Case Study: Maple Leaf Sports & Entertainment

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SOFTWARE

MLSE
BRINGING THE WORLD TO ITS FEET

Executive Overview

Company
Maple Leaf Sports & Entertainment

Headquarters
Toronto, ON, Canada

Industry
Entertainment

Products and Services
Sport and entertainment events

Web Site
http://mlse.com

Solution
Time & Attendance
Advanced Scheduler
Mobile & Analytics

Objectives
- Manage a diverse set of hourly, salaried, unionized and non-unionized employees working in various positions across 9 locations
- Eliminate the manual and error-prone time & attendance and scheduling processes

The Solution
- Digitalized time & attendance and scheduling processes with WorkForce Time and Attendance®
- Seamless integration with existing Workday® and ADP® PCPW environment
- Self-service and mobile access for employees

Key Benefits
- Reduced time capture errors due to automation of time collections and rules
- Reductions in overtime due to improved workforce management practices
- Scheduling efficiencies for employees and the scheduling department
- Risk reduction and improved compliance

3,750+
Employees

$650K CAD
Annual Benefits in Total

176%
5 Year ROI

"We spent a lot of time, effort, and resources to ensure that we picked the right product. That was a tough decision, but we know we made the right choice."

Bob Hunter, Chief Project Development Officer

Modern Solution to Address MLSE's Needs

MLSE currently employs around 600 full-time salaried and 3,150 hourly unionized and non-unionized employees working in various positions and departments across 9 locations. While most employees hold one position, some employees work more than one position – often across multiple locations and with different pay rates.

The majority of hourly MLSE employees are members of one of five unions and abide by one of eight Collective Bargaining Agreements (CBAs), whereas salaried employees are non-unionized.

Having this diverse workforce, MLSE needed a modern solution to efficiently manage its time & attendance and scheduling processes.

Previously, **time & attendance** information was captured through multiple media sources such as POS, hand scanners and manual timesheets/spreadsheets for ~700 employees. All time collected via the legacy time system was manually verified against sign-in and sign-out sheets.

Attendance reporting through the legacy system was manual and required significant effort and manual data cleanup. Pay rules used to derive gross pay amounts were manually interpreted and reporting was limited. Information could not be obtained from the current scheduling and time systems without significant manual manipulation.

Scheduling sign-up calendars were provided to employees through a variety of methods, both online and paper. The employees would sign up for work, and the sign-up sheets were then printed and entered into an in-house developed scheduling system which required the MLSE Scheduling Department to enter schedules for over 2,000 team members. Handling schedule changes sent in via email, hotline, fax, and paper submission was time consuming and labor intensive, making it difficult to accommodate event- or employee-driven changes. Unplanned overtime was difficult to control in this environment.

Integrated Workforce Management with WorkForce Time and Attendance

After a thorough and lengthy review process by a cross-functional team, MLSE chose the WorkForce Time and Attendance solution to address their business needs and to streamline time & attendance and scheduling processes.

As of today, the solution is being used across 15 divisions of MLSE, including MLSE's major event venues, ticket offices, retail stores, restaurants, and several team operations groups.

The implemented solution seamlessly integrates with MLSE's existing HRIS and payroll systems. Managers can now approve time entries in a single tool with real-time alerts. In addition, the scheduling department manages employee schedules centrally with real time visibility into the workforce to avoid unnecessary overtime.

The new solution also provides self-service functionality and mobile access to time & attendance and scheduling information for employees.

"We are always looking to find new and creative ways to engage our frontline employees; the implementations of WorkForce Mobile Time and Attendance and One-Touch Callout helped us reach more employees and prompted more consistent use of available features."

Meghan Rees, Senior Manager, Scheduling

MLSE Expects 176% ROI in 5 years

Direct Savings Areas

- Reduced time-capture errors by automating time collections and rules
- Reductions in overtime due to improved workforce management practices
- Eliminated redundant callout system license fees and gained callout process efficiencies
- Elimination of overpayments for unearned paid time off
- Savings on courier and storage fees for paper timecards
- Elimination of costs associated with supporting legacy system

Process Savings Areas

- Scheduling efficiencies for employees and the scheduling department
- Automation of "scheduled work time to actual work time" exception tracking
- Time data collection efficiencies and the elimination of data entry work (due to uploads)
- Pay rule interpretation and gross pay determination efficiencies

Other Areas

- Improved compliance via adherence to statutory and ESA and CBA-based pay rules and reduced risk of employee claims/grievances
- Real-time visibility and control of labor data
- Increased employee engagement

Key Benefits Achieved

176%	**16 Month**	**60%**	**$200K CAD**
5 Year ROI	Payback Period	Reduction in Unplanned Overtime	Savings in Process Efficiencies Per Year

Future Plans

MLSE continues to host sports and entertainment events with a diverse workforce. Implementing WorkForce Time and Attendance has already generated thousands of dollars in direct and indirect savings. The futureproof solution supports growth and the expansion of staff and locations without major upgrade costs.

Niels van Amerom, Systems Manager Scheduling says "We want to automate even more of our processes and create efficiencies by implementing additional employee self-service functionality, such as shift swaps and shift giveaways. We are also going to develop and expand our reporting capabilities to increase business intelligence and provide meaningful data for financial analysis purposes."

About WorkForce Software

As the leader in cloud-based workforce management, WorkForce Software is 'Making Work Easy' for employers around the globe. Our tailored solutions empower enterprise and mid-sized organizations to fully automate time, labor, and workforce scheduling processes, simplify absence management, and enable strategic business insight. With seamless integration and real-time visibility, WorkForce Software helps organizations tackle their most complex policies and compliance concerns, so they can reduce costs, maximize efficiencies, and improve employee satisfaction.

For more information, visit www.workforcesoftware.com.