Research recently conducted by Accenture and Harvard Business School found that there are more than 27 million workers who could and would work if not hidden from employers. The research highlighted the importance of flexible scheduling as one of the key benefits supportive employers could provide to enable workers to care for their families and other personal or economic responsibilities that might otherwise be an obstacle to employment.

The message is clear. For organizations to be successful, they must respond to the needs of all different types of workers, fostering trust and helping workers thrive both professionally and personally by providing opportunities and resources to make employees feel supported.

Take a Tour of Anytown, Anywhere to explore the stories of workers and managers who are benefiting from flexible solutions that help support workers and their individual needs while giving managers the visibility and tools to attract and retain adaptive, agile and engaged workforces.
The workforce has been significantly impacted in the past few years. UKG and Accenture have been helping organizations address these changes by pairing workforce management services with market leading software.

To learn how, click on the icons and let employees and employers tell you their stories.
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Manufacturing facility: Worker

With more and more assembly line jobs being automated, every day at work is a chance for me to show the company that I add value. Even though my 80-year-old parents live with me, I have to go to work.

I am so grateful that clocking in is touchless and if anyone in the plant shows symptoms or tests positive, I am immediately notified through the app on my phone so I can take the proper precautions. It may not seem like a lot, but it means a lot to me.
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Manufacturing facility: Manager

"From the very start of the pandemic, the team from Accenture was in constant communication with updates to our UKG solution and processes. The touchless time clock and contact tracing software made everyone more comfortable.

We did have a higher-than-normal number of workers call in sick, but I appreciated that they cared enough about their fellow workers to stay home. The upgraded scheduling software let everyone in the plant know when there was an open shift and it let me know when the shift had been filled.

Less time on the phone filling shifts, meant more time for cross-training so we could keep the production lines moving and safe.

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Distribution: Worker

I love to drive. Day or night. Sun, rain or snow. Talk radio to keep me company and somewhere to go—or 35 somewheres to be more precise.

I like being independent. Free to work when I want and take time off when I need to.

The mobile app on my phone alerts me when packages are available for delivery, and I can accept the assignment. It keeps track of the deliveries I have made and lets me know when I have been paid for my efforts.

I'm a workforce of one, but I'm a good one.
There are two types of delivery people in the world—the ones I call and the ones who call me. You might think that a workforce of hundreds of independent contractors is a recipe for chaos, but you’d be surprised how easy it is to align my staffing to make deliveries happen on-time.

The scheduling dashboard gives me a simple picture of the complex data analytics going on behind the scenes. Because I have the information I need at my fingertips, I can relax, and trust the automated scheduling my solution provides.
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**Grocery Store: Worker**

I always thought it would be fun to be an in-store shopper. After years of reviewing delivery reports, I knew our inventory by heart. But kids, carts and shoppers can be formidable obstacles.

Then things changed and I was one of the only team members in the aisles. I could navigate from one end of the store to the other, collect the groceries on customers' lists, stack them up for the checkers and bag them for delivery. My manager saw how agile—and enthusiastic—I am out in the store.

Years of learning our products has finally paid off. Even though many shoppers are back in person, I'm still the "go-to" for many of our customers.
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Grocery Store: Manager

When I thought about labor, I always thought in terms of specific roles and tasks—baggers, checkers, shelf-stockers—instead of looking at them through the lens of customer service.

David opened my eyes to a new way of thinking and staffing. By considering the tasks necessary to fill a role, I can progress team members through departments, watch them gain confidence and back each other up. The visibility into both their skills and their schedules helps me manage more effectively. They learn and grow and I develop a bench of talent.
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Restaurant: Worker

“I was disappointed when our downtown location closed to in-person dining. We just didn’t have the space to separate the tables and keep patrons safe.

But my boss knew I was willing to work in our suburban locations based on my preferences for off-site work in the scheduling system.

