

Workforce Management System Implementation for a Luxury Fashion Retailer

This client is a subsidiary of a well-known luxury retail holding company. The company is home to over 75 luxury brands, with reported sales of over 79.2 billion Euros in 2022 and 5,600 stores around the world. The specific group is home to five prestigious brands encompassing leather goods, couture, and ready-to-wear attire.

As the group continues to grow through further store openings and adopting additional brands, the HR workforce management system was ill-equipped to handle the number of employees in the company. The HR and Payroll teams had to manually track paid time off, overtime hours, and various employee payouts. This could have potentially led to additional costs incurred in the department if they faced penalties for late or incorrect pay.

On an individual location level, the stores were using physical timeclocks to track employee time, which were prone to failing and difficult and expensive to service.

Additionally, the client's workforce management system was nearing its end of life. The client wanted to take this opportunity to upgrade to a more optimized, user-friendly, digital-first and scalable workforce management system that would better serve the growing needs of the organization. The client also wanted to combine their various systems into one integrated solution, including retiring their manual timeclocks and the Time-Out system.

The client engaged Clarkston to manage the implementation project, overseeing internal HR, IT, and Retail Operations teams as well as an implementation system integrator vendor.

Retail Case Study

PROJECT OVERVIEW

INDUSTRY:



Luxury Retail

PRODUCT AND SERVICES:



Leather goods, couture, and ready-to-wear attire

PRIMARY OBJECTIVES

- Manage discovery, design, development, and testing of new workforce management system UKG Pro Workforce Management (WFM)
- Lead integration management between WFM and the human capital management system UKG UltiPro
- Provide testing leadership and management to ensure proper functionality of new system
- Develop and manage training for over 200 managers and 70 corporate users
- Support training for over 400 employees in the retail sector
- Plan and manage Go-Live operations across 77 stores
- Manage hyper-care activities to mitigate any risk to business disruption
- Aid in retirement of legacy systems

SOLUTION

- Delivered UKG Pro Workforce Management to track all employee timekeeping, time off balances, and scheduling across all stores
- Fully integrated solution to their human capital management system UKG UltiPro
- Managed all functional, integration, and parallel testing to complete testing ahead of schedule
- Supported training for all store and corporate managers and all corporate employees
- Provided resources and additional trainings for all retail employees
- Managed smooth transition of pilot Go-Live of 19 stores and all Shared Service Employees
- Managed smooth transition of second Go-Live of all remaining stores (54 total stores) and hyper care

KEY BENEFITS

- Easily accessible, integrated HR solution
- Scalable solution to support growing business model
- Improved compliance to state-mandated timekeeping requirements
- Reduction in manual effort across Payroll and HR teams
- Elimination of manual tracking of timekeeping, antiquated time clocks, and Time-Out tracking system



KPIs

- Delivered project on time and under budget for client
- Completed over 500 test scripts in 5 weeks to ensure full system functionality
- Managed hyper care across 77 stores, serving as the primary point of contact for over 200 managers

"Fantastic communication – frequent, consistent, and clear. Raised the bar and set a new gold standard for how projects should be managed and delivered in the future."

- VP OF RETAIL

CONTACT US

