

Global Manufacturer Partners with Workforce Insight to Turn Around Failed Implementation

Best practice guidance results in greater efficiencies, controlled labor costs, and reduced compliance risk over 23 week rollout

▶ CHALLENGE

Although this global manufacturer had made a substantial investment in a time and attendance solution, once the system was rolled out to the company's U.S. locations, it became clear that the solution was not configured to align with the company's needs. The enterprise-wide implementation came to a standstill, leaving the organization with an unusable solution and operating under disparate systems across global locations.

▶ SOLUTION

Workforce Insight was engaged by the client to get the implementation back on track, executing a best-practices approach led by a team of WFM experts that worked in partnership with the company to:

- Reassess business needs that had changed over time to in order to align the system with current business goals and achieve optimum value from the company's WFM investment
- Reconfigure solution across U.S. locations based on updated business requirements to provide necessary functionality and improve user adoption
- Manage and execute the global implementation of the time and attendance solution, including comprehensive project oversight, system configuration and interfaces, testing, rollout and post-implementation support
- Provide comprehensive system training services, including a training needs assessment, training strategy development, and development and delivery of end-user training
- Provide knowledge transfer to core client project team to ensure successful ongoing support of the new system

The Workforce Insight team was able to successfully turn around the failed implementation, correcting and resolving issues that halted project progress and going on to complete the global rollout of the time & attendance solution within a 23-week timeframe. The best practice guidance provided by Workforce Insight's manufacturing WFM experts helped the company automate timekeeping and streamline payroll processes across locations to create efficiencies, control labor costs, and reduce compliance risk.

CLIENT PROFILE

Leading Minerals
Producer and
Manufacturer



Locations: 19 sites
across the U.S.,
Canada & the U.K.



Employees: 2,000