

Super-Valu
Eden Prairie, Minnesota

Scheduling Solution for:
800 Sites / Across 48 States



Super-Valu is one of the nation's largest retail grocery chains and its in-store pharmacies provide one-stop shopping under seven different grocery banners across the U.S.

SCHEDULING CHALLENGE

Realizing employees are its #1 asset, Super-Valu began searching for a system that would not only automate the time-consuming process of scheduling Pharmacist and Pharmacy tech staff, but also increase employee satisfaction with the scheduling process. The necessity to incorporate different Union and non-Union rules for employee scheduling and time-off requirements, while providing a seamless reporting process for multi-facility operations, presented a significant challenge.

Super-Valu asked Schedule360™ to configure a scheduling solution that would:

- Provide a disciplined approach to scheduling and labor management while respecting differences and required autonomy for each company
- Incorporate different labor requirements and rules, by company, while incorporating a consistent approach to corporate labor management at the enterprise-level
- Compile payroll for each company to incorporate different pay periods, cost-center practices, time-off and holiday policies

Schedule360™ Solution

FEATURE 1 – Uniform Scheduling with Autonomy

Scheduling requirements for each company were reviewed and a uniform scheduling practice was established that incorporated individual policies while allowing autonomy for differences between banners.

FEATURE 2 – Configures to Unique Pay Practices

Schedule 360™ was individually configured for each company within an enterprise environment to configure unique pay practices and required compilation reports.

FEATURE 3 – Configures to Unique Time-off Policies

The same process was applied to configure different time-off policies for each company.

FEATURE 4 – Aggregated Enterprise Reporting

Individual company reports were brought together for aggregated enterprise reporting to allow a seamless “macro-view” as well as integration to granular, (facility/employee) labor information in real time, 24x7x365.

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Outcome

- A uniform approach to scheduling that is consistent across banners
- Automation of scheduling practices, fair and equitable approach to all staff, store staff, floats and PRN
- Established uniformity to labor rules in scheduling, resulting in increased labor compliance
- Management has real-time visibility to store schedules and available staffing resources
- Automated pay practices and streamlined weekly and bi-weekly payroll requirements
- Electronic record of all scheduling and pay with real-time visibility
- Increased employee satisfaction with shift scheduling and vacation requests

“As we serve markets across the U.S., we have always had an operational challenge with the management of our respective store scheduling,” said Mark Allgood, Director of Pharmacy Systems and Process Redesign. “When we first began work with Schedule 360™ we really put their team and system through its paces to ensure we covered as many of our requirements as possible. I honestly did not think one system could incorporate all of our different needs at the store level, let alone pull together all of our different regional needs into a concise format. Schedule 360 is more than just a tool for our scheduling. . .it has become an integral piece of our store operations. We continue to challenge the Schedule 360 team to tweak the system as we grow and enter new markets. Their understanding of our needs and willingness to adapt has made them one of our top vendors.”



Web-based Schedule360™ offers the most configurable 24x7 scheduling application available and is designed to automate the labor management processes of employee scheduling. Contact us anytime to learn more how Schedule360™ can help your facility. Call 877.441.5251 or email info@schedule360.com.