

Mitsukoshi, USA

Mitsukoshi, USA boosts employee engagement and streamlines human capital management with Kronos Workforce Ready solution.

Challenges

Mitsukoshi, USA has operated the Japan Pavilion at Epcot at Disney World since 1982, providing retail services as well as restaurant and kiosk dining experiences. Approximately half of employees are Japanese citizens who work at the site for one year, creating a magical experience for visitors. Key to this guest experience is employees feeling engaged in their work. The company discovered that using manual timekeeping, scheduling, and HR solutions — from a tedious paper-based hiring process to paper schedule changes causing employees to miss shifts — hindered employee engagement.



What Mitsukoshi, USA needed was a solution that could:

- Streamline employee recruiting, hiring, onboarding, and performance and compensation reviews through paperless processes
- Provide real-time visibility into the latest schedules to help ensure employees are available to provide an excellent guest experience
- Accurately track and manage employee time and attendance and accrual information

Customer Snapshot

Industry: Retail

Business Needs:
 Human Capital Management
 Time and Attendance
 Employee Scheduling
 Payroll
 Absence Management

Business Size:
 Small and Medium-Sized
 Businesses

PRODUCTS

Workforce Ready Time Keeping
 Workforce Ready Scheduler
 Workforce Ready Payroll Services
 Workforce Ready Payroll
 Workforce Ready Leave Manager
 Workforce Ready HR
 Workforce Ready Compensation
 Management
 Workforce Ready Accruals
 Kronos InTouch Timeclock



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- Increase employee engagement through self-service tools that enable employees to access their information at any time, from anywhere
- Consistently apply the organization's pay and work rules to ensure payroll accuracy and minimize compliance risk

Solutions

Using a cloud-based Kronos® Workforce Ready® solution, Mitsukoshi, USA has streamlined human capital management processes and has gained visibility into real-time data to attract and retain talent, improve employee engagement, and mitigate compliance issues across the entire employee lifecycle.

Workforce Ready HR and Payroll

- Experience seamless applicant tracking, hiring, and onboarding using a single platform
- Utilize checklists that help deliver a consistent onboarding experience to engage employees from the start
- Optimize employee satisfaction and engagement with simplified benefits administration, streamlined performance management, and more accurate compensation management
- Engage in proactive compliance with changing labor laws and regulations, such as the Fair Labor Standards Act (FLSA) and the Affordable Care Act (ACA)
- Automate and streamline the payroll process and reduce payroll processing time with configurable checklists and fast access to reports and data
- Deliver perfect paychecks every payroll and ensure accuracy of employee withholdings with automated tax table updates

Workforce Ready Timekeeping

- Streamline time tracking with automated collection of time and attendance information and conversion of worked hours to payroll
- Apply user-defined pay and work rules to help improve payroll accuracy and reduce compliance risk
Gain insight into approaching overtime to better manage labor costs
- Improve employee engagement through real-time access to time and attendance and accrual information

Customer Snapshot

“The less time and money we spend doing administrative tasks, the more resources that go to our core mission. Kronos® is helping us deliver our mission more effectively and get more value out of every dollar spent, letting us manage [our workforce] more efficiently so more of these resources get into the hands and uses of mission.

John Leopold

Vice President of Technology

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Workforce Ready Scheduler

- Create more accurate schedules that align staffing coverage with budget and anticipated demand
- Fill open shifts with the right people based on availability, preferences, skills, certifications, and labor laws to maximize productivity and minimize compliance risk
- Give employees more control over their schedules
- Measure the effectiveness of prior schedules and view coverage maps to see open shifts to be filled

Results

Employee recruiting, hiring, and onboarding now occur through paperless processes using the Kronos solution, with performance and compensation reviews soon to be completed in the solution too. Once hired, employees use solution self-service tools to check their latest schedules at time clocks or on their mobile devices. They also can select and change their benefit choices, see their accrual balances, request time off, and see the status of time-off requests. Having this real-time information at employees' fingertips has played a vital role in increasing employee engagement, which positively impacts the guest experience.

**TIME SAVINGS,
PAPER SAVINGS**
with human capital
management achieved
with automated
processes

**OPTIMIZED
ENGAGEMENT**
of employees with real-
time access to their
schedules, time and
accruals