

# Strategic Assessment & Global Workforce Optimization

*This large global retailer had established numerous geographic regions, with each “Geo” having a unique labor model and ownership of its Kronos system configuration. In order to deliver a consistent customer experience, this retailer wished to establish more consistent global standards and labor models, while still addressing relevant Geo-specific needs.*

*Workforce Insight was engaged to help this retailer develop the optimal global labor model, while making recommendations for each specific Geo to ensure a successful transition across regions.*

## STRATEGIC WFM & HCM ASSESSMENT & KRONOS SYSTEM AUDIT

Workforce Insight’s Retail Practice was engaged to assess this global retailer’s workforce strategies (HCM & WFM) and perform Kronos systems audits across North America, South America, APAC and EMEIA to help establish an optimized global labor model and Kronos solution design that could support geo-specific requirements while delivering a consistent customer experience

## LABOR MODEL DESIGN & IMPLEMENTATION

WFI’s Retail Practice is guiding this retailer through its global rollout of an optimized labor model, supported by updated labor standards, improved processes and Kronos system design

## CHANGE MANAGEMENT & ADOPTION SUPPORT

Workforce Insight is also assisting this organization with the global change management plan, with strategies by region, to ensure successful transition to the improved global labor model; includes sponsorship planning, communication planning, training, resistance planning and ongoing adoption support.



We knew we had opportunities for improvement and were looking for objective confirmation, but this team [WFI/SMK] identified hidden challenges and best practice strategies across Geos that we hadn’t considered.

- SVP, Operations

