THE SUPERHERO'S GUIDE TO SUCCESSFULLY IMPLEMENTING A **WORKFORCE MANAGEMENT SOLUTION**

QUINYX®

ENJOY WORK

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Forget the Avengers. Sure, it would be nice to have Hulk's strength, Iron Man's charisma and Captain America's virtues but unfortunately we can't help you here. We're fresh out of Marvel magic. But we can give you your own superpowers.

So how about it? Do you want to be a hero?

We're not talking fancy costumes and saving the world, we're talking about becoming your company's internal hero. How? By overseeing the smooth and successful implementation of your workforce management software.

By now, you'll know the benefits implementing a business optimisation tool like workforce management software will bring to your company. You'll also be aware that company-wide change on this level can be fraught with difficulties, obstacles and challenges.

But don't worry. Armed with this guide you'll be able to overcome every challenge you face. Inside you'll find our six steps to make your implementation journey as smooth as possible including:

1. How to assemble your project dream team
2. Mastering your data
3. Clarifying your vision & integrating your software
4 Streamlining your processes and workflows
5. Successful communication & internal buy-in
6. Effective decision making & change management

With these six steps you'll have all the knowledge you need to be in the best position possible when it comes to successfully implementing your new workforce management software.

No one said being a hero was easy but, with us at your side, we'll help you stand on the shoulders of giants.

Are you ready? Let's begin...

Let's picture the scene...

The contract has been signed, you're raring to go and you're super excited (at least we hope you are!) about using your new workforce management software.

SO WHAT HAPPENS NEXT?

1. You'll receive a welcome email and a call from our Customer Onboarding Team where we'll explain the process of how we're going to work together. Their role is to support you every step of the way to ensure your implementation goes as smoothly as possible. Think of it like this: if you're Luke Skywalker the Customer Onboarding Team are your Obi Wan Kenobi.

2. During this first contact we'll explain how we'll work tightly with you and your project team, we'll share links with you to our e-learning platform and schedule in the kickoff meeting which will either be a face-to-face or an online video meeting.

3. We'll put a detailed project plan together to make sure everyone understands what needs to be done, when it needs to be done by and where the responsibilities for the different parts of the project lie.

4. At this point, the burning question on your lips will more than likely be: "How long is it going to take?" It's important for us to tell you right here and now that we don't 'own' the timeline; you do (with great power comes great responsibility). Every implementation is different and the way the software is configured will be unique to you. We can give you a high-level timeline of how long it's likely to take but there will be a number of tasks you'll be responsible for (simply because you and your company are the only people who can do them). You'll need to put a start and end date on these tasks and activities. It's from here we'll be able to create a detailed timeline and plan together.

5. Once the core configuration of Quinyx is done, we'll then train your local managers on how to use the system before granting access to all your employees who you want to be able to download Quinyx.

We want you to know from the start you won't be alone in doing this, we'll be here to help you every step of the way and meet your expectations, hit all your requirements and work seamlessly with your internal processes and workflows.

THE FOLLOWING 6 STEPS WILL HELP US ACHIEVE THIS.

STEP 1

ASSEMBLE YOUR PROJECT TEAM

Just like the Avengers, it's time to assemble. We wouldn't, however, recommend bringing in Thor at this point. Instead, you want to assemble a team that covers all the bases and can reach different touch points throughout your company.

Of course, every company is different and as such so are the project teams. But our recommendation for assembling your dream team is to include:

• Representative from HR

This person's role will include tasks such as specifying agreement rules and regulations as well as employee data and management processes. They'll need to know the business regulations and compliance requirements, and be able to translate these to rules in agreements, skills and employee profiles in Quinyx.

• Representative from payroll

This is needed to specify pay rules such as overtime or unsocial time payments as well as required payroll outputs and processes. The need to know their payroll systems and processes as well as act as the testing authority for Quinyx outputs.

• Someone involved in daily operations

Someone involved in daily operations is needed to help guide usage of Quinyx from an end user point of view to ensure that all business needs are gathered (shift types, skills, etc). They need to know the business at all operation levels as well as have authority to design the end user experience in terms of processes.

• Representative from IT

This person is needed to guide on technical aspects such as integrations, data flows or other system dependencies. They need to have an overview of business systems in use and be able to direct other dependent or related systems such as POS data or tablets for time punching.

• One single point of contact

This person will be the project manager from your side and will be responsible for your deliverables. The person in this role should have the ability to make decisions, and to make them quickly, as well as being responsible for the internal project team.

STEP 2

MASTERING YOUR DATA

From day one, we need to understand your organisational structure because this is the first thing we configure in Quinyx - it can be changed but it's important to get it right in the beginning as it will save time. This will include your head office hierarchy and how this then filters down into your local units.

Having your Employee Handbook in good shape is of great help to start with. Often we find the view from head office of how the contracts should look is applied completely differently further out in the organisation.

Make sure you find real facts of how time is treated in all parts of the organisations. Your implementation project will be a great agent of change to correct any errors or incorrect policies.

We'll provide you with a template during the kickoff meeting which outlines the kind of data we need from you and based on this we configure Quinyx to work the way you expect it to. This could include data like employee information, contract terms, payroll info and login credentials.

