How to successfully implement a workforce management software

Quinyx

Introduction

The Quinyx implementation team delivers powerful solutions to our customers, helps them build expertise, and guides them in unlocking the full value of the platform. Based on experience from past customer projects, Quinyx has a well established implementation methodology.

With that said, every business is unique, requiring an implementation process tailored to your specific goals, people, culture, and data. Introducing new tools to your employees may require negotiating learning curves, discontinuing familiar ways of working, and navigating everyone's unique expectations, from your system administrator to your one-day-a-week part-time employee.

Throughout this guide, we'll discuss what you can do to prepare for a successful Quinyx implementation, including the importance of strong project leadership, understanding organizational goals, effective integration strategies, assembling a capable project team, and proactive change management.

As you get started, several questions naturally arise: How do you begin, how will you measure success, and how do you prove value for your key stakeholders?
By following the insights in this guide, you'll be better prepared to leverage Quinyx effectively for your organization's success. Let's get started!

You are in good company

1000+ customers

52M hours scheduled per month

60+ countries implemented

The Quinyx impact

Quinyx boasts 90% of projects being on time and on budget.
But most importantly, customers meet their goals:

Starbucks-UK has a **98% mobile adoption across 5,000 users, one year** after going live. One of the key reasons was that the implementation team uncovered what really mattered to the baristas.

A well-known jewelry retailer in the US with 200 stores saw a **7.8% lift in sales per labor hour after only 3 months**. The project team successfully identified what managers needed in order to adopt AI-generated auto-schedules.

A global grocery-delivery company met **78% of employees' schedule preferences,** due to the project team acknowledging the client's business objectives as a unique blend of people, process, and profit.

Create your definition of success

Right from the start, it's essential to define what success looks like for your organization, and to leverage that definition as a guidepost when making decisions about configuration, project priorities, and timeline impacts.

Effectively navigating the intricacies of your vision and seamlessly integrating your software is a vital aspect of the collaborative journey. Explore your labor drivers and data sources thoroughly - go beyond mere information-seeking. Dive into the heart of your business dynamics to ensure your implementation is carefully architected.

Understanding the relationships between sales, service levels, customer satisfaction, and work schedules is crucial. This goes beyond data extraction; it involves grasping the essence of your operations. This process may take some time, and that's perfectly normal. Facilitate this exploration through workshops with key stakeholders.

By clarifying your vision and articulating the software's intended role in solving your most pressing challenges, you are moving toward aligning perfectly with your goals. When the destination is mapped out; it helps you steer in the right direction, ensuring a smoother journey.

Integration is a routine aspect of any Quinyx project. Nearly 80% of implementation projects involve some form of integration, be it with your payroll system, HR software or sales tool. The good news is that integrations these days have become more straightforward and cost-effective. If your project is sizable, designating a specific person to handle integration early on can significantly enhance the process.

How to assemble your project dream team

Envision this scenario: your implementation team is prepared to apply their expertise. At the core of this operation lies your central project team, a group of professionals serving as the orchestrators of solution design and implementation. These individuals expertly oversee every aspect, encompassing planning, development, testing, and deployment.

Success hinges on having an internal team that can effectively act upon and communicate, not only the goals of the project, but also the mission and vision of your company.

Just as each company has its distinct character, project teams also possess unique qualities and dynamics. As we look into the team itself, achieving success relies on cultivating partnerships with passionate, diverse, and highly skilled individuals. For Quinyx customers, the dream team usually looks something like this:

