

Global Industrial Equipment Manufacturer Implements WFM System Across Enterprise

Highly coordinated effort ensures seamless integration into day-to-day operations to help realize maximum benefit

▶ CHALLENGE

As this manufacturing organization's growth expanded across the globe, the company was seeking a common enterprise workforce management system across locations. The client identified the need for a trusted workforce management advisor who could help plan and globally execute a full range of WFM services to ensure seamless integration of the system into day-to-day operations.

▶ SOLUTION

Workforce Insight was engaged to partner with the client to help achieve its WFM goals, managing requirements gathering for international and domestic sites and leading the complete implementation and rollout of the WFM solution in multiple waves across the organization. Project scope included:

- Workforce management assessment and discovery of current and desired workforce management practices, culminating in a successful roadmap to implement the WFM solution through a collective best practices approach
- Detailed requirements gathering sessions and design documentation for domestic and international sites
- Expert project management oversight, provided by certified project managers with a high level of experience coordinating complex enterprise implementations
- Global implementation of a Time & Labor and Attendance Solution: configuration, interface development, and full range performance testing, rollout and post-deployment support
- Configuration of data collection devices across U.S. locations
- Global training services development and delivery, including instructor-led and web-based training and development of ongoing reference materials
- Global change management services, communication planning and coordinated execution throughout the project

Workforce Insight worked in close partnership with the client to bring the global implementation project to successful completion, providing the foundation for the strong ongoing relationship with the client that exists today. Workforce Insight continues to provide ongoing support for the implementation of new modules and versions of the WFM solution across locations throughout the world, as well as periodic application and integration maintenance tasks as the client's business needs evolve.

CLIENT PROFILE

Global Manufacturer of
Industrial Equipment



Employees: 5,000