

WORKFORCE MANAGEMENT

Journey Through the Maturity Scale

What's Your WFM² Number?



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Table of contents

What's Your WFM ² Number?.....	3
Foundation & Quick Wins: How to Move Along the Scale.....	4
Journey Through the Workforce Management Maturity Scale.....	5
Stage 1: Static.....	6
Stage 2: Structured and Proactive.....	8
Stage 3: Continuous Improvement.....	10
Scaling to Your Needs.....	14

What's Your WFM² Number?

Do you consider workforce management solutions a potent strategic tool for your organization?

Are you prepared to maximize employee empowerment, leverage digitized time and labor processes, optimize demand driven scheduling, simplify absence management, and enable strategic business insight?

3 Stepping Stones of the Workforce Management Maturity Scale (WFM²)

Static

**Structured
& Proactive**

**Continuous
Improvement**

Top down traditional management style

At the ready to identify and react to disruption

Way of life: Innovation & efficiency through continuous improvement

Foundation & Quick Wins:

How to Move Along the Scale

A global high-quality entertainment organization has built their success on providing unique and sophisticated live entertainment experiences to over 150 million people worldwide across 300 cities.

Their unique innovative approach has included the creation of new lines or business and strategic mergers and acquisitions. This accelerated growth had resulted in the realization that controlling workforce cost per show or project had become arduous and prone to errors.

Their time management system, an internal custom solution, was implemented in the mid 2000s and enhanced to keep up with the company's growth and needs. Sustaining company growth meant re-thinking time management and designing a foundation to provide real time and accurate information to decision makers while controlling the cost of labor.

A shrewd, lean approach has been adopted, with the primary building block centered around decentralized time capture processes.

Simplicity is key, allowing the use of web clocks mobility services and self-services. Pay rules, labor laws, and compliance are automated, allowing the elimination of errors and providing the leadership with real time information and trending reports to be a potent strategic partner.

Today, this organizations' technological roadmap rests on the core of a strong WorkForce Software foundation. Further integrations and enhancements are planned with the objective of streamlining processes across the world, and easily setting up or closing shows anywhere, anytime.



Journey Through the Workforce Management Maturity Scale

Organizations must adopt their own workforce management best practice processes to quickly respond to ever-changing labor laws, geographic working markets, and company growth.

The 3 stages of workforce management maturity are client experience focused and outline business evolution versus adoption of strategies, as well as the operationalization of solutions to serve business transformation.

Stage 1

Static

Discover about your level of workforce management maturity



Static organizations employ methods that are **stable**, proven and predictable, allowing the strategic process to be scheduled in advance. While established predominantly as repetitive and **task-oriented**, time management processes are seldom prone to change. Proven values are key and drive the decision-making process. Ideas and proposals coming from the highest echelons of the company's vertical structure are met with a healthily and refined sense of **quick reactivity**.

Its strong culture and **top-down management** process describe the general organizational behavior. The leadership team defines the directives that guide the lower echelons of all business operations. Tasks and activities are the backbone of the company, which altogether support the general management. The organizational environment is characterized by **stable and predictable changes**.

Market Disruption Versus Status Quo

The company's needs and general mature market drivers are usually the main influencers. Dramatic and abrupt disruptions in a market will trigger the need to question the status quo and embrace a more structured and proactive approach. Challenging well-established practices and processes and embracing change is key when time and attendance management is concerned. A successful transition must include serious considerations to best practices and streamlined processes to make work more easily.

Change Influencers

- *New paradigms and market drivers in mature market*
- *High barrier of entry*

Moving Forward

Building a solid foundation with core process automation and integration will become the stepping stone, and first success story for the future. It has been proven that a workforce technological roadmap paired with a sound human adoption strategy makes for a positive employee experience and stronger engagement.

Make room for future codification of lessons learned, stronger integrations, and flexibility to adapt to market changes. Workforce management is, after all, a journey.

Building Block

It is quintessential to produce a strong foundation, and build a roadmap that considers workforce process re-engineering, incremental functionalities, and integration.

Stage 2

Structured & Proactive

Discover about your level of workforce management maturity



Structured and proactive organizations have a **solid ecosystem** that is well nurtured and kept up to date. Internal processes are well understood by all levels of the company. Typically, the organization's focus translates into the adoption of a roadmap for strengthening integrations, while **streamlining and optimizing processes**. Projects often require important participation of both information technology services and internal business partners, as well as a sound change management office. The organization easily identifies **disruptive forces as unique opportunities** to gain long-term advantages.