An executive project sponsor - who also plays a vital role in the validation of the statement of work - sets the goals, cadence to maintain alignment, and the boundaries of scope to stay on a true path to success. Executive project sponsors help mold the team and project into a decision-making machine. The sponsor can enable the team to quickly identify through the SOW and steering committee if technical disagreements are distracting from the most important outcomes of the project.
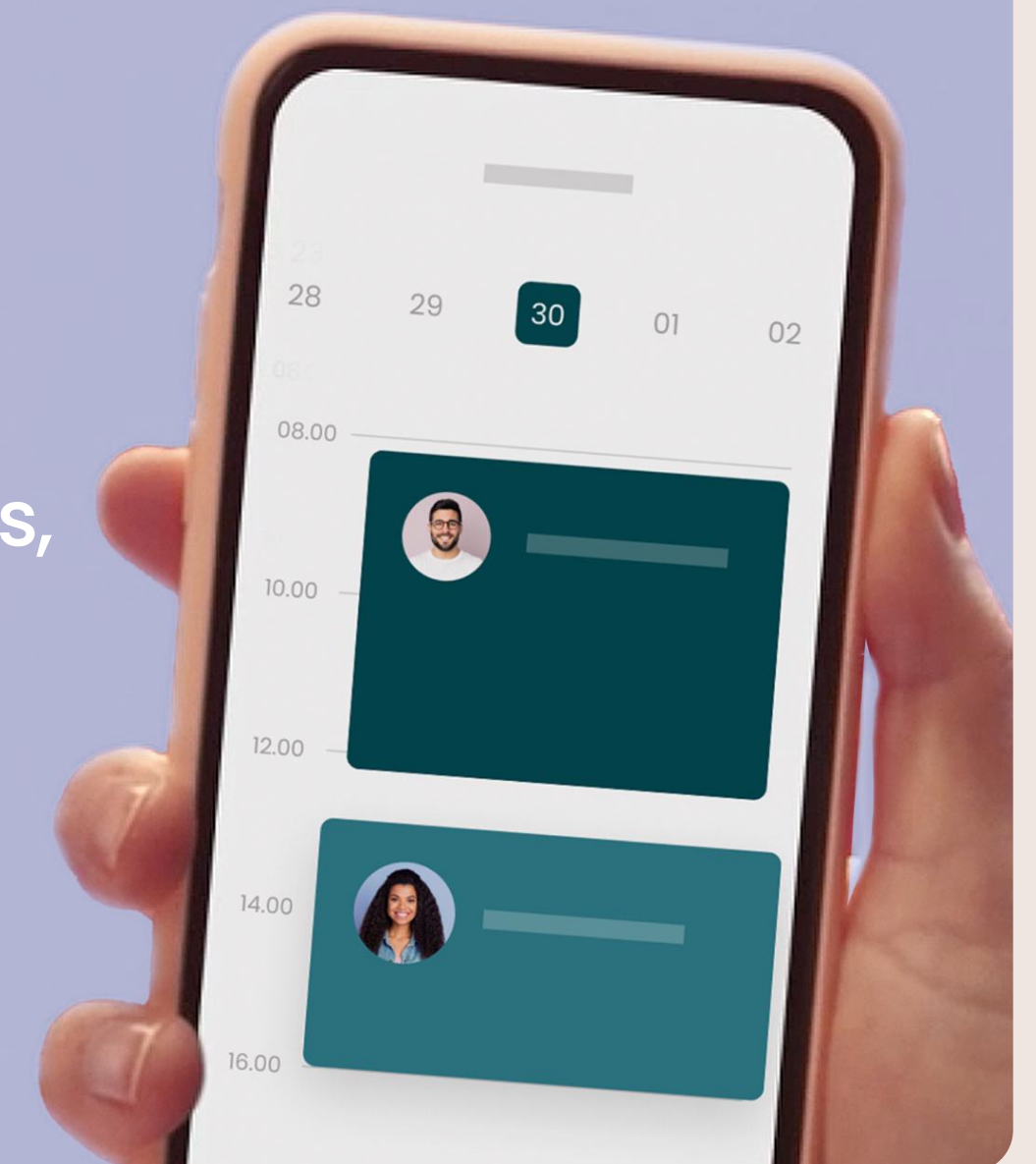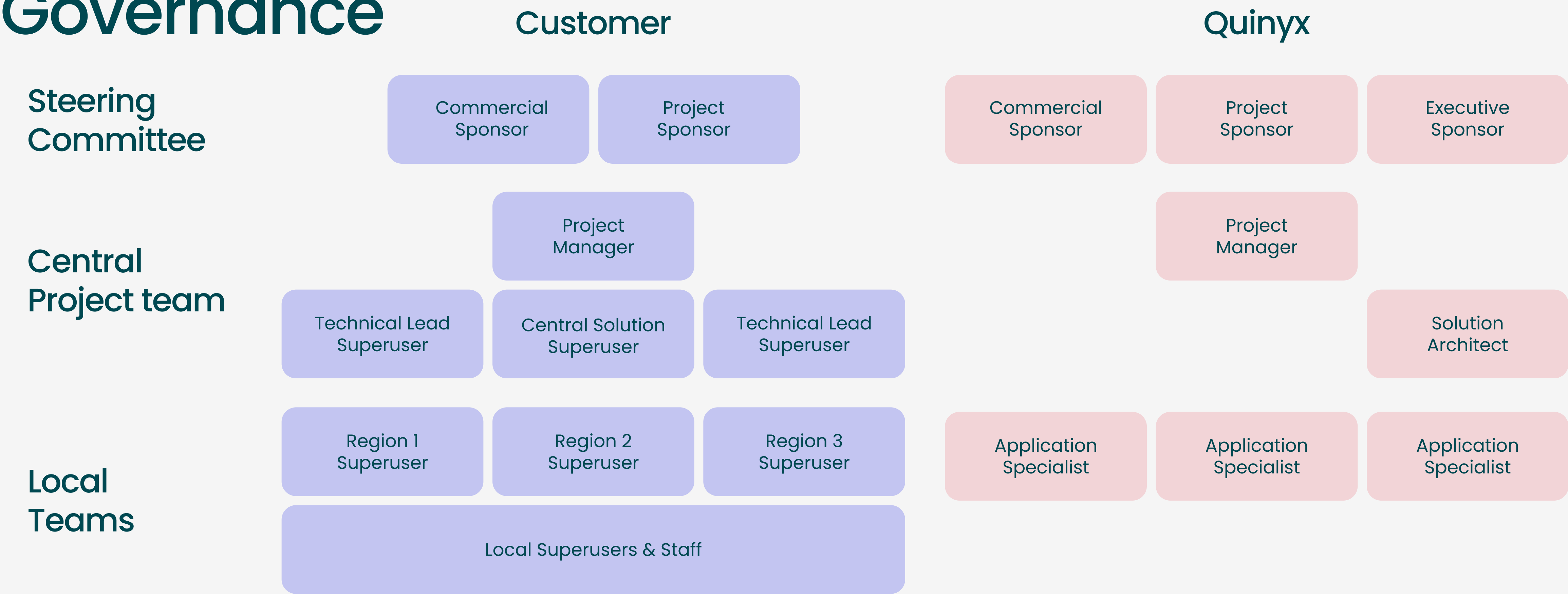
Successful projects have:

