

# Case Study: Domino's Israel

Domino's Israel raked in massive savings in time and labor costs through implementing Workforce.com.

## Results



### 25,000 hours saved from January to June 2020

Domino's Israel operates more efficiently, saving a significant number of hours across 42 locations in six months.



### Increased sales per labor hour by 11%

Domino's Israel is also having more profitable shifts as they make better sense of their operational data.



### Dropped wage costs from 33.5% to only 29.5% of revenue

Because they improved workforce optimization, Domino's Israel also saved in labor costs.



*For me, it's a revolution. Implementation was very good, and in two weeks we have trained everyone [to use the platform]. We saw good progress in the efficiency of our stores.*

**Arie Elbaz**  
COO & Co-Owner, Domino's Israel

[www.dominos.co.il](http://www.dominos.co.il)

# The Solution

Domino's Israel started implementing Workforce.com in 2018, running a pilot between December 2018 and February 2019. A full rollout of the system was completed in three weeks following the pilot.



## Scheduling Software

- Workforce's scheduling software helps Domino's Israel to schedule shifts across different stores efficiently.
- Domino's Israel now has a single platform for shift management, making it easier to see who's working when and where.
- The scheduling platform also provided transparency that allowed managers to anticipate where potential operational gaps are going to be.
- The platform also showed recommended hours alongside scheduled hours and actual hours.



## Mobile App

- Workforce's mobile app significantly helps in transparency, allowing staff to see their schedules on their mobile devices.
- With the app, managers are notified and have complete oversight over who's working where and when.
- The mobile app also enables easier shift swapping between staff should the need arise, ensuring that all bases are covered.
- The mobile app equips the entire staff to work on the same platform, reducing miscommunication, errors, and inaccuracy.



## Labor Analytics

- The platform can make sense of labor data and provide insights on aspects like the amount of savings, allowing the team to have full control over this information
- The team can analyze their labor costs and identify areas that can be done more efficiently.

We need to find a solution that will allow us to be more efficient on one hand, but of course, we won't compromise on service and the number of employees that we need.

**Arie Elbaz**  
COO & Co-Owner, Domino's Israel



# The Opportunity

Domino's Israel needed a solution that will equip them to manage their workforce more efficiently. It's crucial to have a platform that will help them manage increasing staff count and adapt to labor cost changes.

With different locations across Israel, they also needed a platform for staff and franchisees to access anytime, anywhere.

## Domino's Israel needed a system that could:

- Efficiently forecast staffing needs and identify peak hours in a shift
- Provide a uniform view of staff schedules across all members of the team
- Enable optimization to better adapt to wage and labor changes

# About the Company

**Size: 1800+ staff | Location: Israel**

Domino's is a global pizza company that embraces and uses technology to make daily operations smoother. Case in point: they implemented an online delivery service in Israel as early as 2009.

Today, Domino's Israel is working with Workforce.com to efficiently serve their customers better, optimize their operations, save time and costs, and make data-driven decisions.