

Large Auto Manufacturer Successfully Implements Enterprise-Wide WFM System

Time & attendance system rolls out across unionized workforce with complex pay rules and practices across affiliate companies



► CHALLENGE

With more than 14 entities and affiliates at more than 1,600 locations, this well-known auto manufacturer was in need of a uniform time and attendance solution that took into account a diverse employee mix, challenging pay rules across 5 different unions, and disparate pay practices across affiliate companies. While the need for a new solution was undeniable, end-user adoption was a significant worry, as a previously unsuccessful system rollout had left affiliates at odds and employees wary of change.

► SOLUTION

Workforce Insight was engaged to fully implement the company's selected time and attendance solution, as well as provide program management for the integration of the company's payroll system rollout along with the time and attendance and HR systems as part of a major payroll solution upgrade.

The turn-key team of Workforce Insight workforce management specialists, hand-selected to bring the industry, technical and functional expertise specific to the needs of this implementation project, included:

- Seasoned project management resources with more than 10 years of experience leading complex implementations, seamlessly coordinating scope among vendors and platforms for each project
- 11 testing leads, test script developers, and execution resources who carried out end-to-end, in-depth testing required to ensure the system aligned with complex pay-related requirements (including testing strategy and test script development, test script execution, and defect tracking/resolution)
- A dedicated team of highly-experienced training specialists and Prosci®-certified change management professionals with a long history of success leading training and change management for major workforce management initiatives at large organizations

Following a 4-month stabilization period, Workforce Insight was engaged to begin the expansion of the implementation at a newly-formed entity, handling all payroll functions for the enterprise. Workforce Insight continues to provide Post Implementation Help Desk Support for existing users and will continue to roll out the new system to across the company's U.S. locations.

CLIENT PROFILE

Large Auto
Manufacturing Company

 Locations: 1,600

 Employees: 9,700



HIGH END USER ADOPTION & SATISFACTION

The Workforce Insight team successfully delivered throughout an aggressive 52-week timeline, bringing high-priority entities live on the fully-functional system, with high end-user satisfaction and a 93% user adoption rate on Day 1.



"The change management on this project was one of the best I have seen! We made a change to the entire organization with very little noise from our associates. That is the best compliment you could ask for!"

- Client Project Sponsor