

# Multi-Pronged Approach Brings Fortune 500 Energy Company's Previously Failed WFM Implementation Back on Track

Employee-focused change management approach plays major role in ensuring user adoption and overall project success

## ► CHALLENGE

This large energy company was looking to implement a uniform time and attendance system across its 200+ sites to help streamline timekeeping and reduce compliance risk. A previous failed implementation attempt had left the company's workforce resistant to change. As a result, the client sought an advisor with the comprehensive expertise to help the company not only implement the new technology, but to help strategize an inclusive and employee-focused approach that would boost user adoption and help ensure the success of the project.

## ► SOLUTION

### Enterprise-wide Time & Attendance Implementation, Including Training & Change Management Services

The Workforce Insight team was selected as the client's trusted workforce management advisor for this project, approaching the project with an all-encompassing strategy that leveraged the team's technology expertise to fully implement the solution while integrating timely company-wide communication throughout the initiative to garner employee support.

#### Scope Summary:

- Strategic, comprehensive project management oversight for all areas of the implementation
- Detailed requirements gathering and analysis to ensure the new system and company needs are in alignment
- Configuration, interfaces, and integration design and development to meet complex requirements
- Testing, including review of test plans, use cases, and acceptance criteria, as well as UAT and system testing execution support
- Training and change management needs evaluation and strategy workshops
- End-user training development and delivery, including both web-based and instructor-led training and job aids for ongoing user reference
- Complete change management services, including enterprise-wide communication strategy planning and communication plan development and execution
- Post-implementation support and ongoing system support services

The Workforce Insight team led the rollout of the solution in multiple waves across the company's 200 sites, providing post-go-live support, multi-level technical support, and knowledge transfer to ensure a stable transition to the new system. The strong partnership and productive cross-collaboration between the Workforce Insight and client teams allowed for the smooth and successful completion of the project, which remained on-time and on-budget throughout an aggressive 13-month timeline.

## CLIENT PROFILE

Fortune 500 Energy Company



Stores: 200+



Employees: 17,000