However, the data that comes out of Quinyx is only ever as strong as the data that goes in. For example, if we're importing data from your HR system, we first need to make sure we're not importing any bad data. So if you have 5,000 employees and you have a missing address field for 2,000 of them, this will need to be cleaned and made good before we import the information into Quinyx.

Mastering your data is essential to mastering the optimisation of your business. It should also be noted that this step can have a significant impact on the implementation timeline if it isn't completed correctly.
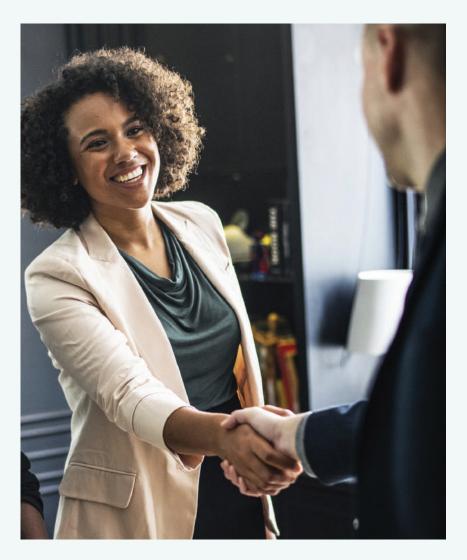
STEP 3

CLARIFYING YOUR VISION & INTEGRATING YOUR SOFTWARE

At a certain stage in the project you'll be asked: "So, which labour drivers do you run and where can we retrieve the data?" Figuring this out can (and probably should) take time, as it is about finding out the true relation in your business between sales, guests/customers, service levels, customer happiness and the work schedule.

This can be done through workshops with the right stakeholders or also more advanced time studies where, amongst other things, the exact task execution time is measured for your key activities in the business.

Clarifying your vision of what you want the software to do, and the biggest problems you want it to solve, means it's much easier for us to get on the same wavelength as you and help you get to where you want to go.

We now also know that nearly 80% of all our projects require some kind of integration - whether this is with your payroll system or your HR system. This isn't something to be afraid of. Integrations are now relatively straightforward and cost effective. Preferably, if it's a large scale project, you need to appoint a specific person with integration responsibility as early on as possible.

STEP 4

YOUR STRUCTURE, PROCESSES AND WORKFLOWS

From day one, we need to understand your organisational structure because this is the first thing we configure in Quinyx - it can be changed but it's important to get it right in the beginning as it will save time. This will include your head office hierarchy and how this then filters down into your local units.

The more information we can get the better. This then helps create a configuration bespoke to you, minimises the risk of the system not doing the job you expect it to do and will remove any hidden obstacles from our path.

Furthermore, you'll need to have full clarity in terms of your employee contracts and how their terms are applied across the organisation.

Having your Employee Handbook in good shape is of great help to start with. Often we find the view from head office of how the contracts should look is applied completely differently further out in the organisation. Make sure you find real facts of how time is treated in all parts of the organisations. Your implementation project will be a great agent of change to correct any errors or incorrect policies.

Help us understand the following information about your processes and workflows. This will include information like:

- How should we attest time?
- Should employees do it and managers then approve it or should it only be managers?
- If you're using budget and forecast, will this be done by each unit or set via head office?
- How often do you run your payroll - is it once a month or bi-weekly?

STEP 5

SUCCESSFUL COMMUNICATION & INTERNAL BUY-IN

Our e-learning platform will be made available to everyone in your organisation who needs to access it and, in fact, there are certain modules in here that are prerequisites to complete before the implementation project begins. The aim is to make sure that everyone is aware of what Quinyx is, how it works and how it will benefit them because, to use the famous George Bernard Shaw quote: "The single biggest problem with communication is the illusion it's taken place."

The reason for that is that your WFM solution touches everyone in the organisation. Therefore communication is essential to make the project a success. Successfully communicating the benefits of your new software, the reasons for using it and how to use it are integral components to seeing the best results. As is internal buy-in. Buy-in needs to be ensured from C-level executives right through to part time employees. The part-timers are usually easy to get on the train as the solution is usually beneficial to them. But consider the unit managers, the schedulers and the payroll managers to make sure they too see the benefit in the project.

STEP 6

DECISION MAKING & CHANGE MANAGEMENT

Inevitably during the project quick decisions will have to be made, like what direction to go in with regards to configuration. This is usually handled via the project team you've set up and, in a perfect world, the project manager will have the power to make the decisions.

We've overseen over 500 successful implementations with our customers and partners and we know change isn't easy. However, there's no reason to let any of these factors delay or stop you implementing a new solution, simply make sure to start the work now to have the information and decisions ready for when you're ready to go so that your team can hit the ground running.

Even if an implementation takes time and effort it's well worth it given the huge potential and savings that are available if implemented correctly.

Implementing a new solution is always a challenge but, we hope, armed with the above advice, and with us at your side, we can make your journey as smooth as possible so you can start seeing the results and reaping the benefits of using a cloud based, mobile-first solution as soon as possible.

To find out more, and to step into the future of workforce management,

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