Emportant.com | the UnComplex HRMS system

Industry Whitepaper- Retail Industry

Regardless of the industry that any retail business is associated with, it can always benefit from having a simplified method of organizing its human resource methods. We, at Emportant offers customized support necessary to free up time and capital resources for your business. Give your company the financial advantage it needs by implementing cost saving methods while improving the accuracy and efficacy of your current Human resource management methods. Like all small businesses, Retailers are asked to do more with fewer resources. With razor-thin margins and high fixed costs, the balancing act of survival is highly reliant on the quality of employees one has greeting their customers and guaranteeing repeat visitors.

The ability to effectively manage multiple stores is greatly enhanced when one leverages efficiency-creating technology. Our proprietary web-based Employee Lifecycle Management System, Emportant allows Retailers to enable paperless workflow for all components / operations of your employee's lifecycle. Now a day's retail industry facing multiple challenges in ensuring enhanced customer experience and loyalty, while maintaining a healthy bottom-line. Most of them realize that the loyalty of the customer is directly dependent on the loyalty and motivation of its workforce. Just as the external customer experience impacts profitability, it is important to maximize the employee's (internal customer's) experience to increase job satisfaction, improve ambassadorship, and reduce employee turnover

Need of HRMS in Retail Industry

Talent Acquisition Management & Development

- Establish relation between the employee and the company policies
- Address talent gaps from within and outside, targeting young and temporary workforce for seasonal needs
- Addressing multiple types of workforce, including hourly, seasonal, and contingent workers
- Set up an unambiguous model of business conduct (how the staff should deal with customers in stores)
- Set up a retail-specific training calendar for staff
- Set up and monitor store/ outlet/ location-wise performance
- Develop performance culture
- Track employee movements (in and out of stores)

Salary, Compensation & Benefits

- Emportant offers a 100% automated Payroll which computes the salary and other components quicker results, given that Payroll is highly computation-intensive
- Automate Time & Leave Management for staff and integrate with Payroll
- Reward employees for successful conduct
- Automate the results of the training program and reward employees instantly
- Address the needs of multiple types of workforce— hourly, seasonal, and contingent workers

Increased employee satisfaction

- Conduct employee satisfaction surveys
- Implement staff suggestion schemes
- Life Event Reporting through web based employee self service

Statutory & Compliance

- Conduct audits and surprise checks on staff to ensure compliance with model of conduct, Highly compliant with all the statutory compliances & state taxes

Workforce Management

- Emportant Time Management system is tailored for all employment grades
- Use reason types to trace the drivers behind employee life events – why is an employee going on leave and how many times has this reason been quoted?

Recruitment

- Automates the entire hiring process
- Allows sourcing from multiple channels—internal, job referrals, job sites
- Facilitates on-boarding with automated pre and post-joining formalities, enabling an employee to get productive quickly

Employee Development

- Offers Training Administration that allow users to set up the training calendar and program, nominate employees, monitor their attendance, and capture their performance and feedback
- Allows managers to define how to spot and reward successful performers through the assessments framework and link results to respective

Employee Self Service

- Employee Survey feature allows reach the ears of Talent Managers
- Comprehensive in scope
- Opens uber-cool UI through the Emportant Workspaces concept – all the data needed to make a decision is presented as a chart for quick analysis and action
- Context aware—the software 'recognizes' and knows the users from erstwhile usage patterns
- Self Service available on a mobile device
- The system is "socially" aware of its employees, if policies permit this
- Employee Relations processes such as Grievances and Disciplinary action, enable automation of data related to employee conduct and behaviour, and this is an integral part of safety reporting