

BYTE Computer

Workforce Optimization

<https://www.byte.gr/>



Employee/Eligible Customer ratio in **stores** is significantly higher or lower than ideal.

Our solution aims to retail companies that own a branches.

The object of the product is to examine whether there is a way to optimize the number of FTEs of each store but also the shift plan in terms of customer service and staff utilization.



CHALLENGES

Firstly, the ratio of employees to eligible customers is significantly higher or lower than optimal. Secondly, sometimes the staff is not utilized optimally resulting in idle time. Moreover, the quality of service is not the ideal during the peak hours.

OUR SOLUTION

- Optimization of the shift plan
- Estimation of the expected benefit in terms of customer service and staff utilization.

DESIRED OUTCOMES

Our product's goal is to make the best out of the existing staff and to improve the quality of service, by predicting the footfall. We strive to help our client maximize profits and vanish costs, using automation through its procedures.



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Our solution allows us to predict the footfall of the store, looking at the data so far.

We distribute the working hours of the stores' employees properly. This way, all customers are served quickly and efficiently.

ACCURATE PREDICTION

Our product accurately predicts the footfall in each store. This is achieved through the detailed processing of existing data. The algorithm recognizes seasonality change and trends, thus predicting extreme values over time.

REARRANGEMENT OF STAFF

The result of the algorithm suggests the ideal layout of employees during the day. The existing staff is rearranged, so that the ideal quality of service rate is approached at all hours / days.

COST REDUCTION

Our workforce optimization solution provides information and suggestions, to follow the best strategy in the allocation of resources of the store. Thus, the store chooses the business strategy with the lowest costs and the most profits.

Workforce Optimization now with Byte Computer and Microsoft

Call for more information: +30 210 9002000

Ask a question via email: info@byte.gr

Learn more:

[Link to your Microsoft Commercial Marketplace offer](#)