It’s not as convenient, but she assured me that when we were ready to seat customers again, she would bring me back into the city.”
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Restaurant: Manager

"I was really struggling with how to keep my team employed. At the same time, the manager of our suburban location was trying to find staff who knew our menu, and could connect with her customers.

Our workforce management solution gives us visibility into staffing at all of our locations, including our newer restaurants on the southside.

Employee location preference helps us reassign shifts to restaurants with staffing needs. Some of my newer team members have actually benefited from having some of my experienced team members fill open shifts at their locations."
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**Healthcare: Worker**

Nursing is what I was born to do, or it will be someday. In the meantime, whatever I can do to make the nursing staff’s lives easier, I’m here for them.

There are always open shifts. I even check the app before I leave the hospital to see if there is any place I can help out.

Although the need is great, I still have the flexibility to work around my studies, and one of these days, I’ll be a nurse, too.
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My workforce management solution lets employees view and sign up for open shifts on their mobile device—anytime, anywhere. Integrated skill and certification tracking shows employees only those open shifts for which they are qualified, helping monitor and greatly minimize compliance risk.

Plus, my solution can handle shift differentials, so employees are compensated accurately for working in roles that pay different hourly rates.

The software has provided me with the visibility to build compliant, effective and flexible teams.

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My husband and I work for different branches of state government on different floors in the same building. Managing three kids, the commute and the demands of our jobs requires planning—minute-by-minute planning. So, we thought WFH, SFH (school from home) was just another planning exercise. **Wrong.** The demands on state government grew greater every day. And even with the most gifted teacher on the screen, children need to have their parents involved. Flexible scheduling saved us.

We were able to share workloads with colleagues, meet with constituents virtually, learn “new math” from our 7-year-old daughter and appreciate the 20 hours a week we got back by not driving to the office.
Office: Manager

Once we sorted out the technology and security challenges of having our entire team working remotely, we realized that our remarkably consistent and predictable 9-to-5 life was gone, for good.

Five 8-hour days became four 10-hour days with some starting at 6:00 am and some taking time off at 3:00 pm when school was out and logging back on after the last lullaby. Fortunately, flexible scheduling saved us.

Citizens were serviced, reports completed, payments made, and family dinnertime preserved.

The software learned best practices from us and applied them to help us reconfigure and prioritize our tasks to meet the needs of our constituents and employees.

To learn how, click on the icons and let employees and employers tell you their stories.
Workers are looking for flexibility. People are also seeking supportive employment opportunities that help them truly thrive and achieve a sense of belonging. Businesses in Anytown, Anywhere can respond to these needs. Partnering with Accenture and UKG to implement the right workforce management strategy can do the same for your organization.

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References

About Accenture
Accenture is a global professional services company with leading capabilities in digital, cloud and security. Combining unmatched experience and specialized skills across more than 40 industries, we offer Strategy and Consulting, Interactive, Technology and Operations services—all powered by the world’s largest network of Advanced Technology and Intelligent Operations centers. Our 699,000 people deliver on the promise of technology and human ingenuity every day, serving clients in more than 120 countries. We embrace the power of change to create value and shared success for our clients, people, shareholders, partners and communities. Visit us at www.accenture.com.

About UKG
At UKG (Ultimate Kronos Group), our purpose is people. Built from a merger that created one of the largest cloud companies in the world, UKG believes organizations succeed when they focus on their people. As a leading provider of HR, payroll, and workforce management solutions for all people, UKG delivers award-winning Pro, Dimensions, and Ready solutions to help tens of thousands of organizations across geographies and in every industry drive better business outcomes, improve HR effectiveness, streamline the payroll process, and help make work a better, more connected experience for everyone. UKG has 13,000 employees around the globe and is known for an inclusive workplace culture. The company has earned numerous awards for culture, products, and services, including consecutive years on Fortune’s 100 Best Companies to Work For list. To learn more, visit www.ukg.com.

References

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