

Workforce Transformation Journey with Eastern Municipal Water District

A GROUNDBREAKERS STORY

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Customer Snapshot

Organization
Eastern Municipal Water District

Headquarters
Perris, CA

Industry
Water, Wastewater Service, and Recycled Water

Employees
620 (1 Union)

Website
www.emwd.org

WorkForce Software Partner
Workforce Insight

Eastern Municipal Water District (EMWD) is California’s sixth-largest retail water agency serving 839,000+ people with a mission to **“deliver value to [their] diverse customers and the communities [they] serve by providing safe, reliable, economical and environmentally sustainable water, wastewater and recycled water services.”**

Implementation Lessons Learned

- **Engage with an approved WorkForce Software partner** for ongoing support, upgrades, and enhancements
- **Leverage seasoned experts** who can present best-practice options and pros and cons
- **Explore customized training services** and/or materials to drive ongoing adoption
- **Establish a collaborative and reliable resource model**

EMWD’s Stage of Adoption and Future Vision

2014

WFS go-live

2015-2020

- Numerous upgrades
- New HCM system: Oracle Fusion for HR and Payroll, Maximo for project planning and work orders
- Ongoing stabilization
- System and process optimization
- Custom training and onboarding

2021+

- COVID-19 adaptations
- Implementation of the enhanced WorkForce Suite UI, Hub Cards, and Assistant

“WorkForce Software has helped drive efficiencies—from assessing changes that we would like to make in the system to make it more efficient for us and for our employees, to reducing errors like data entry errors so that payroll has less to contend with.”

Eliana Arciniega-Ecker
Business Systems Analyst

Additional Takeaways for Successfully Transforming Your Workforce Management System

- ✓ Early and ongoing executive sponsorship and alignment is essential
- ✓ Truly understand business and HR policies up front
- ✓ Build a change transformation support network for go-live and beyond
- ✓ Augment your internal team with subject matter experts



Watch the On-Demand Webinar

for more information about EMWD’s digital transformation

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