

The myths and reality of modern workforce management

The topics of workforce management and employee time recording are now high on the agenda for most HR and Operations executives. Global economic uncertainty and social change is driving every organisation to double down on ways to control costs, increase productivity, improve compliance and deliver a positive employee experience.

With people and digital transformation now in the spotlight for organisations, it's time to dispel the historical negative impressions of 'time and attendance' systems, because today's modern workforce management solutions hold the key to meeting the challenges described above.

The time and attendance image problem: Prejudices



Time and attendance stands for...	For HR and Operations, time and attendance means...
...my employer exerting control, less flexibility and greater mistrust.	...a costly, complex and time-consuming implementation.
...waiting in a line to access an old-fashioned time clocking machine.	...more time wasted managing and maintaining the system.
...being sanctioned for misconduct based on flawed data and no context.	...complexity in ensuring compliance with data and labour regulations.
...having little access to information and needing to speak with my manager or HR for answers.	...a worsening relationship with employees and an image of micro-management.
...unfair distribution of overtime to the usual favoured people.	...less flexibility in changing operating models due to need for system re-configuration.

Modern workforce management: The reality check



Flexibility

- Work anywhere and at any time with the latest generation of cloud based and mobile first workforce management solutions. Support any working model (on-site, remote or hybrid) and any employment contract (salaried, part-time, fully flexible or external contractor)
- Future-proof and easy to own. Cloud based Saas (Software as a Service) technology means you are always on the latest and greatest version. Highly configurable, with class leading depth of capability, you can quickly and easily meet any legislation and contractual requirement.



Employee Satisfaction

- Fairness and transparency become the standard. Schedules consider the preferences of employees and overtime is distributed equally. Auditable compliance and visibility of actions ensure managers follow workforce management best practice.
- Employee self-service via mobile devices and on-site terminals empower people to take greater life-work journey control. Booking holidays, viewing balances, recording availability and preferences, accessing knowledgebases, amending HR records, shift bidding, shift swapping, and many more features, make employees feel



Compliance

- Protection for employees and employer. Solution ensures that employee contracts, Union and Collective Bargaining Agreements and labour rules and regulations are accurately followed
- Automation of HR and payroll processes remove manual error and ensure people are paid accurately, and on time, for the hours worked against their agreed contract.
- Auditable compliance means every action taken by every employee in the system is captured, enabling detailed compliance reporting and best practice adherence.



Data Protection

- Protect sensitive personal data. Digital systems designed to be GDPR compliant ensure only the right people can access and edit personal records and working time data.
- Global uniformity with local conformance. The same solution can be deployed globally but be configured to meet regional requirements.



Productivity and Best Practice

- Global performance visibility. With real-time analytics mining the vast amounts of data gathered by the solution, managers can uncover and replicate best practice processes and practices.
- AI powered automation. The automation of historically time-consuming tasks such as demand forecasting, labour scheduling and absence management using AI enables manager to focus on higher value activity.

Always one step ahead: The checklist for future proofing your people processes

1. Current workforce systems

- Is there already one or more workforce management systems in place?
- Do all locations use the same system?
- Is there already a timeframe for replacing/re-evaluating the current system(s)?
- Who are the current stakeholder and owners of the current solution

2. Catalogue of requirements

- Which employee groups will use the solution?
- To how many sites and regions will the solution be deployed?
- How many different contract terms or pay rules will the solution manage?

3. HR system landscape

- What current HR and payroll solutions are used across the organisation?
- How many different HR, Payroll, ERP or MRP systems will the solution need to integrate with?
- Do your current systems support seamless integration?

4. Compliance

- Which compliance rules and regulations apply across your sites and regions?
- What organisation structure will you replicate in the solution for the management of data?
- What data retention rules must the system replicate?

5. Communication

- Who will be the sponsors and stakeholders for the solution?
- What existing prejudices will need to be addressed?
- Which group(s) will be the pilot and 'ambassadors' for the new solution?
- Who will be the system owners, internal trainers, internal support and super users?

6. Future

- How will the ROI and success of the solution be monitored, measured and communicated?
- How will departmental and user requests for system enhancements be captured and managed?
- Who will take charge of driving future expansion of the solution?



The conclusion: Workforce management is an opportunity.

By taking advantage of the new features, functionality and capabilities of modern workforce management solution organisations will have the data visibility and process automation and control to drive positive lasting change for their people, organisation and customers.

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