

Workforce Central[®]

Suite



A workforce management solution that works



The Workforce Central suite is the most comprehensive workforce management solution available from a single source. It is designed for users by users, with a core of best-in-class human resources, payroll, scheduling, and time and labor applications that have earned Kronos its position as a market leader. When combined with our innovative data collection devices and intuitive self-service applications, the Workforce Central suite delivers value to the entire workforce — salaried, hourly, full-time, part-time, contingent, and remote — and at every level of the organization.

Aligning the Workforce with Organizational Objectives



Today's business environments are more unpredictable than ever before. Changes in the economic landscape, new laws and regulations, and the erosion of your profit margins are just some of the external pressures that demand flexibility from your organization. You must also respond to internal factors, such as wholesale changes to your organization's structure, the introduction of new products, and escalating salaries. How can your organization overcome these challenges and still be competitive, take advantage of new opportunities, and drive bottom-line results?

It is plain to see why your strategy and organizational objectives can never be static. Your success depends on the continuous evaluation and reallocation of resources, the most valuable of which are your employees. This presents the most daunting challenge: aligning an increasingly complex workforce with continuous changes to your business objectives.

The responsibility falls on frontline managers because they inherit the goals and objectives from upper management, and because they own the relationships with your employees. When it comes to transforming organizational objectives into bottom-line results, they are closest to the action — however, they rarely have the tools and information needed to be agile, efficient, and highly responsive to change.

Assess your needs accurately and hire the best people.

A major airline has made vast improvements in the efficiency and effectiveness of its hiring process. Using the Workforce Central suite's ability to analyze staffing needs, the airline's management can be sure that the right employees are being hired at the right time. Decisions to hire are based on current workloads and key business objectives. The result is a timely, organized, and proactive response to business needs.

Provide your employees with the right training and career development.

An engineering consulting firm needs to develop top talent in order to remain competitive in its industry. The Workforce Central suite is being used to facilitate a career-coaching program that helps ensure each employee receives the appropriate training for his or her role in the firm. The program also helps managers incorporate employees' professional development into annual performance management. The firm, in turn, has been able to develop a more sophisticated succession-planning program to support its growth.

The Workforce Central Suite Drives Bottom-Line Results

Kronos' Workforce Central suite provides the means to align the workforce with your organizational objectives, execute your business strategies, and achieve bottom-line results that include increased productivity, reduced labor costs, and improved employee satisfaction. It enables managers to act quickly and decisively before business performance is at risk, and enables employees to be more productive and focus on higher value activities.

The Workforce Central suite is the only single-source solution that helps you excel in all the functional areas of workforce management — staffing, developing, deploying, tracking, and rewarding — by using our system to:

- **Automate** *the inefficient employee-centric processes that prevent the workforce from focusing on high-value activities.*
- **Engage** *employees in organizational objectives and make them active participants in the solution.*
- **Optimize** *the workforce by empowering frontline managers to make better decisions and take effective action.*



- *Eliminate paperwork*
- *Reduce costs*
- *Focus on high-value work*

Automate your employee-centric processes *to save time and money*

There are hundreds of business functions, transactions, and processes that support your organization's day-to-day operations: time and attendance, employee scheduling, time off requests, payroll processing, benefits enrollment, recruiting and hiring, and much more.

These processes are often complex and time-consuming. When they are manual and paper-based, they are prone to delays and errors that adversely affect employees, managers, and administrators.

The Workforce Central suite is an ideal solution for automating these essential yet time-consuming processes. Our innovative applications and business process management technology eliminate the administrative and communication bottlenecks where these processes typically break down. User-friendly interfaces and

convenient messaging tools ensure that people stay connected to the process — even those without a PC or email. The resulting improvements in workflow help to minimize human intervention while facilitating employee and manager participation.

The Workforce Central suite has powerful, flexible engines for governing business rules and performing precise calculations on massive scales. It is designed to handle the complexity and volume of your processes and relieve everyone of significant administrative burden — from your human resources and payroll personnel to frontline managers and their employees. In essence, the Workforce Central suite performs the heavy lifting, which allows everyone to focus on high-value activities.

