Tech Mahindra

Managing **Workforce** to **Maximize** **ROI**

RETAIL CASE STUDY.

Connected World.
Connected Experiences.

OVERVIEW

This leading wireless network operator wanted to improve workforce productivity, manage labor costs, and manage compliance through UKG time and attendance, absence management and scheduling. TechM provided implementation and support through robust managed services model with the capability to adjust for scale based on business need.

CLIENT BACKGROUND

- A US-based leading wireless network operator
- Operates the largest telecom retailing chain with over 45,000 team members
- Collectively service over million customer transactions each month
- Has over 3000 stores across US

CHALLENGE

The customer was transitioning from manual and non-standardized time tracking and scheduling to a unified UKG system.

The implementation program roadmap had operational challenges.

01 *Regular enhancement and improvement from business on implementation. Value for business was not captivating.*

02 *Support was the biggest concern from business.*

03 *Working on manual testing and execution was a challenge.*

SOLUTION PROVIDED

3-year managed services engagement for UKG application development, support, and automation testing to customer retail and HR business units.
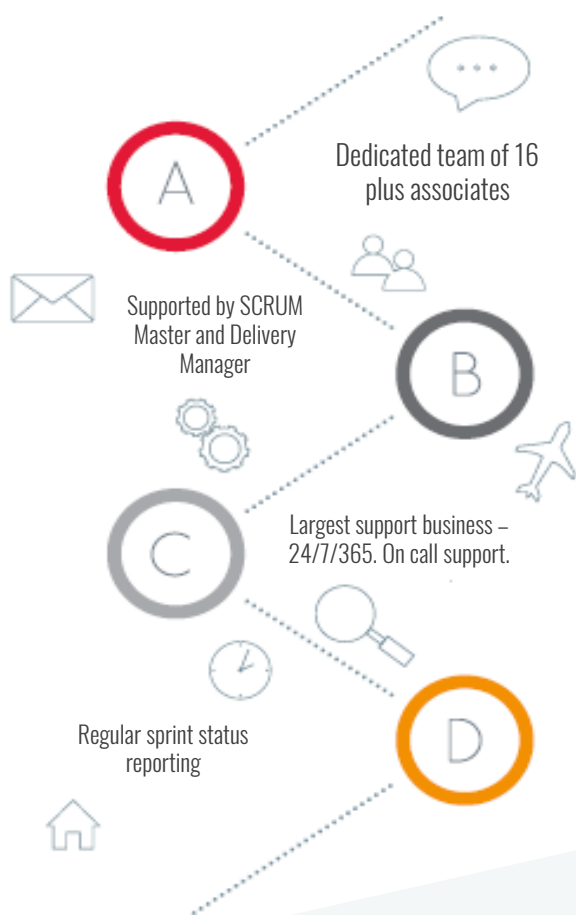
- Dedicated team of 16 plus associates
- Identification of business issues that have been fragmented over a period of time
- Development team followed the sprint execution model and worked on user stories (analysis, design, develop, review and deploy) and product backlog
- Supported project with a SCRUM Master and Delivery Manager to ensure delivery responsibility for SLAs/KPIs.
- Support team handled the largest business for the customer with 24/7/365 support. On-call support during non-working hours.
- Prepared & reviewed sprint status report at end of each sprint cycle. Provided reports – adhoc, daily, weekly, monthly and QBR status reports which include KPIs and SLA metrics.

BUSINESS & COMMUNITY IMPACT

- System driven workflow for flawless attendance and payroll approval
- Integration to other enterprise resource planning (ERP) systems for fulfilments
- User-friendly system for business users
- Custom reports for improved store supervisor and business manager productivity

TECHM ADVANTAGE

- Simplified business processes through unified UKG platform
- On-boarded UKG team with AGILE certification
- Robust governance structure for handling market wise implementation aligned to the single org strategy helped in early visualization of business benefits

A

Dedicated team of 16 plus associates

Supported by SCRUM Master and Delivery Manager

B

Largest support business – 24/7/365. On call support.

C

Regular sprint status reporting

D

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