

How Sky Retail Transformed Workforce Planning with Deputy



Sky Retail lacked visibility — schedules often went unchecked and managers were left to make decisions based on guesswork. When Sky introduced Deputy's workforce management platform, everything changed. Stores began to run more smoothly, shift adherence climbed to 95%, and trust grew between planning teams and frontline staff. One small change sparked a big impact — giving Sky's planning teams the clarity and insights they'd been missing.

With more than 100 stores, several employees, and a busy planning team, **Sky Retail** faced a major challenge: no clear data on what was really happening across their workforce. Teams struggled to track who was working versus who was scheduled, while managers often made staffing decisions on the fly. Without visibility, inefficiencies, lost time, and mistrust grew between teams.

For businesses with shift-based teams, like Sky, visibility is everything — but it's also the hardest thing to get right. That's where **Deputy** comes in. Built for shift-based businesses, Deputy simplifies scheduling, time tracking, and team management in one easy-to-use platform, so managers can make smarter staffing decisions, and planning teams get access to the real-time data and insights they need.

Sky Retail needed a simpler way to manage their workforce in real time and improve how they scheduled. They considered several solutions (including building something in-house), but one question kept surfacing: "How can we make time and attendance work with what we already have?". After a Google search led them to Deputy, the Sky team decided to run a trial across 11 stores. The goal? Test performance, gather employee feedback, and ensure the platform delivers real workforce insights.

For Sky Retail, the results were immediate — and eye opening. Deputy gave their planning teams the visibility they'd been missing, without added complexity. Employees could clock in and out using the app, managers were able to track who was on-site in real time, and planners finally had real-time insights that allowed them to make smarter staffing decisions. With the trial proving successful, Sky Retail quickly rolled Deputy out to all 101 stores. It was one of the smoothest technology rollouts. Stores adopted it easily, planners had the tools they needed, shift adherence soared to over 95%, and scheduling guesswork disappeared. The best part? With less reliance on overtime, the business saw real cost savings.

But beyond the numbers, there was an even greater change — the company culture. For the first time, there was trust between planning teams and retail teams. Advisors knew their shifts were based on actual needs, while managers were making informed decisions instead of relying on gut feeling. Sky Retail wasn't just running stores; they were running smarter ones.

As with any change, there were some challenges. Some employees were unsure about using a new system, while a handful of managers worried about losing flexibility. But with open conversations and training support from Deputy, Sky's team were able to resolve concerns quickly. Sky and Deputy worked closely together throughout the implementation process, refining the rollout and ensuring every store team had the support they needed. This wasn't a one-size-fits-all solution — it was a true collaboration.

Like many shift-based businesses, Sky Retail set out to solve a familiar challenge: knowing who was working, where, and when. But with Deputy, they gained far more. Real-time insights replaced guesswork, shift adherence improved, costs dropped, and trust between teams grew. Their workforce became more efficient, better supported, and empowered by data. For businesses facing similar challenges, the takeaway is clear: the right workforce management solution — backed by the people who use it — can transform the way you run your business.