


# Utility Company Implements WorkForce Software for Streamlined Compliance & Improved Manager-Employee Connectivity

## CLIENT PROFILE

Large Natural Gas Provider

 Employees: 2,200

## ► CHALLENGE

This regional utility company was operating under an antiquated legacy system and cumbersome, error-prone, paper-based manual timekeeping processes. Combined with policies and practices that varied widely across the organization, the current state was making compliance a complex task.

The company sought a trusted advisor to help guide the implementation of a uniform WorkForce Software solution to integrate time capture, manage paid time off, and document shifts, as well as to help standardize and streamline processes and policies to ensure consistent application across the organization.

## ► SOLUTION

Following a competitive RFP process, Workforce Insight was selected to help the company standardize processes and provide comprehensive WorkForce Software implementation services that resulted in the automation of time and attendance, leave management and shift documentation across the organization. Services provided include:

### Time & Attendance System Implementation

Detailed requirements gathering, automated testing, rollout, and deployment support

### Absence Compliance Tracking Implementation

Simplified leave management and tools to help keep abreast of state and federal regulations

### Advanced Scheduling Implementation

Enabling employees to indicate availability and changes more efficiently

### Fatigue Management Implementation

Simplified compliance with industry regulations and best practices to automate enforcement of work hour restrictions that facilitate employee safety

### Training & Knowledge Transfer

Customized training and training support materials development and delivery

### Change Management Services

Comprehensive change management and organization-wide communication strategy development and execution, essential to achieving optimal adoption

Workforce Insight's close collaboration with the client and an all-encompassing approach to managing the change brought about by new systems and processes laid the groundwork for a smooth project and the ongoing partnership that exists with the client today. Workforce Insight continues to provide ongoing support for this initiative, helping the client successfully achieve long-term workforce management goals.



*"The whole Workforce Insight team is knowledgeable, easily accessible and considerate of client needs. Open communication, along with Workforce Insight's methodology and approach, have kept our project on track and running smoothly."*

– Client-side PM



## Standardized Pay Practices and WFM Solution:

- Empower employees to access their schedules anytime, anywhere
- Help reduce errors associated with manual timekeeping
- Facilitate compliance with federal and state labor laws and regulations
- Enhance communication between managers and employees regarding scheduling needs