



# What is Workforce Management (WFM) software?

We've put together a quick snapshot to help you and your clients understand whether WFM software is something that could be used in day-to-day life.

## What is WFM?

Put simply, workforce management is getting the right people, in the right roles, doing the right thing at the right time with as little effort as possible. Most business owners and managers will be doing the following tasks that would fall under WFM:

- Building rosters for their business and assigning shifts
- Coordinating cover for sick and annual leave
- Communicating to staff
- Managing pay rates and complex awards
- Manually updating and inputting timesheet information
- Processing payroll

## Why should WFM be a priority for businesses?

Business owners and managers often run businesses without using the latest technology available for WFM and as a result have manual processes which can be time consuming and error prone. It can end up costing unnecessary time and money. Their time is better spent on activities that drive growth, expansion or general business success.

## Signs your client needs a WFM software

- Frequent or complex payroll errors
- Challenges with unplanned absences and filling rosters, that are time consuming and painful
- Chasing timesheets and adjusting pay
- Lack of awareness of modern awards rules and general unease at award compliance
- Multiple communication systems and processes to manage staff



## A Planday success story

**Business:** Cultor

**Total employees:** 17 with a mixture of casual, part-time and full-time

**Previous process:** Cultor would spend approximately 7 hours per week completing the following tasks;

- Creating weekly rosters for two locations in Google Sheets and communicating shifts via WhatsApp
- Communicating staff availability shift changes and alterations via WhatsApp
- Track hours worked in Google Sheets
- Manually entering hours into Xero, which often requires reconciliation with staff and need to chase if the staff member hasn't sent hours.
- Process payroll in Xero.

## How Planday helped:

Save Cultor 4 hours per week

“The time saved by using Planday is immense.

**Joe**  
Store Manager

Streamline payroll processes

“We are confident that our employees are getting paid correctly and we are complying with the General Retail award.

**Emma**  
Payroll Administration

Empower employees

“Staff are more aware of their shifts ...This helps them feel more organised when away from work.

**Joe**  
Store Manager

## How to get started

### My client uses Xero Payroll

Start free trial

Refer to this fact sheet to see how the signup process works. We recommend clients sign up through their Xero account to get started faster.

### My client uses another payroll system

Start free trial

They can sign up directly through our website.

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FROM XERO