

# Scheduling & Full Suite WFM System Implementation in Multiple Waves Across the U.S.

As trusted advisor, Workforce Insight was engaged for numerous engagements including the implementation of Scheduling, Forecasting, Operations Planning, Timekeeping & Attendance - integrated with POS & ERP Systems in multiple deployment waves across the U.S.



## CHALLENGE

This large nationwide retailer's workforce management system was reaching end of life, providing outdated functionality and offering limited visibility to labor data crucial to making effective staffing decisions. To remain competitive, the company was in need of an updated workforce management solution that provided the means and information needed to make staffing decisions to meet increasing demand across its nearly 2,000 stores.

## SOLUTION


Workforce Insight was recognized as a trusted workforce management advisor, and engaged by this retailer to provide unbiased third-party expertise in selecting a system that would fully meet the organization's needs. Workforce Insight's retail workforce management experts delivered the following services through a series of engagements:

- **Workforce Management Assessment & Roadmap**, providing an in-depth analysis of the company's current state and workforce management needs, identifying gaps, and outlining a clear path to an optimal future state
- **Business Process Assessment & Redesign**, evaluating current processes, and implementing recommendations for updates that would align with the new system and garner immediate efficiencies organization-wide
- **Vendor Selection** based on client-specific requirements, including RFP development and scoring, demo scripts and onsite vendor demos
- **WFM System Implementation of Scheduling, Operations Planning, Forecasting and Timekeeping & Attendance** —integrated with the company's point of sale and ERP systems and including Employee Self-Service and Mobile functionality. The Workforce Insight performed solution design, configuration and thorough performance testing, as well as go-live and post-implementation support
- **Training and Change Management Services**, including an assessment of training and change management needs across the enterprise, training and change management strategy development, and the delivery of instructor-led system and process training along with enterprise-wide communication across the enterprise to ensure optimal adoption of the new system

## CLIENT PROFILE

Fortune 500 Discount  
Retail Chain

 Stores: 1,750

 Employees: 351,000

Among the  
**Largest Retail WFM  
System Implementations**

Successfully completed in multiple waves across pilot locations, headquarters, and stores across the country.