Strong interactions in all the different company levels and divisions cultivate a **transparent** and open communication structure. The backbone of the company culture is supported by a long-sighted vision and commitment to embrace a culture of **unwavering improvement goals**.

Increase Flexibility

Companies can face complex transformation challenges when adapting their business strategies and process. Frequent challenges include mergers and acquisitions as part of a company's business growth. To adapt to disruption and external influencers, the organization will need to adopt a flexible framework and workforce management ecosystem. Luckily, they can count on an existing solid foundation that includes core workforce management processes and automation.

Change Influencers

- *Growth through mergers and acquisitions*
- *Quickly adapting to disruption and market influencers*
- *Simplifying complex practices*

Moving Forward

The principal objective of a workforce management technological roadmap is to support the organization's innovations with the right systems landscape and behaviors. The expected results are to reduce operations costs and eliminate payroll calculation errors, which empower managers with tools to meet objectives and increased employee satisfaction. Address inefficiencies with the codification of past lessons learned and the identification of bottleneck processes that consume non-productive time. Optimization should not automatically correlate withdraw out projects, but rather assure that the company is building in the right direction. Again, this is designed to make improvement easier.

Building Blocks

- *Simplify workforce management processes*
- *Standardize operational models and empower managers*
- *Automate rules and complexities*
- *Integrate, integrate, integrate!*

Continuous Improvement

Discover about your level of workforce management maturity



Organizations that adopt a culture of continuous improvement **support innovation** with the right workforce management systems. High levels of **manager empowerment** and employee satisfaction allow organizations to **foster adoption and adaptation** to the ever-changing market disruptions and influences.

Using small incremental efforts to **achieve change translates into true value potential**, maximizing desired results and reducing the organizational burden. **Workforce management is utilized as a competitive tool**, making HR a quintessential aspect of business growth.

Disruption Is an Opportunity

Organizations with a continuous improvement culture are mostly hovering above the competition. An inherent non-existent resistance to change supports business objectives.

Business objective is to achieve operational excellence. Disruption is an opportunity to improve. Continuous improvement methods and tools translate into prompt reaction and adaptation to change. Employees feel more engaged and accountable as they are part of a movement. Information is coming bidirectional top-down, and with powerful key indicators to measure results and objectives.

Change Influencers

- *Disruption is an opportunity to improve*
- *Driven by measurable key performance indicators*

Keep the Wheel Turning

Organizations at a high maturity level strive to optimize processes through targeted or specific cost-effective assessments. Continuous improvement is a cycle requiring ongoing efforts to improve productivity and performance. At this stage, incremental improvements over time will prevail over breakthrough improvement which occurs in the early adoption of the continuous improvement culture. Jeopardizing the cycle by abandoning continuous improvement methodologies could have negative repercussions that can ultimately render processes and workforce management systems obsolete. This can result in hampering company growth and create a climate of uncertainty. The organization's leadership team must prove a deep allegiance to the process and objectives.

Building Blocks

- *Incremental improvements over time*
- *Ongoing effort to improve, optimize, excel*
- *Strong leadership adoption*

Scaling to Your Needs

Fortunately, **Workforce Software solutions** are designed to help organizations reach their objectives no matter where they are in their HRIS journey. Companies can take advantage of workforce management built-in best practices and compliance ready processes, to automate calculation rules. This will ultimately reduce complexities and labor costs while improving operational efficiency. Thanks to the solution's capacity to adapt to unique and complex needs, a whole HRIS ecosystem is created and integrated with WorkForce Software as the core of time management. Other core HR solutions will manage the employee life cycle, talent management and payroll. As a result, organizations experience a notorious and measurable improvement in ROI, reduction in process complexity and a notable uptick to legal compliance and standards.

Maybe You Should?

- *Challenge your status quo*
- *Make sure that you deliver at the level that the organization wants to function*
- *Equip yourself with real-time integration capabilities: with your ecosystem, with other third parties*
- *Work with your solution providers to ask for platforms and dashboards that empower your business*
- *Provide data intelligence: what does your data predict?*

**Need help
moving up the
maturity scale?**

Let's discuss