



CASE STUDY

A global sports and lifestyle retailer

Successfully enabled deployment of a new WFM tool across 20 countries, scheduling 20,000+ employees with zero overlapping vendor fees.



20

A WFM tool enabled across 20 countries.



20,000+

Over 20,000 employees scheduled in the new tool.



Zero

No overlapping WFM vendor fees.



Clarity

A clear requirements list and deployment plan for every country.

THE CHALLENGE

A standard global WFM solution was not yet fit for EMEA



A global sports and lifestyle retailer moving towards standardised tooling across all their markets had invested in a WFM tool. They initially tried to deploy the solution but realised that, as it stood, it was not a fit for their EMEA markets.

They were under pressure to end the contract with their previous vendor and have the new solution in place, but struggled to get a clear picture of the requirements in each market and of a realistic implementation plan.

The pressure was mounting as the end date of the previous vendor contract came closer. The company needed to react quickly and have an alternative way of planning their personnel across all their markets.

WHAT HAD TO BE SOLVED

- Clear requirements by market
- Realistic implementation plan
- Continuity before vendor end date
- EMEA-ready approach

THE STRATEGY

Market-by-market requirements created a practical deployment path



rightWFM created clear business and legal requirements lists for each market, covering every point from must have to good to have. This gave both the organisation and the vendor a clear picture of what needed to be prioritised.

The requirements were factored into the implementation plan, which allowed the company to move forward with a country by country deployment. Features that satisfied the absolute must have requirements were enabled first, while the good to have items were placed on the roadmap.

By leveraging rightWFM's knowledge of labour law and compliance in scheduling and data privacy, the company was able to get sign off from all stakeholders and move towards a smooth implementation, with no costly overlapping contract fees from two vendors.

HOW RIGHTWFM HELPED

- Requirements from must-have to good-to-have
- Country-by-country deployment path
- Legal, scheduling and data privacy input
- Stakeholder sign-off and vendor alignment

THE RESULTS

A compliant rollout across 20 countries without overlapping vendor fees



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CONCLUSIONS

Local clarity made a global WFM standard workable across EMEA



A global WFM standard can succeed across complex EMEA markets when local business, labour-law, scheduling and data-privacy requirements are made explicit before deployment.

Prioritising must-have requirements and sequencing deployment country by country created a practical path to stakeholder sign-off, implementation across 20 countries and the transition away from the previous vendor without overlapping WFM vendor fees.

KEY TAKEAWAY

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

Local requirements



Prioritised roadmap



Country rollout



No overlap fees