

Enabling Global HCM Success: HRchitect Implements WorkForce Software for Telecom Client

CLIENT BACKGROUND

The client is a leading broadband, video, and mobile service provider across the United States, offering advanced connectivity solutions for residential and business customers. It also operates an advertising and data business, providing targeted, multi-screen solutions and news networks. It serves a wide range of customers, including consumers, businesses, communities, and healthcare organizations, delivering products that make communication faster, more accessible, and secure.

THE CHALLENGE

The client was searching for a partner for their upcoming WorkForce Software implementation for their United States and Canada divisions. This led the client to contact their trusted SAP partner, who recommended HRchitect as a trusted WorkForce Software partner after establishing an understanding of the client's needs.

The HRchitect team that worked on this project included an Integrations & Custom Reporting Solutions Developer, a Lead Functional & Technical Consultant, a Scheduling Lead for the Demand Scheduling Project, and a second Technical Consultant.

CLIENT PROFILE

- International telecommunications and media company
- 9,000 employees
- Ranked by Ookla as the provider of the fastest, most reliable internet in NY & NJ
- Partnered with HRchitect for a global implementation across three countries: the U.S., Canada, and Jamaica

WHY HRCHITECT?

- Certified WorkForce Software Partner
- Hundreds of WorkForce Software clients – see what more hundreds of clients have to say about us on Raven Intelligence
- Senior consultants; over 50% are former HR practitioners

SERVICES ALIGNMENT

The client signed a Statement of Work (SOW) and, following an initial assessment, it was determined that a complete build from the ground up was necessary. Based on this, the following recommendations were made:

MULTI-PHASE REGIONAL DEPLOYMENT

Phase 1: United States & Canada

Phase 1 focused on the U.S. and Canadian populations and included a full system implementation of Time & Attendance. This phase involved building integrations with existing time-tracking systems (Cisco, EWFM, Kronos) used by two employee groups and importing raw punch data for WorkForce Software time evaluation.

Phase 2: Jamaica

Phase 2 implemented scheduling and web-based time clocking (via mobile, iPad, etc.) for retail locations in Jamaica.

Phase 3: United States & Canada

Phase 3 added demand-based scheduling for U.S. and Canadian employees, using business drivers like sales or door swings to optimize forecasted schedules.

Phase 4: Jamaica

Phase 4 completed the full Time & Attendance implementation for Jamaica.



**Enabling Global HCM Success:
HRchitect Implements WorkForce
Software for Telecom Client**



THE RESULTS

With strong top-down support from senior leadership, including the client's Senior Vice President of Compensation, Benefits, and HR Operations, the implementation was completed on time and within budget. The project team's efficiency not only preserved service hours but also created capacity to address additional "nice-to-have" requests within the original scope.

Outside of the recommendations, areas of optimization were also identified. With the work of the case's Integrations & Custom Reporting Solutions



Developer, a custom solution allowed the client to base off the import provided to set terms and conditions for employees permitted to enter data into the WorkForce Software suite.

THE RESULTS

Following the success of the initial implementation with the United States and Canada, the client tapped HRchitect to partner on the company's upcoming expansion to Jamaica.

The continued partnership enabled the client to extend consistent workforce management practices across regions, improve scheduling efficiency, and gain greater visibility into labor data across international operations, all contributing to improved operational alignment and business performance.

LOOKING TO TRANSFORM YOUR HR OPERATIONS?

Transform your HR operations with HRchitect's expert services, just like this telecommunications client. Our consultants provide meticulous guidance, enabling you to meet your support needs while equipping your team to optimize your WorkForce Software system for long-term success. Schedule a complimentary consultation today and discover how HRchitect can unlock new efficiencies and capabilities for your organization.



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

