

IWS and WorkForce Software Digitally Transform Scheduling and Time & Attendance

Clients Across Australia and New Zealand Scale Growth, Gain Visibility and Reduce Labor Costs



"We believe WorkForce is the best-in-class, cloud-based workforce management software out there and that's why we use it as the front end of our solution for our customers."

—Rob Dryden, CEO of IWS

Partner Goals



Deliver a service-based solution for clients to outsource their complete scheduling, timesheet, attendance, payroll and bookkeeping needs.



Help organizations with deskless workers transform manual workforce management across sectors that rely on casual, shift-based labor.

Challenges

Many franchises in Australia and New Zealand relied on inefficient processes such as building, managing and interpreting timesheets and data in Excel, and they were entering pay rules and awards manually into payroll systems—creating extra work and exposing businesses to potential payroll and compliance errors.

The Ask

To partner with a cloud-based workforce management software provider to mobilize businesses with deskless workers to move from manual workforce management processes to reliable, flexible and scalable solutions.

The Solution

The WorkForce Suite leveraged by IWS is a complete cloud-based workforce management solution, designed to simplify and automate an organization's scheduling, time and attendance, and award interpretation processes.

The solution's Intelligent Decision Architecture, intuitive user design and detailed reports make it easy for customers to manage diverse and multisite workforces in real time.

Scheduling and Time & Attendance Made Easy



Proven Reduction in Labor Costs

Partnering with WorkForce Software, IWS offers its clients greater visibility into employee resources, enabling greater control of labor costs. When IWS first rolled out the WorkForce Suite and integrated it with payroll, their return on investment was a 5% savings on labor costs in the first twelve months.



Simplicity and Scalability

IWS continues to grow—expanding from a small business in 2007 to a national organization in 2021—and the Workforce Suite has scaled alongside IWS's business growth. One key customer in the quick service restaurants sector expanded from four stores to 180 stores in less than ten years, and another big-brand retailer grew from ten stores to fifty in eight years.



Successful Partnership

WorkForce Software's local presence in Australia and New Zealand was a significant reason IWS chose WorkForce Software as their partner. IWS values the knowledge and expertise that local account management teams and developers can offer. Queries are addressed quickly, and the implementation of new systems and updates are deployed effectively.



"After implementing the WorkForce Suite, we can now capture the time employees have worked and pay them accurately. By automating our scheduling processes and applying compliant pay rules, we saw a 5% saving in labor costs in the first 12 months."

—Rob Dryden, CEO of IWS

Whether employees' shifts are predictable or highly variable, the WorkForce Suite meets all your scheduling needs. Visit www.workforcesoftware.com/workforce-suite/scheduling to learn more.

