

Big-Picture WFM Planning & Comprehensive Implementation Approach Lead to Ongoing Value for Major Retailer

▶ CHALLENGE

The impact of omni-channel sales was causing a shift in this retailer's business model across its multiple banners and brands. In an effort to improve its ability to have the right people in place at the right time to meet changing demands while providing a consistently stellar customer experience across locations and store types, this large retailer was seeking the right technology solution to meet its evolving business needs.

▶ SOLUTION

The Workforce Insight retail team worked together with the client to look beyond a strict technology focus, redefining goals and expectations of the project to align more closely with the company's key business drivers. The team's holistic, multi-pronged approach centered on:

- Comprehensive project planning and oversight with a big-picture focus on strategic objectives
- Analysis of key performance metrics and data drivers for ongoing measurement
- Streamlining workforce management policies and processes to create foundational, organization-wide efficiencies that would work in tandem with the company's new WFM technology
- A well-thought-out, inclusive implementation approach that prepares employees for organization-wide change
- Training services that produce optimal end-user adoption to help achieve ongoing value from the WFM initiative

Project Scope

- Workforce Management Assessment, Gap Analysis and Business Process Redesign
- Time and Motion Studies and Labor Standards Development
- Time and Attendance, Forecasting and Scheduling Solution Implementation across the enterprise, including:
 - Detailed requirements gathering, solution design, configuration and interface development
 - Testing, rollout and post-implementation support
 - Instructor-led end-user training and development and delivery of reference
 - Change management services, including strategy and communication plan development and execution
 - User adoption assessment and monitoring

CLIENT PROFILE

Fortune 500 Broadline Retailer



Stores: 3,900



Employees: 350,000