Engage the workforce *to achieve the best results*

Just as there are hundreds of employee-centric processes, there are also hundreds of touch points between managers and their employees. The Workforce Central suite not only improves communication at every touch point, but also allows managers to engage employees in a more positive, dynamic, and productive fashion.

The Workforce Central suite extends employee self-service and data collection to the entire workforce, with the level of access determined by their role. Employees can manage their own personal data, which means employee information is more accurate, consistent, and reliable. Employees can submit schedule preferences, request time off, compare benefits scenarios, even track their professional training and development. And because the Workforce Central suite goes where your workforce goes, any employee can take advantage of its

interactive capabilities using a PC, badge terminal, kiosk, telephone, or personal digital assistant (PDA).

At the same time, your organization can use self-service to more efficiently and effectively conduct employee surveys, development and rewards programs, benefits open enrollment, and more.

Using the Workforce Central suite's capabilities to engage the workforce produces more empowered and motivated employees. It gives them the tools to get involved and support organizational objectives. For example, employees can proactively bolster their skills and qualifications by requesting training online. They can work with their supervisors to develop career plans. Their supervisors, in turn, can establish goals and metrics that can be used to provide feedback and track progress toward personal and organizational objectives.

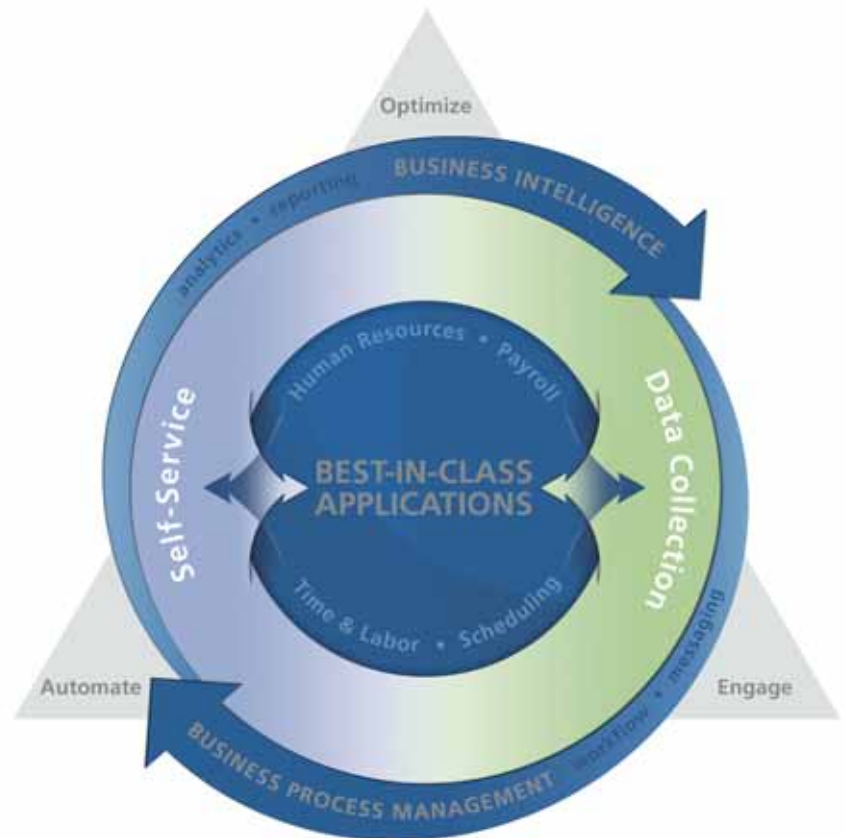
Schedule your workforce for maximum efficiency and effectiveness.

A large department store chain has resolved many of the headaches associated with scheduling its workforce. Implementing the Workforce Central suite has given each store a formal, efficient process for scheduling. What used to take store managers six hours now takes less than one hour. Meanwhile, employees believe the system is fairer and more equitable than the previous methods of scheduling, which were largely manual and paper-based. The Workforce Central suite has enabled each store to create real-time schedules based on the volume of work and available resources. The result: a 15 percent increase in productivity across all 31 stores.

