

From Complexity to Clarity: A Law Firm's Dayforce Optimization Journey

CLIENT BACKGROUND

This Texas-based law firm provides a broad range of legal services, including commercial transactions, litigation, real estate, and more. They serve public and private companies, government entities, and educational institutions, focusing on healthcare, financial services, and sports business industries. With a team of 800 employees, including over 300 attorneys, the firm is committed to delivering innovative solutions and expert counsel, offering personalized services to meet each client's unique needs.

THE CHALLENGE

The need for post-live Dayforce support services became apparent to this client after an on-site meeting with HRchitect's President & CEO. During the meeting, the client articulated that although they had implemented Dayforce three years earlier with another partner, they were experiencing numerous issues with multiple modules within the Dayforce platform.

However, the firm lacked the bandwidth to have their HR team address this internally. Therefore, they sought out a trusted partner, HRchitect, to assist. The firm also knew a must-have in their trusted partner was having one consultant capable of working on multiple modules simultaneously to optimize system efficiency.

CLIENT PROFILE

- A Texas-based law firm with a national presence specializing in commercial transactions and litigation
- Around 800 employees
- 2025 Best Lawyers 'Best Law Firm' list placement
- Partnered with HRchitect for Dayforce post-go-live support services

WHY HRCHITECT?

- Certified Dayforce Systems Integrator (SI) Partner
- Hundreds of Dayforce clients - see what more than 300 clients have to say about us on Raven Intelligence
- Consultants with an average of 7 years of experience with the Dayforce platform

SERVICES OVERVIEW

HRchitect's engagement with this client began in December 2022, beginning with a Dayforce System Assessment and a Bronze Concierge Support Package. As part of the process, HRchitect conducted a series of discovery sessions during which the client provided access to their Dayforce environment. This allowed HRchitect to observe the system's functionality against current HR processes, identifying numerous areas for optimization.

ASSESSMENT & OPTIMIZATION RECOMMENDATIONS

- Set up an employee property to track Department Heads and Practice Leaders.
- Assist with employee property mass import to load both current and historical employee data. Set up reporting abilities to report on the employee properties.
- Alphabetize the feature menu of all roles to allow for a better user experience during navigation.
- Assist with the setup of Labor Metrics for the client's pilot project to explore utilization metrics within Dayforce.
- Assist with mass updates to Job Setup configuration.
- Troubleshooting of EEO-1 file.
- Automate onboarding/offboarding notifications to other departments.
- Implement additional employee statuses to distinguish paid vs unpaid leave.
- Set up Multiple Worksite Reporting.
- Set up Worker's Compensation.
- Provide Year-End assistance to alleviate HR team's bandwidth constraints.



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SERVICES OVERVIEW

After the Dayforce Assessment for Optimization, the HRchitect consultant began working to address the previously identified pain points across payroll, benefits, core HR, and WFM. The consultant worked closely with module leads at the client organization to efficiently and effectively move forward optimization



opportunities identified. Reporting became a key focus as HRchitect created new reports and refined existing ones. The Lead Consultant also introduced and educated this client's HR team to Intelligence Search and Dayforce HUB, ensuring they could optimize their system and adapt to upcoming updates.

THE RESULTS

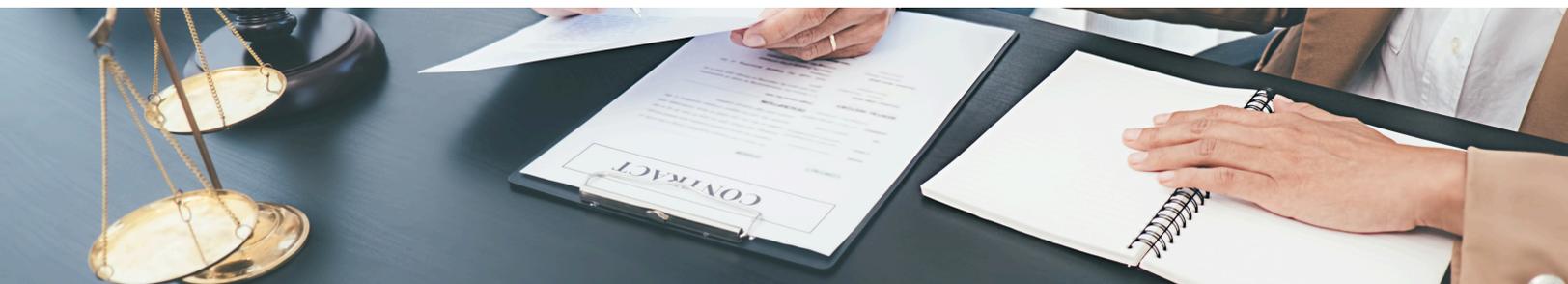
As of the publication of this case study, the HRchitect team has addressed all of this client's optimization opportunities. This client is realizing tremendous value from their HRchitect partnership and is now on their fourth consecutive SOW retaining HRchitect for day-to-day Dayforce support. They shared their experience with HRchitect via Raven Intelligence, a third-party HCM review platform:

“HRchitect has so much knowledge of the product that far exceeds many of the Dayforce support employees that we've encountered. Being able to work with the same person on all of our projects was great. Our consultant is incredibly educated on the product and a true joy to work with.”

- Director of Human Resources

LOOKING TO MAXIMIZE YOUR ROI ON DAYFORCE?

Maximize your ROI on Dayforce with HRchitect's expert services, just like this client, with our Concierge Support Package. Our consultants provide meticulous guidance and white glove service to help optimize our client's Dayforce systems for long-term success and streamlined HR operations. Schedule a complimentary consultation today and discover how HRchitect can help your organization level up with Dayforce.



To learn more about HRchitect's services or request a consultation, [click here](#)

