LEGION

Demand Forecasting

Manual forecasting methods such as spreadsheets may work when you have a single location or even a couple of locations. However, they can't handle the scale and complexity of an organization with numerous locations or omnichannel operations where each location has its own characteristics such as items for sale, traffic patterns, channels like drive-up, buy online, pick-up in-store, or geographic considerations like proximity to local attractions. Manual methods also make it almost impossible to add external data that can impact demand, like local events or weather.

Businesses don't know which channels are surging or not on any given day and can't react quickly enough to changes. And discrepancies often lead to lost revenue, lower productivity, higher payroll costs, and employee attrition.

THE LEGION SOLUTION

With Legion WFM, demand is automatically predicted across all customer touchpoints and locations, enabling intelligent automation. Legion Demand Forecasting makes it easy to adjust to dynamic business changes and model what-if scenarios, such as adjusting total budget hours, easily changing inputs, and enforcing operating labor models. The Legion WFM demand forecasting engine automatically delivers consistent, accurate forecasts weekly across all locations and channels to increase productivity and profitability across all your omnichannel operations.

Granular, Accurate, Automated Forecasts - that Continuously Improve

Legion demand forecasts are tailored to your specific business needs and provide new levels of accuracy at – the channel, location, or SKU level, in 15-minute increments. During the setup phase, our data science experts integrate your unique data, such as historical sales in POS, and traffic counters, through direct API or FTP integrations. Legion WFM synthesizes historical and current information about how customers buy. It understands and incorporates the impact of demand drivers and future events such as weather or holidays, so you don't have to run complex calculations, pay high data fees, or use manual processes. And, you can integrate your unique staffing policies and local laws. Demand forecasting ensures you know exactly what type of labor you need every hour of every week.

More Precision Brings Better Results

True accuracy for a single business with thousands of locations and many demand drivers at each location could easily result in tens or hundreds of individual models that must be selected, trained, and monitored continuously. It's impossible to operate on this scale if several steps require manual intervention, and many businesses fall back on generic models. Legion has designed a fully automated infrastructure that handles the end-to-end data ingestion process, model (re-)selection, model (re-)training, and forecast generation to help even the largest organizations achieve new levels of data accuracy.

Key Features

- Get advanced forecasting technology – productized and automated

- Factor in your unique labor model and staffing policies

- Accurate forecasts at several levels – channel, location, or SKU – in 15-minute increments

- Forecast business demand in dollars, transactions, foot traffic, or other variants

- Higher precision for better results: automated ingestion and analysis of 1000s of data points

- Automatically customized advanced machine learning algorithms that continually improve and learn from your data

Benefits

- **Operate with greater agility** - develop what-if scenarios for new channels, deployment strategies, and other demand drivers.

- **Automatically adapt to business changes** - forecasts continuously improve as new data is available. Updated forecasts and labor guidance are instantly generated while allowing human intervention.

- **Achieve higher accuracy** - Legion's AI-powered intelligent demand forecasting engine automatically uses machine learning to compute highly accurate, scalable, and consistent demand forecasts.

- **Optimize labor efficiency** - create optimal labor plans, budgets, and better schedules

- **Fully automated** - creates highly accurate forecasts by channel/for every dataset by location

Machine Learning Continuously Improves Accuracy

Forecasting models that lack true machine learning (ML) are often only capable of learning a small number of patterns and rely on manual adjustments to accommodate other patterns.

Legion's advanced ML-based forecast engine automatically learns many time-based patterns in historical data and automatically adjusts for seasonality and holidays. Legion Demand Forecasting uses an ensemble of more than 50 supervised machine-learning models, several statistical models, and unsupervised models. That results in a permutation of several hundred options, and the best set of ensembles is selected based on accuracy. The selected models are then customized for your unique data sets. Forecast results are monitored and compared with projections to retrain the ML model and continually improve it.

Operate with Greater Agility

Legion Demand Forecasting is constantly improving the forecast. As new data is available throughout the week, labor is re-computed so you can compare an improved forecast and labor plan to what was previously published. You can adapt and react quickly to business changes by continuously re-forecasting and regenerating labor guidance. And, with Legion, forecast editing can be done at a manager level or centrally to combine human judgment with Legion's AI.

Create Better Labor Plans

Legion WFM takes the auto-generated, highly accurate demand forecasts and creates an optimal labor plan automatically. No more mapping between labor models used by finance for forecasting and operations for scheduling. With no manual steps or "lost in translation" data issues, Legion creates an optimized labor plan for your business.

What's Different About Legion's Demand Forecasting

Legion WFM enables intelligent automation to precisely predict demand across all customer touchpoints every 15 minutes. Legion's approach to demand forecasting includes highly specific forecast models tailored to each dataset, and it uses external data within our automated and scalable infrastructure. You get much higher accuracy levels than other methods achieve – and it's all automated. What does this mean for you and your business? With Legion WFM, you can:

- Improve and automate labor forecasts

- Create optimal labor plans and better schedules

- Understand long-term budgeting needs

- Forecast at a data set level by channel

Related Products

- Labor Budgeting
- Labor Optimization
- Automated Scheduling

Legion's auto-generated, highly accurate demand forecasts generate optimal labor plans, budgets, and schedules across all touchpoints, freeing managers to spend more time with employees and customers – resulting in happier employees and increased revenue.

And, because the platform is modular, you can tackle specific challenges, like forecasting inaccuracy or unengaged employees, independently and regardless of your current WFM contract so you can gain the accuracy you need immediately. Get up and running in weeks with no rip-and-replace or change management required.

Request a free pilot to see our demand forecasting in action. Learn more about how we can help you save time, avoid errors, and deliver consistent results across your organization.

About Legion

Legion Technologies delivers the industry's most innovative workforce management platform. It enables businesses to maximize labor efficiency and employee engagement simultaneously. The Legion WFM platform is intelligent, automated, and employee-centric. It's proven to deliver 13x ROI through schedule optimization, reduced attrition, increased productivity, and increased operational efficiency. Legion delivers cutting-edge technology in an easy-to-use platform and mobile app that employees love. Backed by Norwest Venture Partners, Stripes, First Round Capital, XYZ Ventures, Webb Investment Network, Workday Ventures, and NTT DOCOMO Ventures, Legion is recognized by Inc. as one of the 5000 fastest-growing private companies in America. For more information, visit https://legion.co.

INTELLIGENT AUTOMATION | POWERED BY LEGION WORKFORCE MANAGEMENT

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