Make better decisions by analyzing real-time data.

A large medical center with 5,500 employees used the Workforce Central suite to regain control of its labor costs. Detailed reports generated by the suite enable managers to make better and more timely labor management decisions. For example, the medical center is able to right-size its workforce whenever patient volume increases or declines, and well before it impacts budgets or quality of patient care. The medical center succeeded in reducing its monthly supplemental labor costs by almost 90 percent.

The Workforce Central Framework



The Workforce Central suite is comprised of seamlessly integrated, best-in-class applications that share employee information and data. That data is captured in real time and at the source by self-service applications and data collection devices. The Workforce Central suite's robust analytics tools transform that data into actionable business intelligence, while business process management technology ensures that employees stay connected to employee-centric processes.

- *Increase productivity*
- *Minimize compliance risks*
- *Avoid costly errors*

Optimize the workforce *by empowering managers*

By automating employee-centric processes and engaging employees as participants in the solution, the Workforce Central suite creates an environment where managers can make better decisions, be more flexible, and focus on what's most important: optimizing the workforce. But the Workforce Central suite doesn't stop there. It also provides all the tools and information managers need to optimize workforce performance and proactively drive improvement.

The Workforce Central suite centralizes large volumes of business data, much of which is captured at the source via self-service and data collection. This provides real-time visibility into your entire workforce so that the data used to make business decisions is current and complete. It also enables managers to tap into the full potential of your workforce with insight into every employee's skills, knowledge, availability, and other attributes. The Workforce Central suite helps ensure that all information — time and labor data, accrual balances, rates of pay,

and much more — is consistent, accurate, and available when a person or business process requires it. Managers specifically can access this information using robust management tools, reports, and analytics. In short, the Workforce Central suite transforms your vast database into actionable business intelligence that supports your most important decisions.

The Workforce Central suite enables managers to continually align the workforce with organizational objectives. Managers can proactively monitor the activities of the organization in real time, making sure that your workforce is always on track to meet expectations. Most importantly, managers have the tools to more effectively staff, develop, deploy, track, and reward your workforce:

Staff - *Hire the best people and maintain the ideal staffing levels and mix.*

Develop - *Manage and coach all employees so that they are trained with the right skills and working towards the right goals.*

Deploy - *Utilize employees more effectively and match labor to volume.*

Track - *Analyze costs, productivity, and other key metrics continuously while monitoring compliance with internal and external policies.*

Reward - *Attract and retain top performers by improving employee satisfaction.*

Empowering Managers to Reduce Costs, Increase Productivity,

The Workforce Central suite addresses all the functional areas of workforce management — staffing, developing, deploying, tracking, and rewarding — and the many functions that make up these areas. Each function represents opportunities for your managers to reduce costs and increase efficiency, improve employee satisfaction and individual performance, and achieve maximum productivity and business performance when empowered by the Workforce Central suite. These are just some of the key business benefits you can achieve by implementing our solution.

STAFF

Functions:

FTE assessment & budgeting
Recruiting
Hiring
Employee on-boarding
Organization management

DEVELOP

Functions:

Performance & career management
Skills & certification tracking
Training administration



Benefits:

- Identify hiring needs and manage competencies and skill levels
- Reduce time spent recruiting and hiring
- Eliminate agency fees and advertising costs
- Attract more highly qualified job candidates
- Streamline the on-boarding process and deploy workers faster
- Improve communication between human resources and hiring managers
- Empower managers to take ownership of the staffing process

Benefits:

