

Time and Attendance and Scheduling System Implementation for Private Jet Company

The Client

This HRchitect client is one of the world's largest private jet companies, offering fractional aircraft ownership, private jet leases, and private jet card programs to its members. Headquartered in Columbus, Ohio, this organization and its subsidiaries have over 5,000 employees throughout the United States and Europe, including highly trained flight operations and aircraft maintenance crews dedicated to serving their membership base.

The Project

This client's employee base is both diverse and widespread, including hourly and salaried administrative office employees, multiple maintenance unions, a dispatch union, flight crews, and employees of subsidiaries spread across two continents. Naturally, scheduling, time and attendance, and payroll functions and processes for this client are incredibly complex.

For years, the client has had multiple disparate systems supporting HR functions for its employee populations. In addition to lacking integration between systems, many manual processes and workarounds were required to complete everyday tasks, for both HR and employees. The client recognized that implementing best-of-breed technology with strong integration capabilities for core HR, payroll, and workforce management would streamline HR and payroll operations and productivity. In addition to seeking efficiencies in process automation from an integrated systems approach, the opportunity to introduce technology for automated intelligent scheduling for hourly employees and increased self-service functionality for managers and employees would revolutionize the way the client's HR team operated.

The client had previously selected the HR technology stack that would meet their business requirements, budget, and integration needs. This included SAP SuccessFactors Employee Central and Payroll combined with WorkForce Software's Time & Attendance platform along with the Advanced Scheduler module. With this combination of systems, the client would be able to achieve seamless system integration, while providing their organization with robust automation capabilities for time capture, time evaluation, requesting time off, and employee scheduling. This HR technology stack would allow the client to drastically reduce manual workflows, time spent on HR operations, and human labor costs.

With systems selected, the client's next task was to choose an implementation partner, which is where HRchitect came in.



The client chose HRchitect as their implementation partner for the Time & Attendance and Advanced Scheduler products from WorkForce Software because of HRchitect's reputation as the leading consulting firm for workforce management system implementations. HRchitect's workforce management consulting team consists of seasoned professionals with an average of 10+ years of experience implementing a wide range of workforce management systems.

The HRchitect team for the workforce management portion of the project included a Project Manager, an Implementation Consultant for Time and Attendance, an Implementation Consultant for Advanced Scheduler, an Integration Consultant, and two Application Consultants. Combined, this team of HRchitect consultants have over 50 years of experience implementing this client's particular workforce management system. The HRchitect team worked alongside a team from SAP that was simultaneously implementing SAP's Employee Central HR and Payroll system to ensure an on-time deployment. The HRchitect team was also selected to build interfaces that would integrate the new Time and Attendance and Advanced Scheduler modules with the client's new SAP Core HR and Payroll system.

Representatives from the client organization included a Project Manager, stakeholders and functional leads for all of the organization's unions, technical leads, a payroll delegation, and several subject matter experts. The client's representatives were highly engaged in the project from the very beginning, which ensured a seamless partnership between the client and consulting partners at HRchitect, and the SAP implementation partner.

In line with traditional implementation methodology and timelines for WorkForce Software, the implementation timeline for Time & Attendance and Advanced Scheduler was estimated at ten months. A phased go-live by geographical region, with the US population going live in mid-December, followed by the European population was recommended from a change management and user adoption standpoint.

The project kicked off with comprehensive requirements gathering sessions held on-site at the client's US headquarters. The HRchitect team determined and documented how each of the various employee groups within the client's organization was engaging with the several existing time and attendance systems. Office employees were able to utilize exception time, union employees used both timeclocks and a scheduling solution, while flight crews used on system for accruals and time off banks and another system to record punches, while the European subsidiary employees had completely different systems and requirements from US employees.



With a comprehensive understanding of the legacy time and attendance systems and processes, HRchitect analyzed and recommended best practices for system configuration and related process changes that would allow the client to obtain the maximum return on investment from their Time and Attendance and Advanced Scheduler products. This included creating separate policy profiles for each employee group. This approach streamlined the incorporation of accruals and time off usage for each particular employee group. It also ensured strict compliance with all union rules for employees associated with each of the client's union groups.

Configuration and User Acceptance Testing (UAT) for both the Time and Attendance and Advanced Scheduler modules followed the requirements gathering phase. Going above and beyond to ensure a smooth go-live and successful user adoption, HRchitect conducted several on-site training sessions. These training sessions were tailored to each specific group of attendees, including core concepts for end-user training for employees, end-user training for managers, and end-user training for HR staff.

The Results

In the months after system go-live, the client's HR team, managers, and employees are thoroughly enjoying the use of self-service options such as reports, exceptions, time off requests, and attendance banks available to them via the WorkForce Software system. Management is efficiently scheduling employees and filling shifts as needed with Advanced Scheduler. In addition, the automatic interfaces that HRchitect created to create seamless integration with the SAP Employee Central system have improved the HR team's workloads significantly.

Now, all employee changes made within the core HR system flow directly into the workforce management system, and time and attendance information are fed directly into the payroll system with no need for manual intervention. This sweeping overhaul of the client's time and attendance system with integration directly to the client's core HR and Payroll system will bring significant benefits to this client for years to come.

