



NUCLEUS
RESEARCH

INSIGHTS FROM WORKFORCE CUSTOMERS

ANALYST

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THE BOTTOM LINE

Nucleus spoke with multiple customers to understand the value brought by Workforce Software. All customers noted the functionality, ease of use of its mobile app, and cost consolidation as primary benefits. The WFM market is filled with highly verticalized solutions, making integrations with already implemented infrastructure key for large enterprises with complex use cases. Workforce's strong consultative capabilities drive value as customers can implement a WFM platform with significant functionality that integrates with their current infrastructure.

OVERVIEW

Workforce Software runs on a configurable automated rules engine that validates inputs and manages requests across multiple HR processes, while ensuring compliance with changing labor laws through continual updates. The platform integrates with existing HCM and payroll systems, minimizing manual data entry and data silos. Scheduling functions in the platform now include features like auto publishing of shifts and support for multi-week contracts. All modules, including Workforce Experience, WorkForce Hub, and Digital Assistant integrate into the Suite's UI, allowing users to access all features with one entry point.

WHY WORKFORCE

Nucleus conducted interviews with Workforce customers across industry types to identify the primary factors of selection of the WFM solution over competitors. Customers most notably reported functionality enhancements, ease of use, and cost consolidation as key reasons for choosing Workforce.

- **Functionality Enhancements** Customers benefited from Workforce's ability to handle the intricacies of global labor compliance, accommodating diverse labor laws across different countries and states. This capability is crucial for organizations managing both unionized and non-union employees and salaried non-exempt workers. The platform's consultative process has been especially valuable for clients with extremely complex use cases. These customers needed significant functionality and a trusted team that could effectively troubleshoot and adapt the platform to their specific needs, making the relationship feel more like a partnership. This client-centric approach, combined with seamless integrations with existing HCM systems from SAP and Oracle, allows customers to maintain the platforms they value while streamlining their WFM infrastructure.
- **Ease of Use** Customers noted the improved end-user experience following implementation. The mobile app is especially useful for labor across various sites and in remote settings. Additionally, the increase in automation within the Workforce

**Workforce improved
shift management
efficiency for one
organization by 65%**

platform has led to an up leveling of employee skills. One customer saw an increase in shift management efficiency by 65 percent through automation capabilities. By automating processes, the software enables users to focus on more strategic, high-level activities.

- **Cost Consolidation** Previously on fragmented systems, organizations that switched to Workforce Software have achieved significant cost consolidation by adopting its unified system. This integration not only facilitated a smoother transition but also enabled a more standardized approach to business processes across various departments. As a result, companies have reduced their operational complexities and lowered costs, benefiting from a more cohesive and efficient operational framework.

CUSTOMER EXPERIENCE

Nucleus interviewed Workforce customers to better understand the value of the solution in industries including energy, manufacturing, and pharmaceuticals.

ENERGY

This company transitioned from both Oracle's time and labor system and paper timecards six months ago. This change was driven by the need for a system capable of handling the detailed requirements of managing employee lifecycles paired with specific personnel hours. Specific challenges included with various job sites and pay codes, such as different rates for different types of work among an individual. The Oracle system involved too much work to maintain and lacked the necessary mobile app usability. Workforce addressed the company's specific needs, such as tracking equipment usage and labor across multiple sites. Additionally, it offered a user-friendly mobile application, a critical factor for on-site management. The implementation, planned over the next ten years, aims to significantly enhance functionality and user experience, using mobile tech for immediate data access and management across various locations. This strategic shift is expected to streamline operations, reduce maintenance overhead, and improve efficiency.

MANUFACTURING

With 40,000 users across 275 sites and 300 business units—ranging from unionized to non-union, salaried, and non-exempt—this company transitioned to address its diverse and complex needs. Previously using a mix of Kronos, Workbrain, and Infotronics systems, the organization required a more agile and scalable solution to quickly respond to pay policy,

and time management practices, especially given its highly unionized environment with over 100 local requirements. The decision for Workforce came from its quality UI/UX that could handle the complexities of union and non-union employee management effectively. Workforce's system allows for rapid adaptability in policy changes and offers an advanced system of record for data, essential for maintaining accuracy across various locations and conditions. The benefits from switching included significantly improved end-user experience, technology consolidation, and standardized business processes, ensuring consistency across all units. The solution's end-to-end service model was also a consideration, with strong consultative support, helping to minimize data silos and enhance cooperation across teams. Additionally, Workforce's attestation functionality was crucial for the company to comply with internal policies, ensuring all time data are accurately captured and reported, minimizing the risk of non-compliance.

PHARMACEUTICALS

This global company, with 70,000 employees across 100 countries, adopted Workforce Software over the past two years. They previously lacked a centralized WFM solution, using fragmented systems across both absence management and complex countries. Recognizing the need for a solution with significant functionality to manage long-term forecasting, schedule shifts effectively, and handle intricate time and absence management, the company issued an RFP. Workforce was the only solution capable of meeting the complex cases presented, especially with its planning tools and independent payroll management capabilities. Prior to full implementation, the company conducted a six-month blueprint phase, involving in-depth consultation and the use of flexible, complex applications to ensure the software's capabilities aligned with the company's needs. The successful blueprint phase led to the implementation of Workforce software across 20 of its most complex manufacturing sites worldwide. The deployment brought several benefits, including technological consolidation and cost reduction, which streamlined technology across branches and reduced operational costs and maintenance burdens. Workforce's automation capabilities led to an increase in manager efficiency by up to 65 percent and resulted in enhanced employee satisfaction by allowing staff to focus on higher-value activities.

LOOKING AHEAD

Nucleus expects the WFM market to become increasingly competitive over the following 18 months as companies assess their industry-specific needs. With the pressure to consolidate technology, vendors must provide deep functionality with scalability, without neglecting

usability. Workforce's proven capability to adapt and innovate in response to detailed customer needs along with UX/UI features will likely continue to differentiate it from competitors. This strategic approach not only meets the immediate needs of clients but also positions Workforce for sustained growth as it navigates future market challenges and opportunities.