

STRATEGIC ADVISORY &
PLATFORM

WFM Keystone

Empowering enterprise resilience through a calibrated workforce, protected systems, and expanded margin yield.



PILLAR
I
**Precision
Workforce**

PILLAR
II
**Architecture
Protected**

PILLAR
III
**Operating
Margins**

EXECUTIVE
PITCH

WFM Keystone

Precision Workforce

Proprietary forecasting and decision intelligence powered by the KNITS planning engine and KINT conversational AI.

www.wfmkeystone.com





Transforming Workforce Planning into a Margin Driver

We combine 15+ years of operational frontline expertise with modern predictive planning software.

Intelligent Capacity Forecasting

Multi-horizon demand planning that reduces payroll volatility and helps keep workforce supply connected to demand.

Hiring & Attrition Governance

Recruitment and training pipelines synchronized to volume curves, lead times and expected workforce movement.

Margin & SLA Protection

Reducing the dual risk of overstaffing cost leakage and understaffing pressure on service performance.

Unsynchronized Labor Decisions Create Margin Leakage

Operational disconnection between demand and workforce deployment creates continuous financial friction.

01

Unplanned Overstaffing

Idle capacity, uncontrolled shrinkage and unnecessary wage expenditure inflate direct operating cost.

02

Operational Deficits

Understaffing raises overtime pressure, service risk and employee fatigue during demand peaks.

03

Lagged Hiring Velocity

Training batches arrive after the demand window, leaving teams behind the curve.



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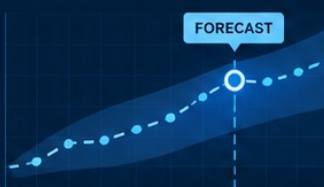
1 Diagnose & Map

Analyze demand, shrinkage, and costs.



2 Predict & Model

Forecast demand, capacity, and workforce.



3 Govern & Execute

Align schedules, train staff, and review operations.

	Mon	Tue	Wed	Thu	Fri	Sat	Sun
Frontline	█	█	█	█	█	█	█
Support	█	█	█	█	█	█	█
Training	█	█	█	█	█	█	█
Leadership	█	█	█	█	█	█	█

- Schedule Optimization
- Training & Development
- Operational Review

An End-to-End Operating System for Workforce Performance

Moving your operation from reactive firefighting to continuous predictive governance.



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Predictive Capacity Engine

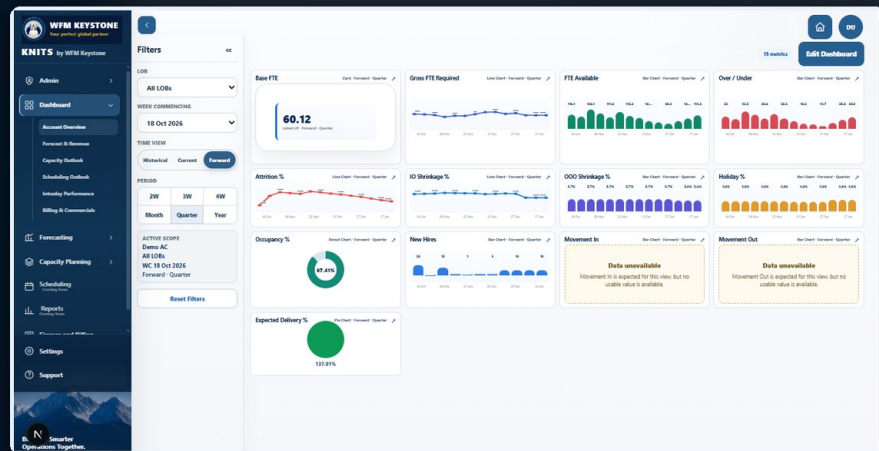
Bridging top-line demand curves with bottom-line staffing decisions.

