

National Discount Retailer Gets 56x Return on Cost Per Store and \$10M in Savings with Legion WFM

A national discount retailer was at a crossroads with its existing Workforce Management vendor. The software was due for an upgrade, and the company needed features, such as supporting predictive scheduling compliance and powering scheduling in a rapidly evolving labor market. After an extensive RFP, the retailer chose Legion's AI-powered workforce management platform.

RESULTS

- **\$10M in savings** to date
- **56x return on cost** per store
- **500 basis points improvement** in workload scheduling efficiency across thousands of stores
- **Lightning-fast deployment** at 94% lower cost than budgeted
- **60% more accurate** demand forecasts
- **Increased flexibility** for managers and employees

Enterprise Software Doesn't Need to Look Like Enterprise Software

An important factor in selecting a new workforce management product was an intuitive UI that was easy to use for managers and employees. "Enterprise software doesn't need to look like enterprise software," said the Director of Store Operations. "Today, managers expect software to look and behave more like consumer products than an enterprise spreadsheet." Legion WFM's interface is intuitive and requires much less training than other solutions.

Lightning-Fast Rollout at a Fraction of the Cost

Enabled by Legion's intuitive UI and modern deployment and training strategy, this retailer was able to get its first 200 locations live in less than 5 months. Thousands of additional locations went live in the following 15 weeks – at a fraction of the cost other vendors offered. Normal rollouts require budgeting for classroom time, trainers, travel, software training environments, and more. During COVID-19, asking employees to travel and meet for in-person training wasn't feasible. Legion's remote training and implementation allowed the retailer to train the staff more quickly and efficiently. And because new store managers complete the same training when they join, it's sustainable with long-term turnover.

Legion's Roadmap Begins Where Others End

One of Legion's core value propositions is that it embraces software-as-a-service (SaaS), contrary to other vendors that host on-prem software in the cloud just to charge a monthly fee. With Legion, it means continuous innovation. Legion's WFM platform is a true cloud-based solution using modern cloud-based technologies. It scales up to handle peak demands, such as generating 284 schedules per minute. "Their modern architecture enables full disaster recovery in minutes, not hours or days. With the infrastructure already in place, engineering and product teams can focus on building new features: staying ahead of legislation, tuning AI and Machine Learning (ML) to drive efficiency, and building features that directly engage our workforce," said the Director of Store Operations.

“Legion’s ML forecasting cut through the noise to deliver forecasts over 60% more accurate than previous best-in-class formulas.”

Director of Workforce Operations
National Discount Retailer

Dramatic Improvements in Workload Scheduling Efficiency

Optimizing labor spend is critical for retailers, and often, improvements are measured in basis points. Legion WFM helped this retailer achieve 500 basis points improvement in labor efficiency across thousands of its stores. This improvement in workload efficiency enables them to reinvest the labor to serve customers better and increase customer satisfaction. “There are very few projects that have that level of impact,” said the Director of Store Operations.

COVID-19 Wreaked Havoc on Forecasting for Most Retailers

In normal years, formulas grounded in year-over-year comparisons were good enough. But COVID-19 has likely changed consumer patterns permanently. It also caused 80% swings up and down in demand. “Legion’s ML forecasting cut through the noise to deliver forecasts over 60% more accurate for March 2021 than previous best-in-class formulas. We expect Legion’s true ML forecasting to remain superior to previous forecasting methods throughout the year as we cycle through all sorts of COVID-19 noise in 2020,” said the Director of Store Operations.

COVID-19 Accelerated Key Trends in Retail: Flexibility and Control

The global pandemic upended business operations with the volume of callouts due to illness or quarantine. Before using Legion WFM, managers had to call employees, other managers, and/or district managers to try and find employees to borrow. They had no visibility into how many hours these employees had already worked and if the extra shift would trigger overtime pay. “Long-term, employee-initiated schedule changes from their mobile devices will help relieve managers of the inefficient old way of finding help last minute. It’ll provide better work-life balance for everyone,” said the Director of Store Operations. Legion WFM improved visibility for everyone from regional directors to part-time sales associates.

Delivering Transformational Results and \$10M in Savings to Date

Legion WFM delivered team member benefits immediately. The company has also seen improvements in employee engagement, compliance, and confidence in scheduling best practices. And using Legion WFM has resulted in almost \$10M in savings to date. “Legion WFM enabled us to meet our labor budget plan during the most trying times,” said the Director of Workforce Operations. “It enabled us to provide more flexibility and control to our managers and employees, and Legion was the only vendor that met all of our needs and improved the daily lives of the team.”

About Legion

The Legion AI-powered workforce management platform optimizes labor efficiency and employee engagement simultaneously – at scale. Customers have significantly reduced labor costs, cut scheduling time in half, and achieved 95% employee engagement. Unlike legacy software, Legion WFM was built for the cloud, designed to handle the complexity of modern organizations, and meet the needs of today’s hourly workers.