



CASE STUDY

Maximising the value of an existing WFM investment

A global industrial services company had invested in a WFM solution and deployed it across 8 of its 35 cities, but struggled to realise its full value. rightWFM helped strengthen the WFM foundations, improve adoption and optimise the way the solution was used.



8 of 35

Cities using the WFM solution.



Reduced

Excel dependency and duplicated planning work.



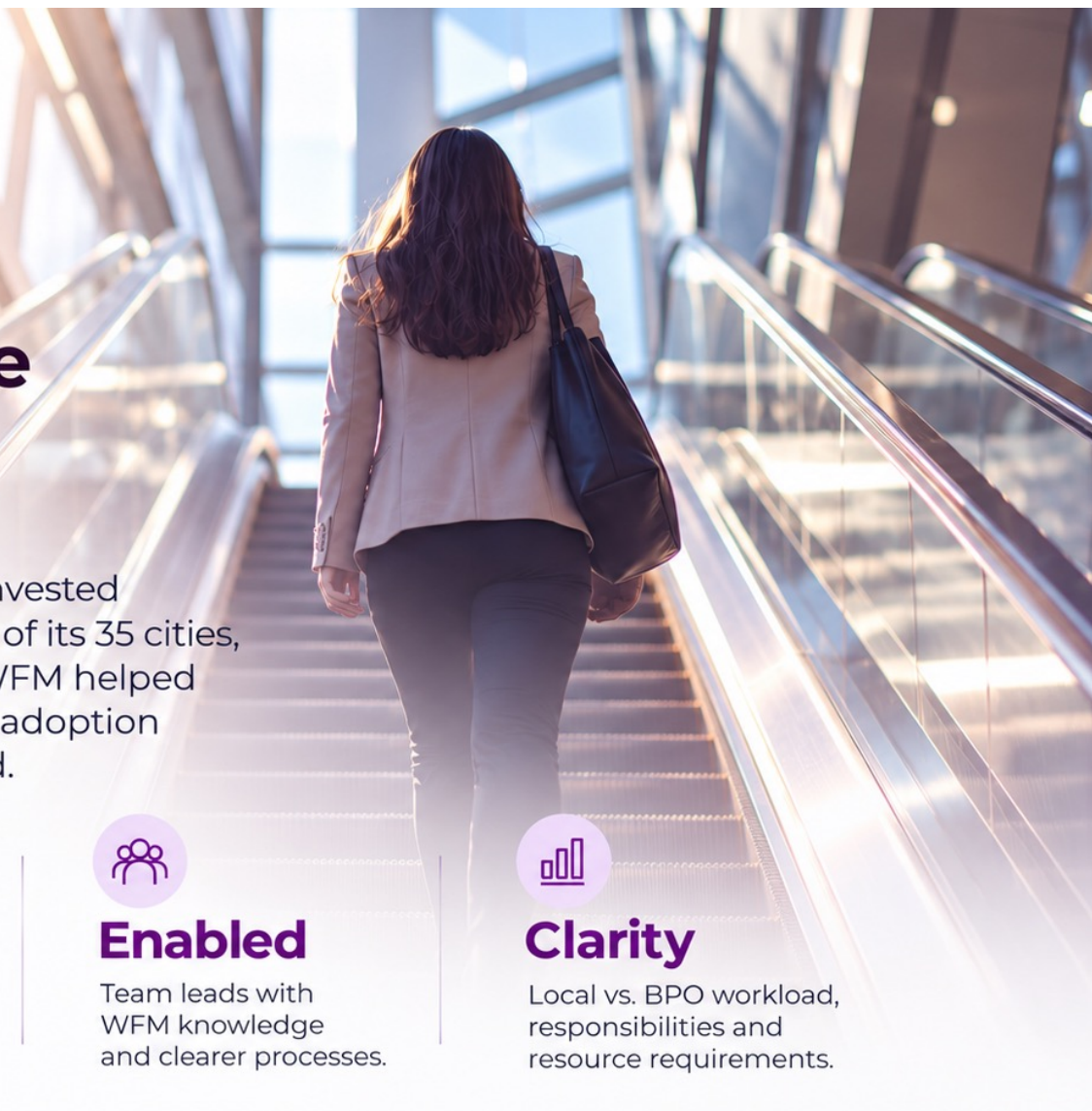
Enabled

Team leads with WFM knowledge and clearer processes.



Clarity

Local vs. BPO workload, responsibilities and resource requirements.



THE CHALLENGE

An existing WFM investment was not delivering its expected value



A global industrial services company had invested in a WFM solution and deployed it across 8 of its 35 cities. Although the solution had been in use for several years, the organisation was struggling to realise its full benefits.

Local teams continued to rely heavily on Excel for workforce planning. Shifts were first planned in spreadsheets and then manually transferred into the WFM solution, creating duplicated work and increasing the time required to complete the planning cycle.

WFM activities were managed by team leads rather than by a dedicated planning function. This meant the people operating the solution had limited understanding of the end-to-end WFM cycle and the processes behind it.

There was also no clear understanding of how much work should be performed by local teams versus the BPO, which increased cost and created confusion around responsibilities.

WHAT HAD TO BE SOLVED

- Excel-based duplicate planning
- Limited WFM process knowledge
- Unclear local versus BPO workload
- Vendor support and information gaps

THE STRATEGY

Rebuild the WFM foundations before optimising the solution



rightWFM started from scratch by understanding the requirements, operational needs and difficulties experienced across the different markets. From this, we created a structured action plan separating the actions required internally from those requiring support or changes from the WFM vendor.

A key finding was that the team leads responsible for WFM needed a stronger understanding of the workforce management cycle itself. Before focusing on the system, rightWFM created clarity around the end-to-end WFM process and how the different stages connected.

With this foundation in place, rightWFM delivered refresher training on the WFM solution and reviewed and updated the configuration so it better reflected the organisation's actual operational requirements.

rightWFM also worked closely with the vendor to bridge gaps in missing information and separate vendor-side issues from internal process and usage mistakes.

HOW RIGHTWFM HELPED

- Requirements and market difficulties mapped
- Internal and vendor actions separated
- WFM cycle explained before tool training
- Configuration and vendor collaboration improved

THE RESULTS

Greater efficiency, clarity and value from the existing WFM investment



Less Excel

Unnecessary spreadsheet-based planning was reduced, removing duplicated work where shifts were planned in Excel and then manually transferred into the WFM solution.



Enabled teams

Team leads developed stronger WFM knowledge and a clearer understanding of the process behind the solution.



Better use

Refresher training and configuration improvements made the WFM solution clearer and more relevant to day-to-day operations.



Clarity

The organisation gained visibility into local team versus BPO workload, responsibilities and resource requirements.

CONCLUSIONS

The right foundations turn an existing WFM investment into measurable value



The case demonstrated that investing in WFM technology alone does not guarantee workforce management maturity. When the people operating the solution do not understand the WFM cycle, technology can become an additional administrative layer rather than replacing manual processes.

By rebuilding the WFM foundations first and then addressing training, configuration and vendor collaboration, rightWFM helped the organisation move towards a more efficient and sustainable way of working, with less duplicated work and greater clarity over responsibilities and workload allocation.

KEY TAKEAWAY

Technology delivers value when people, processes, configuration and vendor collaboration are aligned.

Understand the process



Enable the teams



Optimise the tool



Remove duplicate work