

In today's competitive market, retailers need employees who are committed to delivering an exceptional customer experience that drives loyalty and profits. But finding great associates isn't easy — and keeping them is even more difficult. This revolving-door environment can have a negative impact on customer service, workforce morale, and ultimately your bottom line.

Fortunately, there are steps you can take to address these talent challenges. Let's take a look at why retailers are turning to automated workforce solutions to help them hire, engage, and retain best-fit associates.



Time spent assisting bad hire⁴







of recruiters say talent shortages present the biggest obstacle to filling positions.⁵

Automated HCM solutions can help.

> Deploying workforce automation drives engagement and accelerates onboarding:

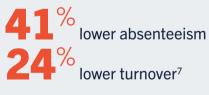


Employee satisfaction and engagement

Onboarding productivity⁶

Engaged employees show up and stick around.

Highly engaged businesses realize:





An engaged workforce delivers better customer service.

Employee engagement is higher among customer experience leaders.8

We offer innovative human capital management (HCM) solutions that help retailers attract, manage, engage, and retain best-fit associates. Our integrated HCM suite streamlines the process of recruiting, screening, tracking, hiring, and completing employee verification of qualified candidates. And once associates are on board, our self-service and mobile tools empower them with flexibility and control for improved engagement and retention.

- ¹ WorldatWork, U.S. Retail Turnover Rates Highest Since the Great Recession (November 23, 2016), found at https://www.worldatwork.org/adimLink?id=80994.
- ² Fred Yager, The Cost of Bad Hiring Decisions Runs High, DICE (accessed July 5, 2017), found at http://insights.dice.com/report/the-cost-of-bad-hiring-decisions/.
- ³ CareerBuilder, More than 1 in 4 Employers Do Not Conduct Background Checks of All New Employees (November 17, 2016), found at http://www.careerbuilder.com/share/aboutus/pressreleasesdetail.aspx?ed=12%2f31%2f2016&id=pr975&sd=11%2f17%2f2016&utm_campaign=thehiringsitearticles_b2b&utm_ content=pressrelease&utm_medium=blog&utm_source=ths_backgroundscreeningstaffing.
- ⁴ Ibid.

⁵ Katie Kandefer, 50 Recruitment Stats HR Pros Must Know in 2017, DevSkiller, (January 14, 2017), found at https://devskiller.com/50-recruitment-stats-HR-pros-must-know-2017/.

- ⁶ Sanjeev Aggarwal, Laurie McCabe, and Dwight Davis, Research Study: Cloud-Based Workforce Management Powers Midsized Organizations, SMB Group (August 2015), at 6. ⁷ Gallup, State of the American Workplace (2017), at 68.
- ⁸ Christine Comaford, The Surprising Link Between Customer Experience and Employee Engagement, Forbes (July 8, 2017), found at https://www.forbes.com/forbes/welcome/?toUR-L=https://www.forbes.com/sites/christinecomaford/2017/07/08/the-surprising-link-between-customer-experience-and-employee-engagement/&refURL=&referrer=#2f194462b512.

Chad Fittro - Sales Director

chad.fittro@rabcopayroll.com

626-479-2022 Ext. 2

RT0183-SHR