

Shoe Sensation Simplifies Communication and Labor Scheduling with Reflexis ONE

BACKGROUND

Headquartered in Jeffersonville, Indiana, Shoe Sensation is a leading footwear and apparel retailer. Since opening its first store in 1984, Shoe Sensation has expanded to nearly 200 stores in 19 states in the Midwest and Southern United States, offering customers a family-friendly atmosphere and an array of over 140 brands of casual and athletic footwear styles.

Shoe Sensation's goal is to provide an excellent customer experience, and in order to better achieve that goal, they've invested in solutions that will simplify store operations and optimize labor forecasting and scheduling. These solutions include much of the Reflexis ONE platform, which they are implementing to transform their retail organization.



We chose Reflexis because it was a complete concept, and we had tremendous trust with everyone we encountered. We knew that they were forward thinking and had our best interest in mind. //

-Dave Schoengart, CEO

COMPANY CHALLENGES

Previously, Shoe Sensation experienced difficulty communicating across their organization. "Before Reflexis, the best way to define our situation was chaotic and not communicative between each party," said Dave Schoengart, CEO of Shoe Sensation. "Different departments weren't talking to each other." As a result, visibility into task management was low. It was difficult to understand what tasks had been communicated to store associates, if they were being worked on, and if they had been completed.

Shoe Sensation also wanted to increase the efficiency of their labor schedules and achieve more accurate labor forecasting. They saw reducing how long it takes for administration to create schedules as instrumental to this effort, as well as reducing schedule edits, approvals, and availability changes.

The company's retail transformation initiatives centered around solving many of these challenges, as well as how to get the right store associates in the right place at the right time. Instead of looking at individual solutions, they sought out a platform that they could use to bring it all together, addressing everything at once.

SOLUTION

To solve these challenges, Shoe Sensation selected much of the Reflexis ONE platform: Reflexis Task Manager, Workforce Scheduler with Employee Self-Service, and Q-Docs. Reflexis Task Manager simplifies store execution by prioritizing work based on established best practices, and Reflexis Workforce Scheduler optimizes labor spend by helping retailers factor customer traffic, store workload, and more into the scheduling process.

Shoe Sensation chose Reflexis because they offered a unified platform that could address their complete retail work challenge, improving both store execution and labor scheduling processes. "We chose Reflexis because it was a complete concept," said Schoengart.

Shoe Sensation was also impressed by Reflexis' reputation as an innovative thought leader and a provider of unparalleled service. "We had tremendous trust with everyone we encountered," said Schoengart. "We knew that they were forward thinking and had our best interest in mind."

BENEFITS

After implementing Reflexis Task Manager, Shoe Sensation has seen a substantial increase in visibility across their organization. "The biggest thing that we're finding out is increased visibility into tasks and ensuring projects are done," said Schoengart. Increasing visibility ensures store associates focus on the right work the right place at the right time. It also provides store managers and other key stakeholders insight into task completion rates, with the ability to drill down and make operational changes based on results.

Shoe Sensation also anticipates benefits to employee engagement, schedule efficiency and customer experience as a result of implementing Reflexis Workforce Scheduler. With automatic labor schedules producing more efficient schedules, store associates will be more productive, tasks will be more effectively distributed to stores, and store managers will have more time to engage with customers and coach associates.

Shoe Sensation plans to continue innovating with Reflexis into the future. "Our future plans are pretty open," says Schoengart. "We're going to continue to master the areas of Reflexis that we currently have,

continue to talk with other users and see what their best practices are, and adapt the business as needed to become more efficient."



SUMMARY

- Enabled store departments to easily communicate with one another
- Optimized labor scheduling and reduced changes to schedules
- Increased visibility into task status and task completion

REFLEXIS AT-A-GLANCE

Reflexis has helped over 275 global retailers, restaurants, banks, and hotels simplify operations, optimize labor spend, and improve work execution. The Reflexis ONE™ real-time work platform streamlines task and workforce management, improves visibility for managers, and empowers a superior customer experience.

REFLEXIS

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