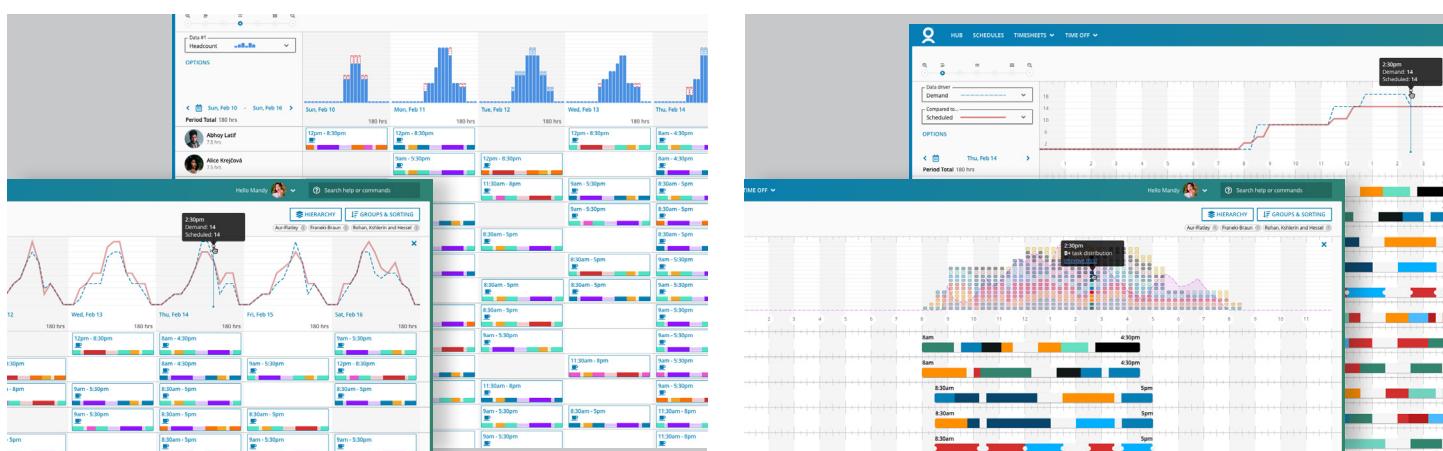


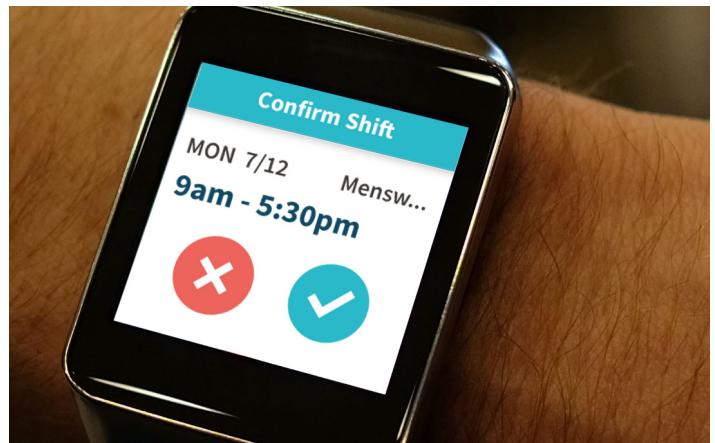
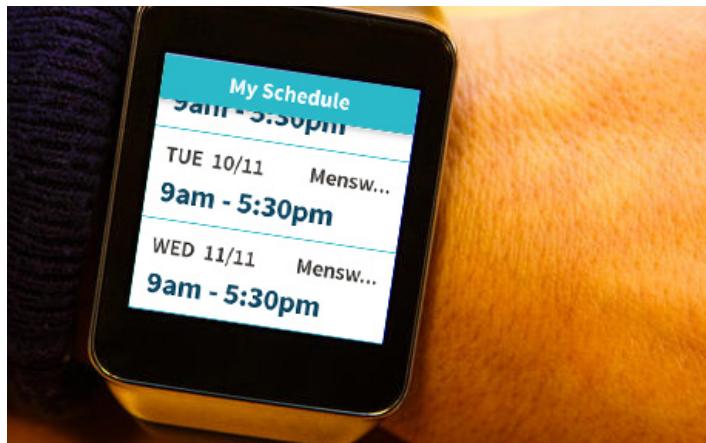
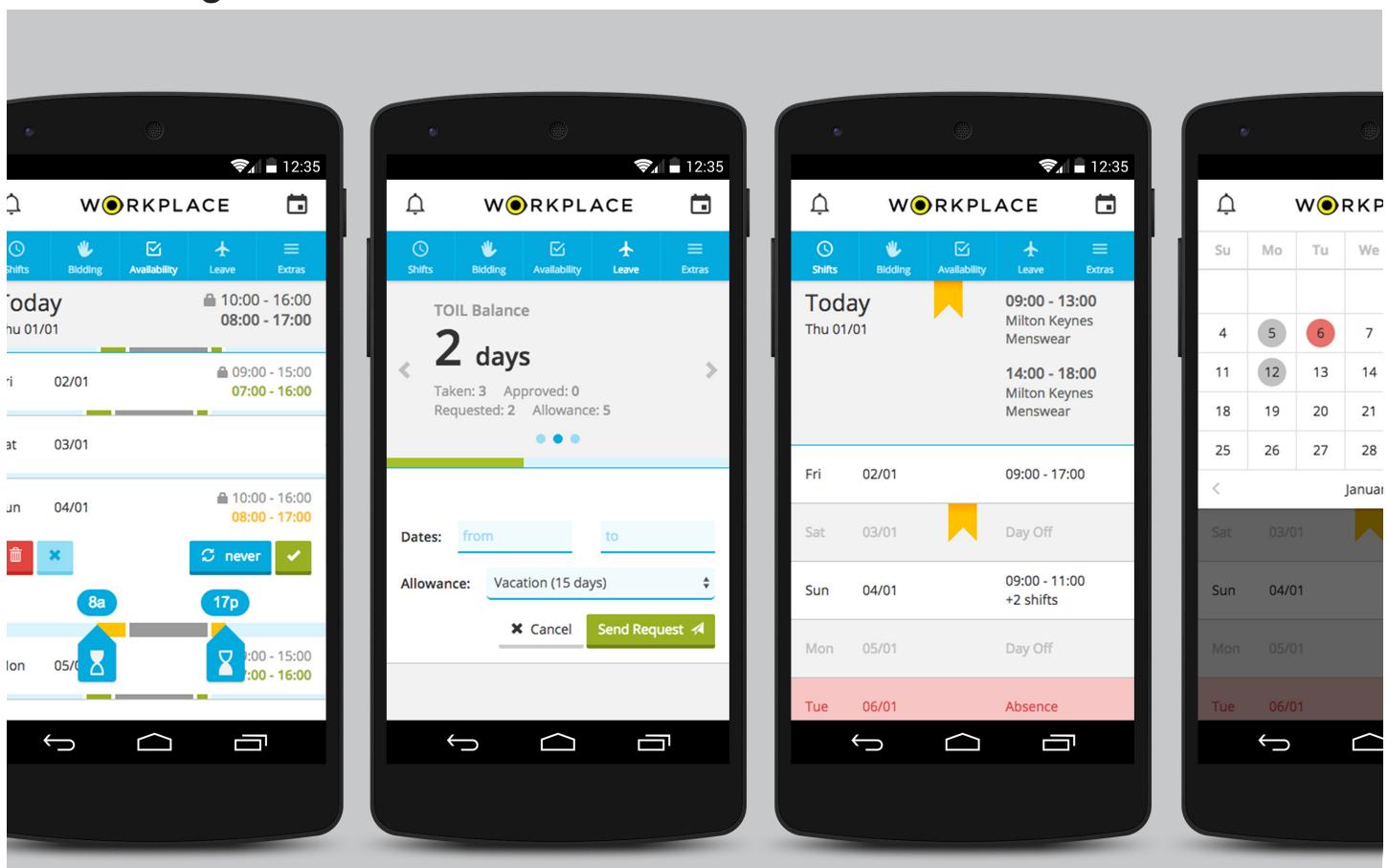


UI/UX Design



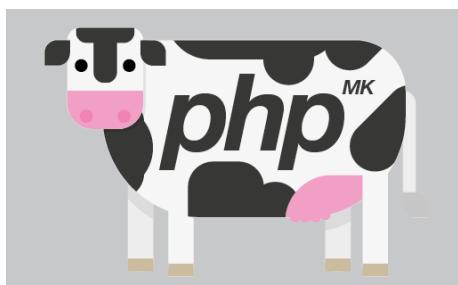


UI/UX Design





Logo & Branding Design





Graphic Design & Print Layout

Rite Aid

Rite Aid uses Workplace to drive a customer service culture



Rite Aid is more than a convenient stop off for pharmacy needs - the company wants customers to return to the stores because the experience is consistently good.

