Making workforce planning work

Utility Warehouse was buried in spreadsheets. NICE introduced automation, smart scheduling, and real flexibility. Staff could swap shifts, book time off, and feel more in control. Attrition dropped, admin costs fell, and employees felt the difference. Better tech, better experience.

Utility Warehouse wanted to do more for their people. UW has historically used two different workforce management systems (WFM), the most recent of which was unable to provide the most up to date and sophisticated forecast analysis, support for the multiskilled structure UW follows and limited agent self-service functionality. A team of three administrators was needed to process schedule requests from the 1,200+ agents working with UW, often requiring double or triple entries in three different systems. They knew there had to be a better way.

That's where **NICE** came in. Their workforce management platform could change the whole process. However, it wasn't just about replacing one system with another. Utility Warehouse had specific needs. They wanted to cut admin tasks, give employees more control, and create a better experience for staff and customers. It was a big ask, and they needed a partner who could help make it happen.

From the start, this was a true collaboration. Utility Warehouse didn't just sign up for NICE's software; they worked together to shape the technology to fit their needs. The goal wasn't just to fix problems but to completely rethink how workforce planning could work. This meant linking with their HR system, Bamboo. They automated processes and gave employees more flexibility with their schedules.

It wasn't all smooth sailing. One major hurdle was that the Genesys connector was designed to work at a queue level, while Utility Warehouse operated with a skills-based approach. That could have been a deal-breaker. Instead, both teams got around the table, rethought how things could work, and found a way to make the transition not just possible, but beneficial. In the process, they improved call wait-time predictions and created a setup that worked better than before. Another challenge was automation. Utility Warehouse wanted to reduce manual tasks. This included handling holiday requests and managing shift swaps. NICE's open APIs made it possible, but it

wasn't just about plugging in a system and letting it run. There were hurdles, tweaks, and moments where things didn't work as expected. The teams worked together to solve problems. They found workarounds and adapted the system. This way, they ensured it delivered real value.

The results speak for themselves. Booking a holiday, which used to take a week, now takes a day. Employees control their schedules. Over a thousand self-service changes occur each month. Four full-time administrative roles have been freed up, saving the company over £100,000 in workforce management costs. But it's not just about numbers. Staff now have more flexibility, which has led to an 11% drop in attrition and 7% fewer absences. When people feel in control of their work-life balance, they stay longer and perform better.

For NICE, this wasn't just another software rollout. It was about making sure the technology actually made life easier for the people using it. Utility Warehouse pushed for more automation, more integration, and more self-service, and NICE stepped up to make it happen. When something wasn't working, they fixed it. When new challenges popped up, they tackled them together. The final product was more than just a workforce management system. It really enhanced employees' working lives.

For other businesses looking to improve workforce management, there's a lot to take from this partnership. It's not just about picking the right technology; it's about working closely with your provider to make sure it fits your business. Flexibility, problem-solving, and a shared commitment to making things better are what turn a good solution into a great one.

Utility Warehouse set out to streamline their workforce planning. They created a system that empowers employees, saves time and money, and improves the experience for everyone. And they did it by working side by side with NICE, proving that the right partnership can make all the difference.