

Large Services Provider Achieves Successful Multi-Phased System Implementation Within Aggressive 12-month Timeline

▶ CHALLENGE

This facility management services provider's use of a paper-based time collection process was becoming overly time consuming for managers and a significant risk for compliance with labor laws and the company's 100+ collective bargaining agreements. In addition to automating timekeeping to resolve these issues, the company was also seeking to gain visibility to work-related data to optimize the management of its workforce and provide a more accurate picture of labor costs.

▶ SOLUTION

Workforce Management Assessment, Recommendations & Roadmap

- Current state analysis and presentation of findings and recommendations for achieving an optimal future state
- Development of a roadmap outlining a clear path to a successful implementation

Workforce Management Solution Implementation: Timekeeping, Attendance, Absence Management, Scheduling and Analytics

- Comprehensive project oversight from project inception through rollout and post-implementation support
- Solution configuration, interface development and full system testing
- Configuration and troubleshooting for 100 timeclocks, 50 biometric and 40 wifi devices
- Employee Self-service functionality, including IVR system and Mobile
- Training needs assessment and strategy development; development and delivery of instructor-led, virtual, and web-based end-user training and job aids for ongoing reference
- Change Management assessment; development of change management strategy and organization-wide communication plan

The Workforce Insight project team worked in close collaboration with the company to deploy the system in waves across the company's geographic regions, bringing the project to successful completion within an aggressive 12-month timeline. Workforce Insight is currently engaged to provide ongoing managed services to ensure the continued success of the WFM initiative, including Tier 2 & 3 system support and system administration support services.

CLIENT PROFILE

Large Facility
Management Services
Provider



Employees: 14,000