Select a Workforce Management Solution

Description: You can't always get what you want, but if you try, you can get a WFMS that meets your needs.

Your Challenge

- There are quite a few solutions on the WFM market to choose from, and it may be difficult to determine what makes one vendor better than another.

- Deployment options include on-premise, SaaS, and traditional managed hosting and determining which to use can be challenging.

- Create a shortlist of Workforce Management Solution (WFMS) vendors, select which is the best fit for the enterprise, and make sure the right selection process is in place.

- Implementation can be time-consuming and a nightmare. Understand what should be done to address some common pitfalls.

Our Advice

Critical Insight

- A WFMS is an application that covers all the processes needed to forecast labor needs, schedule and deploy the workforce, track the nature and amount of time worked, and manage the total cost of labor. The solutions offer cost savings, operational efficiencies, and better management of human capital. It’s estimated that a WFMS saves between 2 and 9% of payroll.

- A WFMS is most valuable for companies that have a lot of complex rules and regulations that influence work processes and must be complied with, and that need current, accurate data and information accessible for various people.

- Current technologies facilitate cutting edge user interfaces and fuel the need for increased mobile functionality in solutions. These are key differentiators between vendors.

- Implementation success begins before you select a vendor. Form a project team to represent all end-users and business units in contact with the WFMS to gather all viewpoints throughout the whole WFMS selection and implementation process.

- The key to implementation success is in having good processes and plans laid out, and involving end-users at all points of the implementation process.

Impact and Result

- Understand whether your organizational environment necessitates a WFMS.

- Assess potential benefits in order to purchase the right components to maximize payback.

- Prepare an RFP and a demo script for vendor evaluations.

- Create a shortlist of WFMS vendors and select which is the best fit for your organization.

Get to Action

1. Understand WFMS requirements and compare vendors
   Choose the right vendor and delivery method for your organization.

- Storyboard: Select a Workforce Management Solution
2. Determine if a WFMS is appropriate for the enterprise
Ensure that the WFMS investment is right for the enterprise and that a project team is formed with clear expectations and responsibilities.

- Workforce Management Solution Appropriateness Assessment
- Workforce Management Solution Selection Team Charter

3. Identify vendors and solicit information
Evaluate RFP responses to establish a shortlist.

- Workforce Management Solution RFP Template
- Workforce Management Solution RFP Response Evaluation Tool

4. Select and test potential WFMS
Identify the WFMS that best meets organizational needs.

- Workforce Management Solution Vendor Shortlist Tool
- Workforce Management Solution Vendor Demo Script

*This is a bundle package with multiple titles

Contents:
- Storyboard: Select a Workforce Management Solution (powerpoint)
- Workforce Management Solution Appropriateness Assessment (excel)
- Workforce Management Solution Selection Team Charter (word)
- Workforce Management Solution RFP Template (word)
- Workforce Management Solution RFP Response Evaluation Tool (excel)
- Workforce Management Solution Vendor Shortlist Tool (excel)
- Workforce Management Solution Vendor Demo Script (word)

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