

Fortune 500 Retailer Implements Time & Labor Solution Across Global Locations

Complex initiative coordinates among widely geographically-dispersed teams to bring project to successful completion

► CHALLENGE

Having selected an enterprise Time & Labor solution, this global retail client now faced the challenge of implementing the technology across the organization. Involving thousands of domestic and international locations, multiple banners and varied store types, the extremely complex initiative would require third-party workforce management expertise to help the company carefully strategize and execute a successful project.


► SOLUTION

Based on our deep expertise in leading workforce management implementations for large enterprises, Workforce Insight was selected as the company's trusted advisor to assist with the global deployment of the client's Time & Labor solution. The project involved:

- Highly organized coordination among multiple widely geographically-dispersed teams: client, vendor, systems integrator, etc.
- Detailed requirements gathering to meet specific organization needs and provide best-fit compatibility across locations and systems
- Workforce management assessment & gap analysis, along with best-practice recommendations and roadmap for achieving project success
- Business process redesign and performance improvement
- Thorough evaluation of the technical infrastructure and environment, detailed backup and recovery strategies
- Comprehensive deployment and support planning to ensure a smooth, seamless experience across the organization
- Rigorous performance testing and ongoing monitoring of the solution
- Global training and change management services designed to meet the international, cross-cultural needs of the project

CLIENT PROFILE

Fortune 500 Global Retailer

 Locations: 8,500 stores across 55 banners in 17 countries