

Manufacturer Successfully Deploys WFM Technology in U.S. & China following Initial At-Risk Implementation

Recognized as highly successful turnaround of complex deployment



▶ CHALLENGE

This large, well-known manufacturing company's attempt to implement its chosen workforce management solution began to face serious difficulties. As the projected go-live date came and went with challenges still looming, it became clear that the company was in urgent need of assistance to get their workforce management initiative back on track. Workforce Insight was recommended to turnaround this system implementation, which included complex interfaces to accommodate unique regional/global pay rules and requirements.

▶ SOLUTION

Workforce Insight was brought in to turn around this failing project, bringing a team of WFM experts with a long history of partnering with major manufacturers to implement global technology solutions. The Workforce Insight team worked closely with the client to understand the company's challenges and objectives, building the strong foundation needed for the multi-phase project, which included:

- Workforce Management Assessment & Recommendations
- Future State Roadmap
- WFM Solution Implementation (Timekeeping, Accruals, Attendance & Leave, Employee and Integration Management), as well as Interfaces for U.S. and China locations
- Seamless integration management to lift configuration without disrupting timelines. Leveraged strong Client and partner relationships to move into production, while synchronizing across environments.
- Training Services, including training strategy development and execution, instructor-led end-user training development and delivery, and web-based training development
- Change Management Services, including strategy development and consulting

Workforce Insight leveraged strong relationships with both the client and software vendor to successfully bring the project live in 5 waves that spanned U.S. and select international locations within an 18-month timeframe, consisting of:

4 WFM SYSTEM IMPLEMENTATION WAVES

Kick Off: Q1 Introductions/Kick Off

Wave 1: 16 US Locations

Wave 2: 12 Research Facilities

Wave 3: 15 US Facilities

Wave 4: China (complex design/interface development)

CLIENT PROFILE

Fortune 500

Global Manufacturer

 Sites/Plants: 124

 Employees: 29,000

Workforce Insight Key Roles

- Client Advocate/Advisory (liaison with client-side PM)
- Client Side PM – China Cloud Deployment
- Solution Architect
- Configuration Consultant
- Integration/Interface Development
- Testing Support and Test Case Writing
- Change Management & Training (instructor led training)
- Technical Support