

Large K-12 School District Implements Uniform, Organization-Wide WFM System to Streamline Time & Attendance and Optimize Current State

CLIENT PROFILE

Large Public School District

 Employees: 16,000

► CHALLENGE

This large, urban school district's 17,500 teachers, substitute teachers, classroom aides, and other school and administrative employees were using multiple different time and attendance systems, and operating under varying workforce management processes and practices across more than 200 schools and locations. To streamline time and attendance and improve the overly complex, inefficient current state, this client was seeking a trusted workforce management advisor with the right expertise to guide the organization throughout its endeavor to standardize processes and implement a uniform system across the district.

In addition to having complex requirements and involving a unionized workforce, the system required interface work to effectively communicate with other existing systems that helped coordinate employees across the district on a daily basis, and the overall project needed to be conducted within a tightly-controlled budget.

► SOLUTION

Workforce Insight was selected to assist the district in its workforce management endeavor to standardize processes and provide comprehensive WFM system implementation services that resulted in the automation of time and attendance, leave management and shift documentation across the organization. Services provided include:

Time & Attendance and Absence Compliance Solution Implementation

- Close, cooperative effort with the client team to define, document, and approve discrete requirements
- Highly-coordinated review of existing policies and practices to determine scheduling, pay rules, work rules, policies, integration and technical architecture requirements
- Interface work allowing communication between interdependent systems
- Thorough system testing and testing assistance; district-wide rollout, and end-to-end support

Training Services

- Tailored system training and training support materials development and delivery

Change Management Services

- Change management and communication strategy development and execution

The district and Workforce Insight enjoy a strong and positive ongoing business relationship due to the solid partnership formed throughout this project, which was a major factor contributing to this initiative's success.



"The Workforce Insight team is very knowledgeable, honest, and efficient, and great to work with collaboratively."

– Payroll Director



"Workforce Insight brought the right experience at the right time for us. Their approach and open collaboration have made this the

best project experience we've ever been a part of."



Chief Financial Officer