

Blue Yonder Workforce Management System (WFM) Implementation

Including Retail Corporate Planner and Time & Attendance Modules

About the client

GPM Investments, LLC, a wholly owned subsidiary of ARKO Corp, is the largest privately-owned company in the convenience store channel of business. With over 1400 stores nationwide, the Richmond, VA based company operates or supplies fuel to 22 states nationwide under multiple brands. GPM's continuous expansion has solidified them as the 6th largest convenience store chain in the country with more on the horizon.

Client need

GPM needed WFM expertise to help address strategic objectives. Recent rapid growth made GPM reevaluate its current WFM system. They wanted an end-to-end system to improve budget forecasting, scheduling, time capture accuracy to address the varying operating hours, store designs, and layouts.

Product challenges

One of the bigger challenges was to design and develop an implementation that would communicate with their legacy Kronos app for time off requests, accrual balances, and timecard maintenance. Current business operations had to be maintained as they switch over systems for 18+ brands, and 1400 stores in 22 states nationwide.

The delaplex solution

delaplex designed and deployed an implementation plan for the new Blue Yonder WFM platform with advanced scheduling and retail corporate planner modules. The team of experts at delaplex delivered a highly accurate activity-based labor model, enabled with relevant tools and training to adjust the multiple labor standards for the growth and evolution of their business. As a trusted Blue Yonder partner, delaplex was engaged in the implementation of the WFM solution for all 1400 locations that come under the GPM umbrella.

“ They taught us to ‘fish for ourselves’ ”

“They were with us from the very beginning, thru the initial configuration, testing, and pilot and have remained with us to help do ancillary support and new version implementation. We couldn’t have done it without delaPlex.”

Arie Kotler, Chairman, President, and CEO
ARKO Corp and GPM Investments LLC

How we did it

Our Blue Yonder expertise was used to design, build, validate, and deploy the solution. Over 49 sales and labor metrics were used to generate forecasts for 1400 business units, leading to the creation of labor demand & auto-schedule shifts for all store locations.

Legacy Integration

Data exchange between Kronos & Blue Yonder systems

Analysis & Reporting

Labor standards and workload generation analysis to facilitate Business Intelligence reporting

Data Exchange via API

Built APIs to enhance data access and data pulls for powerful reporting and analysis

Custom Interfaces

Built support for CSV and XML file formats, and exchange between their Oracle Hyperion system

Core stack



delaPlex is a global software development and business solutions provider helping companies drive growth, revenue and marketplace value. Our innovative business methodology has built an unmatched reputation of bringing an alliance of collaborative industry experts, across industries and skillsets, to clients anywhere around the world.