

NTY FRANCHISE COMPANY



Retail company decreased their labor spend by 20%

NO. OF EMPLOYEES
30

PRODUCTS USED
SCHEDULING
TIME CLOCK

20%

DECREASE IN
LABOR COSTS

8x

TIME SAVINGS



Pete Palmisano
VP of Operations

Pete Palmisano is the VP of Operations at NTY Franchise. He runs the company's five corporate flagship stores to prove out new concepts and designs that then get passed on as best practices to the franchisees. Prior to using When I Work, each of the five store managers were scheduling and tracking employee time by hand, which was taking eight hours a week. There was no way to keep payroll accurate, hold employees accountable and sticky note time off requests and availability were causing too much chaos. Pete knew there had to be a better way to track labor hours and manage the staff. After implementing When I Work, labor costs have been reduced by 20% and managers and employees have become more accountable. In addition, managers are now spending less than one hour per week managing the schedule and tracking time, which has allowed the store managers to focus on improving operations and growing their stores.

NTY Franchise is an upscale resale retail company with five established brands and over 200 franchise stores across the United States.