

# National Commercial Bank Successfully Turns Around Failed WFM Implementation

New system accommodates complex requirements and wide variances in status, pay, benefits, and schedules

## ► CHALLENGE

A failed implementation attempt and a series of acquisitions left a large national bank with multiple disparate workforce management systems in place, most of which could not work together and did not easily allow for adjustments as the client's workforce began to evolve. With each acquisition, the clearer the need became for a uniform time and attendance solution that not only provided an improved user experience, but that could also accommodate complex requirements related to a large workforce with wide variances in status, pay, benefits, and schedules.

## ► SOLUTION

Workforce Insight was engaged to bring the failed system deployment back on track, breathing new life into the project by providing fresh perspective and a full team of resources with turn-key implementation expertise aligned with the needs of this complex implementation project.

Workforce Insight also delivered best practice recommendations for payroll practices, optimized scheduling and identified other HR efficiency improvements, as well as a more streamlined time tracking accrual and attendance process. The completion of this initiative resulted in a dramatic decrease in overtime and significant reduction in the client's overall labor costs.

### Project Highlights Include:

- Workforce Management Advisory Services
- Requirements Gathering/Definition
- Full-Service Time & Attendance System Implementation, including: Design, Configuration, User Acceptance Testing/Support
- Training - Development and deployment of end user training on the new system
- Change Management - Development/execution of change management and communication strategy to ensure system adoption by a user population highly resistant to change after a failed initial implementation
- Post Implementation Support/Managed Services (Subscription Model) - Managed Services/Support for ongoing system support and maintenance, allowing uninterrupted, just-in-time access to system expertise and knowledge base, augmenting client resources



## CLIENT PROFILE

National Commercial Bank



Locations: 400



Employees: 12,000



## BEST PRACTICE IMPLEMENTATION

Drove overtime & labor cost reductions

The Workforce Insight team worked side-by-side in collaboration with the client project team and stakeholders to achieve this successful project turnaround, bringing substantial reduction in overtime and significant decrease in the company's overall labor spend.