Benefit Case Study: Zebra Workcloud at Office Depot

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The Bottom Line

Office Depot deployed Zebra Technologies' Workcloud Workforce Optimization Suite to unify its scheduling and task management for more than 13,000 associates. The system replaced a legacy workforce management application and an internally-built task tool. Upon the implementation of Workcloud Task Management, the organization drove task compliance to 97 percent and increased on-time task completion by 42 percent. By reducing its overtime rate and eliminating the need for additional administrative positions, Office Depot realized $1.2 million in annual overtime savings and avoided more than $214,000 in extraneous headcount costs. Together, these benefits delivered over $1.4 million in yearly savings, improving financial predictability and reinforcing the long-term value of the Workcloud deployment. Automated workflows eliminated the need for multiple administrative roles, while reporting automation freed managers from daily manual Excel checks. By consolidating labor management and task execution in one Suite, Office Depot improved compliance, reduced labor costs, and reallocated staff to more strategic work.

The Company

Office Depot is a global office supply retailer with a workforce of more than 13,000 associates across its store network. The company provides office products, services, and solutions to a broad customer base. Its scale requires consistent execution across stores and efficient coordination of both labor and operational tasks to ensure productivity and customer service standards are maintained.

Office Depot's 13,000 associates require efficient coordination of labor and task execution.

The Challenge

Prior to the implementation of Zebra Workcloud, Office Depot relied on a homegrown task management tool and a legacy workforce management system. These fragmented tools limited reporting capabilities and hindered payroll accuracy and overtime control. Meanwhile, the homegrown task tool offered no compliance tracking or visibility into the completion of tasks. Additionally, managers spent considerable time consolidating and validating task reports through manual Excel-based processes. These inefficiencies increased labor costs and reduced productivity, underscoring the need for a scalable solution with strong native task functionality that could meet the needs of a large organization while improving compliance and reducing reliance on manual reporting.

Before deploying Zebra, Office Depot faced fragmented systems, limited reporting, and manual processes that slowed operations and introduced errors.

The Strategy

After evaluating several workforce management and task management platforms, Office Depot selected Zebra Technologies' Workcloud Workforce Optimization Suite, formerly Reflexis, for its usability and its ability to meet the requirements of a large-scale retailer. Implementation was staged across labor, scheduling, and task management functions and required significant cross-team coordination. The project involved teams across workforce management, task management, and IT, who coordinated configuration, rollout, and system integration activities. Zebra consultants were engaged during the first two years to assist with version upgrades and pay rule assessments, adding critical expertise to ensure payroll accuracy and compliance alignment. Training was handled internally rather than through field trainers, using a combination of written guides, workshops, and live calls.

Office Depot managed its implementation through a staged rollout supported by Zebra consultants, with mobile device investments enabling adoption across 13,000 associates.

Benefits

The primary benefits of Office Depot's Zebra Workcloud implementation include increased task compliance and productivity, as well as reduced overtime and headcount costs.

Increased Frontline Worker Productivity

Transitioning from its homegrown task system to Workcloud Task Management also eliminated the need for time-consuming daily reporting routines. For example, previously, two employees were responsible for consolidating and validating Excel reports every morning. With Zebra, managers gained instant visibility into task status, effectively eliminating this manual workload and freeing staff for higher-value activities. District managers gained real-time insight into labor scheduling, compliance rates, and payroll accuracy within Workcloud, reducing the administrative burden on field leaders and enabling them to make more timely, informed decisions. It also gave managers the ability to focus on customer-facing activities instead of routine reporting tasks. The improved scalability of the system ensures that Office Depot can manage all of its associates with centralized oversight and streamlined reporting, even as workforce demands shift.

Improved Task Compliance

Upon implementing Workcloud Task Management, Office Depot realized the benefits of compliance and execution. The retailer noted task compliance reaching 97 percent, and on-time task completion rising by 42 percent. This improvement provided executives and field managers with greater confidence in operational follow-through.

Reduced Overtime and Extraneous Headcount costs

Enhanced overtime management proved to be a central driver of value for Office Depot's deployment of Workcloud Scheduling. By moving overtime reporting and controls out of its legacy WFM system and into Workcloud, Office Depot reduced its overtime rate from 0.15 percent to 0.8 percent, translating into approximately $1.2 million in annual labor cost savings. These savings enabled improved labor cost predictability and strengthened budget alignment across the store network.

Furthermore, the deployment of the Workcloud Workforce Optimization Suite enabled the retailer to avoid headcount costs that would have been necessary to support its previous systems for workforce and task management. For example, Workcloud's high levels

Overtime expense reductions of $1.2 million annually improved labor cost predictability and control.

"Being able to adapt quickly to changing market demands and regulatory requirements is critical."

- Office Depot Leadership

of automation and unified visibility into workforce operations eliminated the need for a dedicated communications director and a systems administrator for the legacy workforce management platform. From the task management perspective, efficiencies prevented the need to hire a junior analyst. Additionally, two employees left during the transition and did not need to be replaced, further reducing costs without affecting operations. Combined, these avoided hires represented more than $214,000 in annual cost avoidance after deploying Zebra Workcloud.

Automation and streamlined reporting led to an avoidance of more than $214,000 in annual headcount costs across multiple roles.

Lessons Learned

Office Depot's experience highlights the importance of structured training and ongoing change management when deploying workforce management technology. Zebra's Workcloud Suite supported the deployment with consulting expertise, version upgrades, and pay rule assessments, ensuring system stability and accuracy throughout the rollout. Training was handled internally, which minimized training costs by avoiding the contracting of field trainers, replaced by written guides, workshops, and live calls. Leadership expressed that this style of training slowed the adoption of the software, with managers leading through trial and error, and that an earlier investment in structured onboarding would have accelerated the adoption. However, the phased implementation approach ensured that compliance, payroll functions, and reporting stabilized quickly. The intuitive nature of Workcloud's interface and responsive support enabled driving broader acceptance among general managers and value realization. The experience demonstrates that balancing centralized oversight with hands-on user enablement is essential for success. These lessons have since informed Office Depot's approach to technology initiatives, particularly in designing training programs that combine strong central control with practical field-level guidance.

Real-time access to labor and compliance data eliminated two hours of daily reporting and improved decision-making capacity.