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# Managing your workforce with the use of mobile technology



Why the time is now for workforces to adopt mobile technology

## Overview

Mobile computing and communications are two of technology's most pervasive, influential and long-running trends. From the first 'luggable', suitcase-sized laptops of the early 1980s, the first pocket-sized computers of the late 1980s and the first smartphones of the 1990s there has been insatiable demand for portable processing, storage and communications.

One of the most difficult challenges in the workplace is to provide visibility for both managers and employees, helping them to stay abreast of changes, communicate effectively and allocate resources in a timely manner.

Mobile computing and communications are parts of the fabric of modern digital life. Companies that don't recognise that fact and fail to put their workforce management and HCM capabilities into the hands of mobile users risk severe damage to their efficiency and their ability to attract and retain talented employees.

This mini white paper answers the following questions:

- What is the role of mobile technology in workforce management?
- Why is mobile technology important and why now?
- How can I get the most out of a mobile solution?
- What benefits will I see as a result of improved mobile technology?

## What is the role of mobile technology in workforce management?

One of the most difficult challenges in the workplace is to provide visibility for both managers and employees, helping them to stay abreast of changes, communicate effectively and allocate resources in a timely manner. Workforce management software and services help by providing the tools to keep on top of time and attendance, managing shifts, scheduling people and resources, timesheets, benefits accrued, salary records and more.

But workforce management systems can become neglected and therefore less effective and accurate if they are difficult to use or inconvenient to access.

And if workforce management disciplines aren't being rigorously adhered to, the result can be incorrect and outdated information. This leads to a lack of efficiency and automation at least and physical security risks at worst. For example, if the right people skills are not matched to the right jobs or if health-and-safety checks are not recorded.

Using mobile devices and optimised apps or software makes keeping track of processes much simpler. Employees can update managers on work in progress and their availability for tasks, see changes to shift requests and access the information they need to do their jobs, from any location.

## Why is mobile technology important and why now?

Mobile computing is just as important in small and medium sized businesses as it is in large enterprises. In 2014, SMB Group found that 95 percent of companies with 50-999 staff used mobile devices<sup>1</sup>. Some 67 percent viewed their mobile solutions as critical and 55 percent felt that mobile apps would eventually replace some of their current business applications. The ability to work from anywhere and at any time was seen as the number-one advantage.

### Top benefits of mobile solutions (Source: SMB Group)

#### % Percentage seeing as a leading benefit

- 58%** Improves productivity because we can work any time, anywhere
- 55%** Better access to people and information to make better/faster decisions
- 47%** Improves customer service
- 41%** Can perform specific business functions without being in the office
- 24%** Reduces operating costs

## How can I get the most out of a mobile solution?

Human resources tools are changing fast. The period between 2013 and 2016 saw a 70 percent increase in organisations investing in mobile-enabled HR technologies, according to Deloitte<sup>2</sup>. That's in part because HR departments can reach 51 percent more employees by investing in self-service, mobile and helpdesk solutions<sup>3</sup>.

As the ability to recruit and retain top people becomes the key competitive differentiator for companies in the knowledge economy, ensuring that human capital management (HCM) tools are available across devices and places becomes critical.

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Attracting and retaining talent. Engaged employees will want to see their goals and targets from any device and be able to update their profiles, holiday bookings and other details from anywhere. Having mobile HR services supports this. For Millennials and other young workers brought up as mobile, digital natives and accustomed to snappy, highly responsive and intuitive systems, this will become particularly important.

### Managing the employee lifecycle.

From 'pre-hire to retire', employees need to feel supported and be able to access services and have an audit trail and 360-degree view of their careers and opportunities. Having a system that not only acts as a system of record but also shows opportunities and potential new developments within the organisation will provide reassurance and help to increase energy and loyalty across the workforce.



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<sup>1</sup> Moving Ahead with Mobile Workforce Management Solutions (SMB Group)

<sup>2</sup> Global Human Capital Trends 2016 (Deloitte University Press)

<sup>3</sup> 2015-2016 HR Systems Survey Results (Sierra-Cedar)

## What benefits will I see as a result of improved mobile technology?

As already discussed, using mobile devices simplifies keeping track of processes such as showing availability for tasks and requests to shift changes.

Some other advantages of mobility in workforce management include:

**Greater engagement.** If services are intuitive and convenient then there will be a far greater likelihood of them being used regularly on a self-service basis.

**More accuracy.** If workforce management data is updated promptly and regularly then the data will more often be correct and reliable. This will accelerate decision-making and offer a platform for data mining to improve processes and workflows.

**Becoming location-specific.** Geo-fencing can be used to ensure an employee can only clock in from a specific workplace, or for targeted push communications.

**Productivity gains.** From offline punches, sending and receiving push notifications, form-filling, timesheets, scheduling changes, booking leave and overtime to benefits enrolment, pay, health-and-safety compliance checks and expense approvals, every aspect of workforce management can be viewed and updated remotely or on-site by managers and employees with the appropriate permissions.

Mobile computing in the workplace improves the effectiveness of communications and it is a powerful force for encouraging users to be more participative and involved in their work and business applications. Used with appropriate security measures and usage controls, mobility can help to deliver a far more satisfying working experience for managers and employees.

### For more information

We have more information available on everything your business needs to know about mobile solutions. Take a look at our website [www.ukg.co.uk/MobileWorkforce](http://www.ukg.co.uk/MobileWorkforce) to read how other organisations use UKG to manage mobile solutions, or watch a video to learn more.



Building on 70 years of experience from two leaders in HR solutions, UKG™ combines the strength and innovation of Ultimate Software and UKG®. Individually, we've always put people at the center of everything we do. Together, we're committed to inspiring workforces and businesses around the world, helping to pave the way forward for our people, customers, and industry.

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