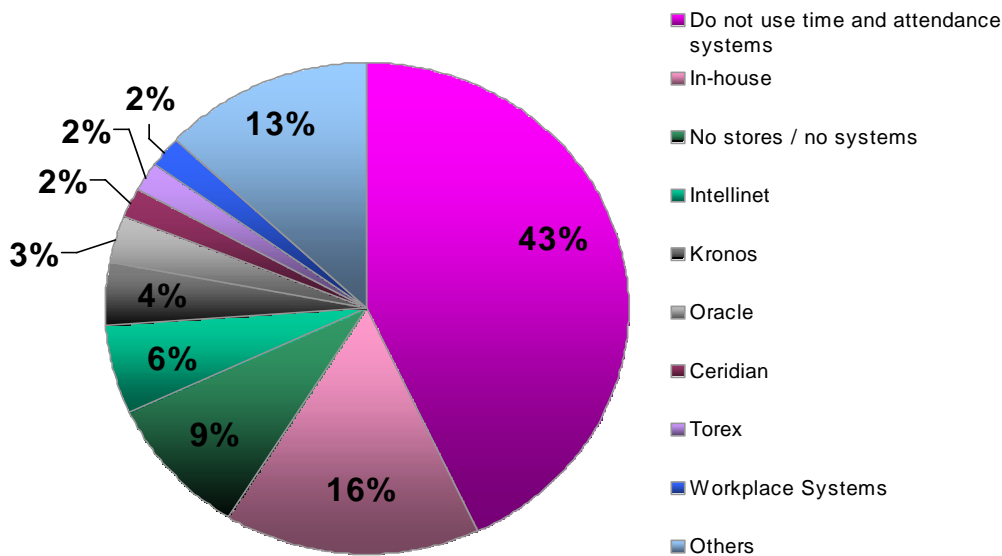


Analysis by Application - Time & Attendance Systems

Time and attendance systems help retailers with improving employee punctuality, reducing administration costs and controlling the level of absence. When used in conjunction with point of service systems, time and attendance can also underpin the process of forecasting the number of staff needed to satisfy customer demand.

Time and Attendance Software

Less than half (48%) of the leading 100 non-food retailers have now implemented time and attendance systems in their stores. This is lower than for the leading 100 retailers where it is 60%. This is probably a reflection of the size of stores of the companies surveyed. In the non food report a higher proportion of retailers are small format specialists with small stores and low numbers of staff per store, making time and attendance and labour scheduling systems less useful or cost justifiable. In-house developed systems are the most popular and are used by 16% of the leading 100 non-food retailers. Intellinet is the most popular package used by 6% of retailers, followed by Kronos with 4% and Oracle with 3%. The rest of the market is rather fragmented.



Time and Attendance Replacement Plans

The average age of installed time and attendance systems is 6.1 years, the third lowest of all the applications studied. The average age of time and attendance systems, when retailers plan to replace them, is 11.0 years, one of the highest and a reflection of the costly nature of replacing store systems.