"A good customer service culture starts with engaged and satisfied associates."

David Markley, who is VP of Financial and Labor Analysis at Rite Aid which has 4,600 stores in the US and Canada, sees smarter scheduling as a way to drive sales through increasing employee engagement.

Rite Aid is using Workplace's management tools to improve customer service by giving its pharmacists more ability to work "in a way that meets their needs and the needs of our customers."

The pharmacists - 14% of the workforce - have improved their work-life balance through being empowered to indicate their own availability and to dial in from their own devices to check their calendars. They can also bid for extra shifts - for instance when, on the day before a predicted snowstorm, Rite Aid stores experience a huge surge in footfall.

A quality schedule depends on a quality forecast. "If we don't know what our business is going to be, we can't write a quality schedule."

Consistency improves

Rite Aid are developing their use of smart scheduling to drive an improvement in service quality across 4,600 stores.

The advantages this approach has over a homegrown system is that managers can be coached to deliver better schedules over time and corporate headquarters can have oversight of this process.

That means that every store can benefit from consistently excellent schedule quality.

Employees also benefit from greater control over when they are working and from better visibility of their personal timetables.

The image is a promotional collage. The top right section features a QR code with the text "COMPLETE OUR SURVEY & WIN A £100 GIFT CARD!" in white. To the right of the QR code, there is a blue box containing the text "DO YOU PLAN YOUR ROTA? WIN £100 BY SIMPLY TELLING US HOW YOU DO IT." Below the QR code, there is a photograph of a woman with blonde hair smiling and talking on a mobile phone. She is standing behind a counter in what appears to be a florist shop, with a large arrangement of red and yellow roses in front of her. In the bottom right corner, there is another photograph of a woman with curly hair smiling and talking on a mobile phone. She is sitting at a desk with a laptop open in front of her.

WORKPLACE MOBILE | PRODUCT BRIEF

JILL SCHEDULE ACCESS FROM YOUR MOBILE DEVICE

Workplace Mobile is an app that helps employees in the field manage what's happening at work. Employees can view their schedule and be notified any changes as they happen, whr. 24/7 on the iaccess Communication is two-way, enabling employees to offer to work extra shifts, extend their availability, request time off and update their contact details.

JILL A TEAM THAT SELLS

Workplace Mobile enables you to gain and maintain competitive advantage in your market by helping you build great relationships with your whole team.

You want your team to shine and your customers to experience excellent service as a result. Switching to Workplace is a smart move. It's simple, it's fast, it's mobile and our simple, intuitive mobile app means there's no smart waffles.

Sales schedules are made more effective with a high degree of employee engagement. It's a simple and proven fact that a happy & enthusiastic employee is a far more successful up-seller than an engaged associate.

A collaborative scheduling approach made possible by Workplace, allows managers to review and accept offers from everyone. Let your employees know that you value them and respect their need for a healthy work-life balance. Not only will you see your team increasing revenues, your team will want to stay together, during employee turnover and build up your company's reputation, the employer of choice.

IT'S STAY IN TOUCH

Workplace mobile makes it easy for your employees to see their update schedules as you publish them. Send notification alerts directly to their mobile device whenever a new schedule is published, a shift changes or when you accept an employee's offer to work an extra shift. Employees can also check their availability, see what shifts they attend, their hours of availability and see when requested time off has been approved.

Workplace Mobile is currently available for a multilingual user interface.

BENEFITS SNAPSHOT

- Employees get real-time access to published Workplace schedules via their HTML5, iOS and Android devices.
- Integrated employee management through collaborative scheduling.
- Provides employee-centric mobile scheduling with notification alerts on new, updated or extra shifts.
- Easy deployment and intuitive interface means no need for training or custom integration.

CENTRALISED SCHEDULE MANAGEMENT

Enables employees to connect anytime, anywhere

- Viewing shifts they will be working.
- Offering to work extra shifts.
- Extending their availability.
- Notified when extra shifts are offered.
- Receiving company notifications.

CONNECTIVITY

- Workplace mobile app runs on Android 7.4+.
- Users require an email account.
- Information retained while in storage.
- Automated setup simply requires configuration of stores and employee system.

SECURE ACCESS TO PRIVATE CONTACT INFORMATION

- Employee's view and edit their details and availability as needed.

LANGUAGES SUPPORTED

- Available for a multilingual user interface.




For an employee to use the Workplace products for scheduling, Workplace Mobile provides an Workplace Mobile app for iOS and Android.

