

# Global Workforce Management Rollout Checklist

Large employers with a globally distributed workforce require a scalable workforce management solution that continuously adapts to local country compliance requirements, pay and union rules, scheduling needs, and employee expectations. This checklist serves as a guide to help you navigate through a global workforce management rollout—from planning and vendor evaluation to implementation and future scaling.

## Planning and Preparation

### Internal Alignment and Vision

- ✓ Identify key drivers for adopting a global workforce management solution (e.g., compliance, scalability, employee engagement)
- ✓ Stakeholders aligned on a shared vision and the balance between global standardization and local flexibility
- ✓ Set rollout goals and success metrics (e.g., reduce compliance risk, increase productivity, ROI)

### Requirements Gathering

- ✓ Document each country's operational, cultural, and regulatory requirements (e.g., mandatory collective bargaining agreements (CBAs))
- ✓ Categorize requirements as critical (compliance, mandatory business process) vs. nice-to-have

### Rollout Strategy

- ✓ Determine sequenced country rollouts based on maximizing success and learnings
- ✓ Understand interdependencies between countries and local systems that will connect to your chosen workforce management solution
- ✓ Identify potential risks and mitigations of planned rollout sequencing, especially for the most complex countries

*Actions Your Organization Could Take*

## Vendor Selection

### Expertise and Track Record

- ✓ Share successful customer implementations with similar complexity and geographical footprint
- ✓ Handle complex countries (e.g., Brazil-stringent labor laws, France-mandatory leave policies, Australia - dynamic compliance standards)
- ✓ Has strong relationships with regional implementation partners in your countries

### Technical Capabilities

- ✓ Offer configurable, rules-based system to handle diverse labor laws, pay rules, scheduling needs
- ✓ Scale to support your growth and adapts to future organizational changes
- ✓ Integrate with your ERP, payroll, HR systems in every country where you operate
- ✓ Allow for dynamic employee grouping, custom payroll processes, and custom timesheet views to meet the needs of your diverse workforce
- ✓ Eliminate high-risk manual processes (e.g., compliance tracking, complex pay calculations, multi-region configurations)

### Compliance and Localization

- ✓ Provide prebuilt templates for your regions, with automated updates for regulatory changes
- ✓ Handle region-specific complexities (e.g., CBAs, country-specific scheduling, rest period rules)
- ✓ Enable both global standardization and local flexibility

*Actions Potential Vendors Should Take*

### Vendor Fit for Key Stakeholders

- ✓ **HR:** Improve employee experience and engagement through scheduling flexibility and self-service tools
- ✓ **Payroll:** Enable accurate and compliant payroll processing across multiple countries
- ✓ **IT:** Scalable platform with robust APIs for seamless integration with existing systems and adherence to global security and data privacy regulations
- ✓ **Operations:** Support scheduling that optimizes resource allocation by promptly assigning best-fit employees to tasks

### ROI and Total Cost of Ownership

- ✓ Provide proof of ROI (e.g., payback period, long-term cost savings compared to current solutions)
- ✓ Account for total implementation costs for all countries including integrations, ongoing support, compliance updates
- ✓ Share customer case studies and testimonials who achieved solution ROI

### Live Demonstration Preparation

- ✓ Demo how solution meets your unique use cases:
  - Labor laws, union agreements, local policies configurability
  - Scheduling, leave management, compliance tracking automation
  - Real-time reporting and analytics
- ✓ Demo using your own company data
- ✓ Demo how they enable global standardization and local flexibility

## Implementation and Rollout

### Change Management

- ✓ Develop comprehensive change management strategy to engage your employees globally and locally to drive employee adoption
- ✓ Ensure training programs tailored for different user groups (e.g., managers, frontline workers)
- ✓ Establish governance structure for the implementation process

### Iterative Rollouts and Learning

- ✓ Provide feedback mechanism to capture lessons from initial rollouts and apply them to subsequent regional phases
- ✓ Document rollout process challenges, resolutions, best practices for future reference

### Sustaining Global/Local Success Post-Go-Live

- ✓ Define KPIs for evaluating success (e.g., improved compliance, reduced payroll errors, employee adoption rates, employee satisfaction)
- ✓ Assign ownership for ongoing maintenance, updates, system optimization
- ✓ Monitor system performance and compliance adherence
- ✓ Update and scale system to align with new regulations, changing business needs, technology advancements

*Actions Your Organization Could Take*

## Global Standardization and Local Flexibility

With so many configurable capabilities, let us show you why WorkForce Software can be your trusted solution provider for global workforce management transformation.

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