

Global Workforce Management Rollout Checklist



Large employers with a globally distributed workforce require a scalable workforce management solution that continuously adapts to local country compliance requirements, pay and union rules, scheduling needs, and employee expectations. This checklist serves as a guide to help you navigate through a global workforce management rollout—from planning and vendor evaluation to implementation and future scaling.

Planning and Preparation

- Internal Alignment and Vision**
 - ✓ Identify key drivers for adopting a global workforce management solution (e.g., compliance, scalability, employee engagement)
 - ✓ Stakeholders aligned on a shared vision and the balance between global standardization and local flexibility
 - ✓ Set rollout goals and success metrics (e.g., reduce compliance risk, increase productivity, ROI)
- Requirements Gathering**
 - ✓ Document each country's operational, cultural, and regulatory requirements (e.g., mandatory collective bargaining agreements (CBAs))
 - ✓ Categorize requirements as critical (compliance, mandatory business process) vs. nice-to-have
- Rollout Strategy**
 - ✓ Determine sequenced country rollouts based on maximizing success and learnings
 - ✓ Understand interdependencies between countries and local systems that will connect to your chosen workforce management solution
 - ✓ Identify potential risks and mitigations of planned rollout sequencing, especially for the most complex countries

Actions Your Organization Could Take

Vendor Selection

- Expertise and Track Record**
 - ✓ Share successful customer implementations with similar complexity and geographical footprint
 - ✓ Handle complex countries (e.g., Brazil-stringent labor laws, France-mandatory leave policies, Australia - dynamic compliance standards)
 - ✓ Has strong relationships with regional implementation partners in your countries
- Technical Capabilities**
 - ✓ Offer configurable, rules-based system to handle diverse labor laws, pay rules, scheduling needs
 - ✓ Scale to support your growth and adapts to future organizational changes
 - ✓ Integrate with your ERP, payroll, HR systems in every country where you operate
 - ✓ Allow for dynamic employee grouping, custom payroll processes, and custom timesheet views to meet the needs of your diverse workforce
 - ✓ Eliminate high-risk manual processes (e.g., compliance tracking, complex pay calculations, multi-region configurations)
- Compliance and Localization**
 - ✓ Provide prebuilt templates for your regions, with automated updates for regulatory changes
 - ✓ Handle region-specific complexities (e.g., CBAs, country-specific scheduling, rest period rules)
 - ✓ Enable both global standardization and local flexibility
- Vendor Fit for Key Stakeholders**
 - ✓ **HR:** Improve employee experience and engagement through scheduling flexibility and self-service tools
 - ✓ **Payroll:** Enable accurate and compliant payroll processing across multiple countries
 - ✓ **IT:** Scalable platform with robust APIs for seamless integration with existing systems and adherence to global security and data privacy regulations
 - ✓ **Operations:** Support scheduling that optimizes resource allocation by promptly assigning best-fit employees to tasks
- ROI and Total Cost of Ownership**
 - ✓ Provide proof of ROI (e.g., payback period, long-term cost savings compared to current solutions)
 - ✓ Account for total implementation costs for all countries including integrations, ongoing support, compliance updates
 - ✓ Share customer case studies and testimonials who achieved solution ROI
- Live Demonstration Preparation**
 - ✓ Demo how solution meets your unique use cases:
 - Labor laws, union agreements, local policies configurability
 - Scheduling, leave management, compliance tracking automation
 - Real-time reporting and analytics
 - ✓ Demo using your own company data
 - ✓ Demo how they enable global standardization and local flexibility

Actions Potential Vendors Should Take

Implementation and Rollout

- Change Management**
 - ✓ Develop comprehensive change management strategy to engage your employees globally and locally to drive employee adoption
 - ✓ Ensure training programs tailored for different user groups (e.g., managers, frontline workers)
 - ✓ Establish governance structure for the implementation process
- Iterative Rollouts and Learning**
 - ✓ Provide feedback mechanism to capture lessons from initial rollouts and apply them to subsequent regional phases
 - ✓ Document rollout process challenges, resolutions, best practices for future reference
- Sustaining Global/Local Success Post-Go-Live**
 - ✓ Define KPIs for evaluating success (e.g., improved compliance, reduced payroll errors, employee adoption rates, employee satisfaction)
 - ✓ Assign ownership for ongoing maintenance, updates, system optimization
 - ✓ Monitor system performance and compliance adherence
 - ✓ Update and scale system to align with new regulations, changing business needs, technology advancements

Actions Your Organization Could Take

Global Standardization and Local Flexibility

With so many configurable capabilities, let us show you why WorkForce Software can be your trusted solution provider for global workforce management transformation.

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