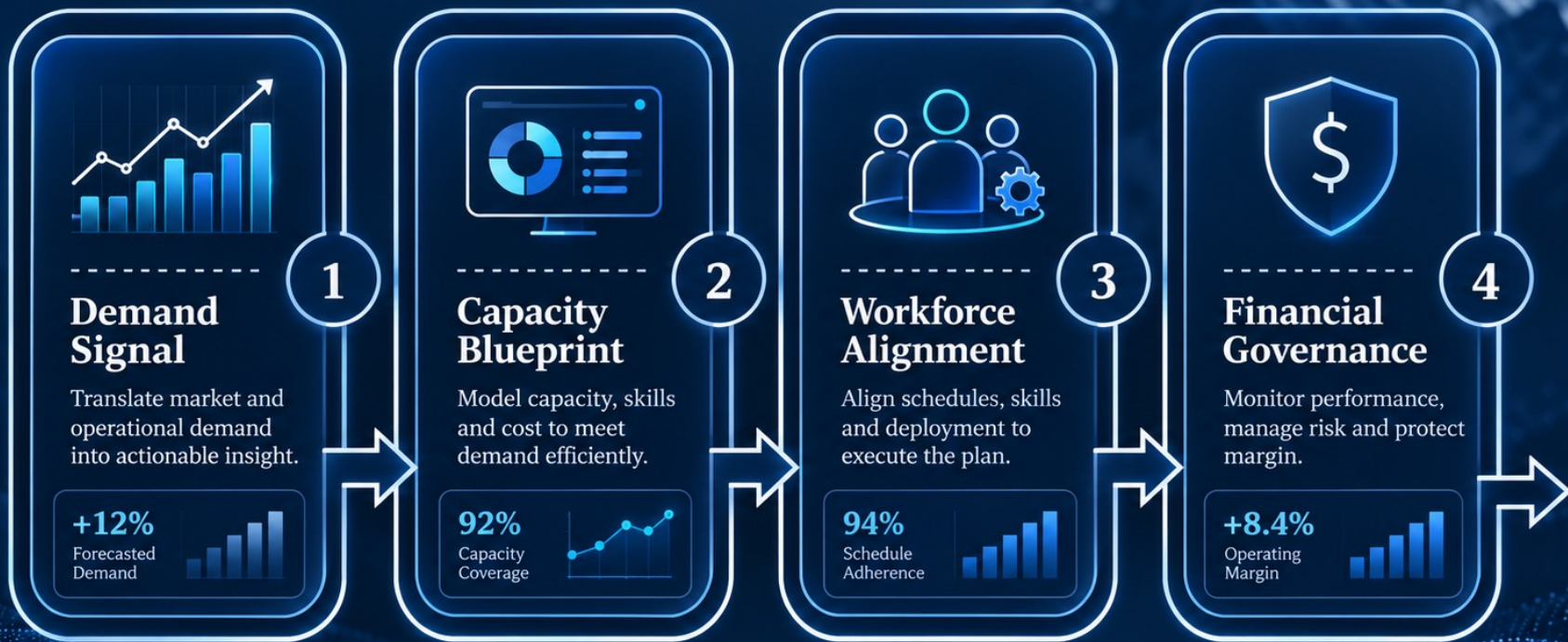
Multi-Method Demand Forecasting: Trend, seasonal and holiday-aware modelling across channels.

Scenario Planning: Site and line-of-business what-if modelling for mix shifts and volume changes.

Pipeline Governance: Lead-time planning for hiring, training batches and graduation dates.

Executive Visibility: Capacity gaps, attrition risk and planning variance in one view.







KINT
KNITS Intelligence

KINT | Conversational Intelligence



Instant Answers

Where is our largest staffing shortfall next month?



Impact Analysis

How will a rise in shrinkage affect service performance?



Read-only by Design

Authorized data access with zero risk to source-data integrity.

Operational Certainty

Unified operational certainty
across advisory, planning and
decision intelligence.



Demand Visibility
Workforce Alignment
Operational Efficiency
Financial Confidence



Higher Productivity
Lower Operating Cost
Greater Agility
Smarter Decisions



WFM Keystone Advisory and Managed Operations

WFM Keystone delivers advisory
and managed operations to stabilize,
optimize and transform your workforce.



Strategic Advisory
Operational Expertise
Real-World Execution



Natural Language Access
Real-Time Insights
Guided Action



KINT Conversational Intelligence

KINT is the conversational
intelligence layer that investigates,
answers and explains workforce
questions in real time.



Planning Engine

KNITS is the planning engine that
forecasts, models capacity and
aligns recruitment.



Predictive Forecasting
Capacity Modeling
Scenario Planning



Demand
Signal



Capacity
Blueprint



Workforce
Outcomes

Operating Gap



**Margin
Exposure**

**Calculate capacity
and payroll friction**



↑ 12%

Payroll Friction

76%

Capacity Utilization



**Hiring
Readiness**

**Stress-test hiring
pipeline**



28

Open Roles

3.4x

Pipeline Coverage



**Staffing
Variance**

**Audit current
staffing variance**



+6.8%

Variance

12

Teams Impacted



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Thank You



**Thank you
for your time
and
partnership.**

**WFM Keystone
looks forward to
identifying
your operating
gaps and
protecting
your margins.**



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