

# Global Manufacturer Identifies Best Fit WFM Solution and Deploys across US & MX to Boost Efficiency



## ▶ CHALLENGE

With multiple unionized NAFTA plants and distribution centers across the U.S. and Mexico operating under different timekeeping and attendance solutions, this global manufacturer was not only falling short of the unified, “one company” operational approach it was aiming to achieve, but was missing out on key opportunities to minimize compliance risk, reduce labor costs and realize efficiencies that would allow for a more competitive position in the marketplace. The company selected Workforce Insight as a known and trusted third-party workforce management consulting and implementation firm to assist with the selection of a time and attendance solution that was a best fit for meeting the organization’s needs. As unbiased specialists in all WFM solutions and products available, we partnered with this client to perform full-scale vendor selection followed by the enterprise implementation of the chosen solution.

## ▶ SOLUTION

Following the vendor selection, Workforce Insight was selected to provide a team of implementation specialists with extensive WFM system expertise to roll out the system across the enterprise. Services delivered included:

### WFM System Implementation

- Timekeeping, Calculated Accruals and Attendance, utilizing complex integration to handle client global requirements
- IVR/telephony system, biometric clocks, employee self-service functionality
- Integration management, including person import and payroll export (US & MX)
- Change Management & Training, including change management and communication strategy development and execution, training strategy development, instructor-led end-user training development and delivery

**Post Implementation Support/Managed Services** - Managed Services/Support for ongoing solution support and maintenance, allowing uninterrupted, just-in-time access to system expertise and knowledge base, augmenting client resources

### Key Workforce Insight Roles:

- Project Manager
- Solution Architect
- Configuration Consultant
- Testing Support and Test Case Writing
- Change Management & Training
- Technical Support
- Vendor Support and Cloud liaison
- Managed Services end user support post-go live

## CLIENT PROFILE

Global Commercial  
Vehicle Manufacturer

 Sites/Plants: 8 plants  
3 Distribution Centers

 Employees: 20,000



In addition to streamlining time and attendance across locations, the new solution brought about easier collaboration across the enterprise, reduced IT support costs and provided increased visibility to help more efficiently align labor with demand.