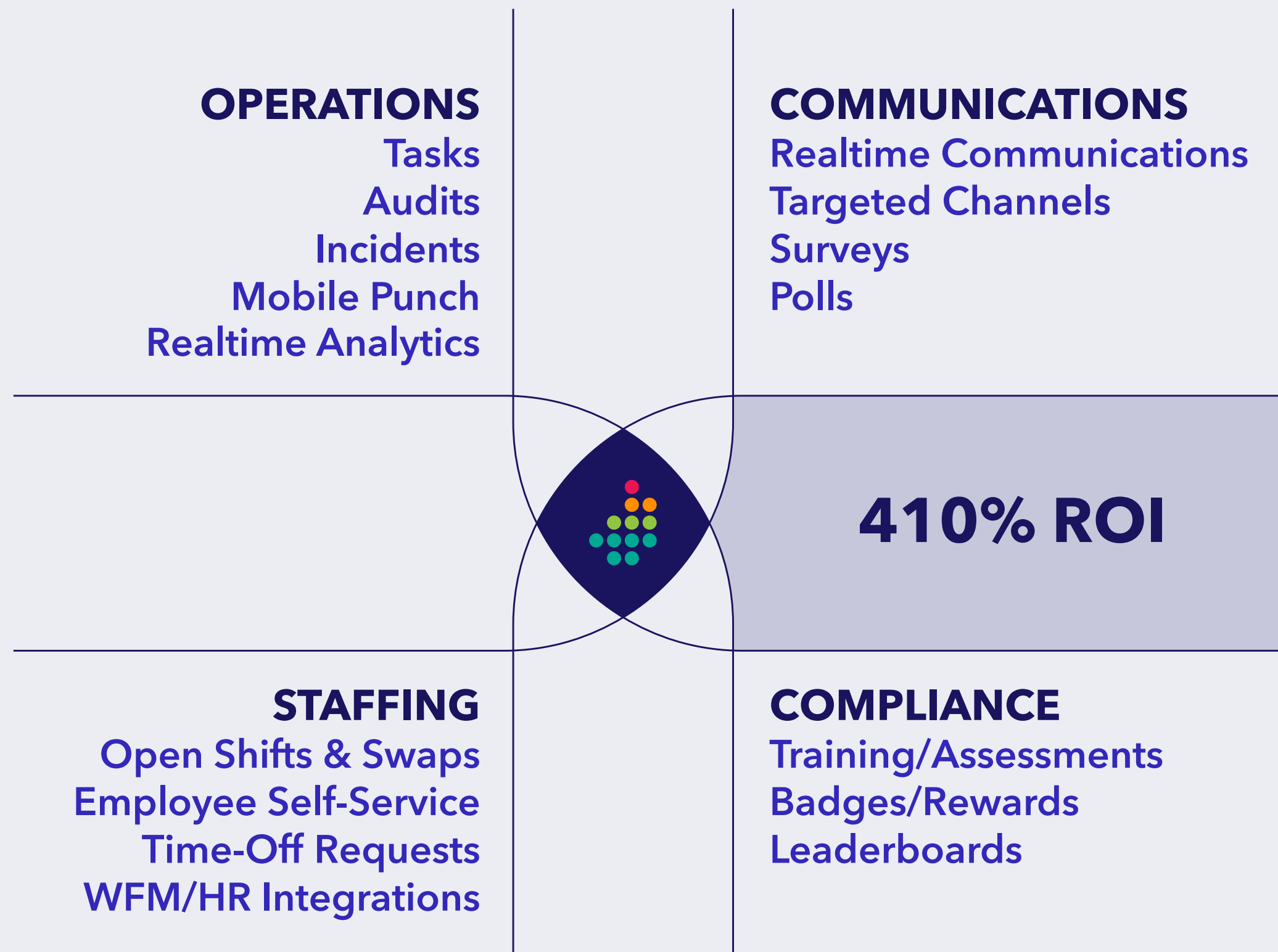
CONSOLIDATED IT PORTFOLIO AND MANAGEMENT

Covering the functionality of several dedicated point solutions, the IT portfolio can be consolidated, reducing cost of software and necessary resources necessary for maintenance.

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"I've been creating these TEI studies for the top global technology vendors for the last 18 years and seldom do I see ROI and benefits this high."

-Bob Cormier, Forrester



- Increased employee engagement and lower turnover
- Improved shift scheduling and communication
- Crowdsourced shift scheduling
- Reduced the number of existing systems
- Upskilled employees with better knowledge AND skills

"Our strategy is to invest in our people and establish excellent relationships with them through enhanced communication and messaging. The WorkJam application goes a long way in helping us achieve that goal."

- Supply Chain Manager

"We have a great partnership with WorkJam. They really understand the retail business, and they're constantly challenging us to stretch our thinking about our digital workplace."

- Director of Workforce Management

"WorkJam has an excellent support team, one of the better ones in the technology industry. I feel it's important to let others know that if I need to get something resolved I can pick up the phone and get resolution very quickly from the WorkJam support team."

- Director of workforce planning and analysis

QUESTIONS?

"WorkJam has been able to quickly make enhancements to the messaging and communications aspects of the application that addressed our legal issues with notifications to our hourly employees. They were able to develop features so that hourly employees would only get pop-up notifications during their work schedule. This allows us to stay compliant across all geopolitical entities that we do business in."

- Time and compensation engineering manager

SCHEDULE A CALL TO CALCULATE SAVINGS FOR YOUR ORGANIZATION

MORE RESOURCES:

- FORRESTER "**The Total Economic Impact Of WorkJam's Digital Workplace:**
Cost Savings And Business Benefits Enabled By WorkJam's Digital Workplace"

If you have any questions you can email me at: sales@workjam.com

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