

Labor Management System (LMS)

Do more than manage your workforce. Transform it.

Planning

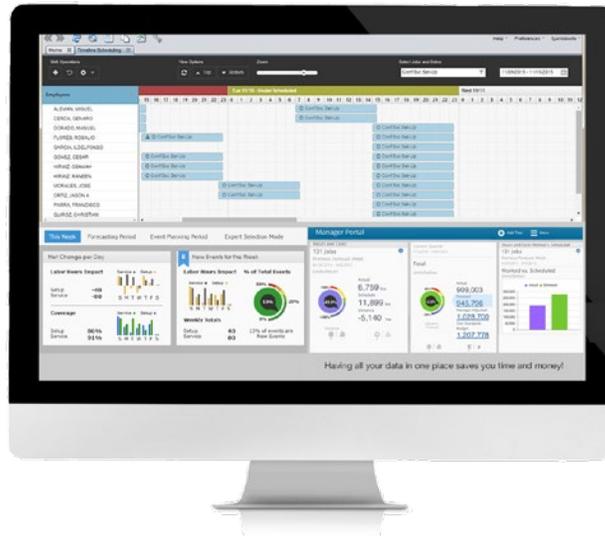
Forecasting

Scheduling

Reporting

Budgeting

Mobile



Labor resources are the highest recurring organizational expense and have the most direct impact on the customer experience. UniFocus' Labor Management System cuts through the complexities of budgeting, planning and scheduling to reduce labor cost and build an engaged, revenue-producing service culture. So, why settle for managing your workforce when you can elevate it to new levels of performance?

LMS is a single-source, dynamic, cloud-based solution – designed for ease and functionality – that puts actionable intelligence in the palm of your hand, 24/7. And our multilingual applications let you take that power globally.

LMS is backed by more than 35 years of expertise specifically in the dynamic workspace of service industries to:

- Save 4-12% of gross labor expense
- Drive revenue growth by improving guest intent to return and recommend
- Optimize operations and achieve quality and cost standards
- Boost profits by increasing employee and customer satisfaction

And you get it all with the peace of mind of a full performance guarantee.

Labor Management System (LMS)



Accurate forecasting.

Access on-demand intelligence of business volumes with historical trend analysis to enable you to know how many guests need service, when they require service and what services they will demand. This is the first step in ensuring you have the right staff in the right place at the right time – every time. What's more, your team will have the right attitude to deliver on your customer promise.



Precision forecasting.

Manage staff-to-service demands based on varying business volumes refined to even time-of-day fluctuation. Expert planning tools incorporate quality and task-based labor use standards for enterprise-wide operations down to department and employee. Additionally, know when specific tasks need to be accomplished for least cost and optimum service quality.



Simplified scheduling.

Schedule entire teams instantly with automated scheduling and spend more time where it matters – with your customers. Our scheduling tools balance job-specific rules, service standard levels, business volume forecasts and labor regulations with employee skills and availability to fully optimize staffing resources. Easy-to-use mobile apps provide immediate access anywhere.



Real-time reporting.

Understand big data instantly with real-time graphs and interactive analytics. Compare actual labor cost to planned and standard labor costs. Immediately know what is causing under-performance. Our Manager Portal lets you self-select and track the business metrics that matter most, and the LMS Dashboard offers penetrating visibility into employee shifts, including productive vs non-productive hours, and performance, all of which enables more informed decision-making.



Better budgeting.

Budget with the same standards your company uses every day. Adjust your operations to meet your needs with anytime P&L and create rolling forecasts complete with "what if" scenarios. Our tools accurately and automatically adjust labor costs and expenses with changes in business volumes, reflecting expenses in hours and dollars per unit vs. percentages for greater accuracy and predictability in your business. Your P&L reviews will now be based on a flex (variable) budget, providing greater accuracy in performance assessment and targeting your REAL opportunities to drive your bottom line.

UniFocus provides significant competitive advantages to owners and operators of labor-intensive, service-oriented businesses, helping them quickly increase asset value by reducing labor costs and improving operational effectiveness, team engagement and customer loyalty. The unique combination of better software, outstanding consulting services, and a performance guarantee make it the most effective and reliable integrated solution for optimizing workforce performance. Simply Better!

Solutions... not just software