- Executive sponsors who enable the project team to make quick decisions

- Clear goals, e.g., improving performance metrics at stores, reducing admin time for managers, boost employee engagement and retention...

- Clear boundaries as defined by the Statement of Work

Based on our experience and learnings from onboarding 1000+ customers in 60 countries, Quinyx is proud to deliver the highest WFM adoption rates in the industry.

Project Governance

Customer

Quinyx

	Customer		Quinyx		
Steering Committee	Commercial Sponsor	Project Sponsor	Commercial Sponsor	Project Sponsor	Executive Sponsor
Central Project team		Project Manager		Project Manager	
	Technical Lead Superuser / Central Solution Superuser / Technical Lead Superuser				Solution Architect
Local Teams	Region 1 Superuser / Region 2 Superuser / Region 3 Superuser		Application Specialist	Application Specialist	Application Specialist
	Local Superusers & Staff				

As workforce management touches many areas of your business and directly impacts your employees' work and well-being, it's important to highlight the importance of having a strong project sponsor and project manager. Because of the broad impact of implementing a workforce management platform, it's critical that the project team members understand your organization's goals and current ways of working. The key people should be ready to lead a transformation and engage the project team, your frontline, and the leadership in the project.

Change management

Change can be daunting. Both organizations and individuals frequently find it challenging to navigate change and new ways to work smoothly. Merely possessing a well-crafted implementation plan doesn't automatically ensure success.

Important things to consider when managing the change in your company:

- Identify individuals whose role is to drive the specific adjustments required. Consider everyone from the site managers, the schedulers, the payroll managers, and your frontline workers.

- Evaluate how the success of the initiative hinges on the adoption and utilization of new processes.

- Develop detailed plans to support and foster adoption to guarantee success.

Incorporating strategies to navigate and facilitate change will significantly assist individuals in adjusting more seamlessly. So, when is the opportune moment to delve into change management? Right from the beginning! This is especially crucial when implementing and striving for widespread user adoption. Maintain a steadfast change management mindset right from day one.

Learnings from this guide

- Prioritize having a strong project sponsor and project manager, as they play pivotal roles in ensuring successful implementation and alignment with organizational goals.

- Understand your organization's unique goals, ways of working, and values to tailor the implementation process effectively.

- Recognize the importance of integrating Quinyx with existing systems early on to enhance efficiency and streamline operations.

- Assemble a dedicated and skilled project team to oversee all aspects of solution design, development, testing, and deployment.

- Implement proactive change management strategies from the outset to facilitate smooth transitions and foster widespread adoption of new processes.

- Read more about the Quinyx Project Methodology here
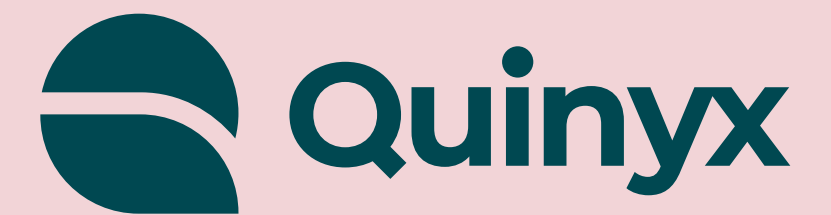
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Learn more about the Quinyx customer experience

Learn more