- Align individual skills, competencies, and goals with organizational objectives
- Maximize the value and contribution of each employee
- Reduce costs associated with training administration and unnecessary training
- Encourage employees to request training and maximize their earning potential
- Minimize compliance risks by tracking certifications, renewals, and expirations
- Streamline the employee performance review process

and Improve Employee Satisfaction

DEPLOY	TRACK	REWARD
<p><i>Functions:</i></p> <ul style="list-style-type: none"> Employee scheduling Vacation bidding Workload planning Coverage management Rule & compliance management 	<p><i>Functions:</i></p> <ul style="list-style-type: none"> Time & attendance Leave management Labor activity tracking Productivity & cost management Policy administration Job & budget status Employee records 	<p><i>Functions:</i></p> <ul style="list-style-type: none"> Payroll processing & administration Tax filing Benefits enrollment & administration Compensation planning Employee awards
		
<p><i>Benefits:</i></p> <ul style="list-style-type: none"> • Match labor to volume quickly, minimizing costs and lost revenue • Simplify the task of creating and maintaining optimal schedules • Make better use of existing workers by leveraging a central resource database • Reduce overtime and contingent labor costs • Improve employee satisfaction by involving them in the scheduling process • Minimize internal and external compliance risks 	<p><i>Benefits:</i></p> <ul style="list-style-type: none"> • Provide visibility into time and labor data throughout the organization • Monitor and increase productivity using performance benchmarks and metrics • Reduce labor costs, such as overtime, and proactively manage budgets • Drive operational efficiency by capturing activity-level data • Improve the accuracy of time and labor data and employee records • Manage compliance with government, union, and internal regulations and policies • Apply and enforce the most complex pay rules uniformly • Streamline error-prone and manual processes 	<p><i>Benefits:</i></p> <ul style="list-style-type: none"> • Minimize administrative costs associated with HR and payroll operations • Reduce payroll errors and inflation and shorten cycle times • Improve employees' visibility into and control over their benefits • Align rewards with performance and organizational objectives • Attract top talent and reduce employee turnover • Compensate workers competitively, accurately, fairly, and consistently

Reward your workforce accurately and fairly.

A large independent bottler with 125 distribution centers and nearly 12,000 U.S. employees faces many challenges, among them complex work and pay rules and more than 70 union contracts to manage. The Workforce Central suite has enabled them to configure more than 1,000 pay rules and 850 work rules and achieve nearly 100 percent automation of their payroll processes and union compliance. Union grievances resulting from pay issues were once common and costly. Since implementing with Kronos, zero grievances have been filed as a result of payroll discrepancies.

Achieve bottom-line results with Kronos' Workforce Central suite.

Nucleus Research, an ROI-focused global research firm renowned for its impartiality and fact-based technology evaluation, recently conducted a study of Kronos' time and labor system. Nucleus Research found that the average customer of Kronos' time and labor system achieved a full payback on their investment within five months. The median return on investment in Kronos' time and labor system was 469 percent. And more than 75 percent of the customers surveyed reported a return of better than two and a half times their investment in Kronos' time and labor system.

A Partner You Can Trust

Over the last three decades, Kronos has built a reputation for developing solutions that solve real-world business problems. We deliver value to every customer, across industries and throughout their entire workforces. Our customers trust us because our solutions work, delivering bottom-line benefits and a healthy return on investment. As a result, more than 20 million employees use a Kronos solution every day.

Our proven service approach is backed by the industry's most extensive services portfolio and a world-class services organization. Unlike our competitors we have the breadth of resources it takes to support aggressive deadlines and large-scale initiatives. All of Kronos' services have been designed to help customers maximize the benefits of our applications and achieve a rapid return on investment. Our near-perfect customer satisfaction is testament to Kronos' ability to bring your solution from installed to in-use to ingrained. We help you achieve on-time and on-budget implementations, maximum uptime, and widespread user adoption — all of which are critical to your success.

When you choose the Workforce Central suite, you are choosing a comprehensive suite of human resources, payroll, scheduling, and time and labor applications whose value is demonstrated in the success of thousands of customers worldwide.



To begin exploring the benefits of the Workforce Central suite in your organization, contact a Kronos representative at **(800) 225-1561**.

Visit us online at www.kronos.com.



KRONOS[®]

Improving the Performance of People and Business[™]

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