

Optimizing Government Operations with Modern Workforce Management

Case Study

OVERVIEW

This large government agency with over 8,000 employees, 30+ locations, 15 different union groups, and hundreds of scheduling, leave management, and time attendance policies to keep track of - was still operating on a paper practices system.

THE CHALLENGE

With so many people and various inputs, and still operating on paper this large government agency needed to implement an agency-wide standardized workforce management solution.

Each agency department's scheduling and leave management process allowed for a flexible workplace within each scheduling unit, yet it lacked key organizational principles for engaging and empowering employees. Additionally, this agency required a standardization and visibility to leaders as a whole to reduce fines and overtime grievances.

HOW INDEAVOR HELPED

Certification Compliance and Enforcement

With Indeavor, this large government agency was able to keep track and enforce certification needs to stay compliant. Since the solution's inception, the agency has not been fined once and the fine was reduced by 80%.

Decreased Overtime Hours

Utilizing Indeavor, the time approval process from paper to electronic enforced workflows that reduced overtime. Now, employees can volunteer for overtime using a kiosk, or on their own mobile. This information is then automatically compiled and sorted accurately. "Bypass" grievances decreased by 75%, from eliminating manually created callout lists. This massively decreased overtime hours from 69% to 2%.

Standardization and Transparency

With Indeavor's scheduling solution implemented is largely constant over various locations providing a standardized way to view schedules and understand variances. Now, time approvals are standardized by implementing roles and controls at each facility through Indeavor's technology. Additionally, the ability for the solution to utilize business intelligence analytics, real time reports and data, make information quickly available to all providing full transparency.



8,000+



North America



Government

RESULTS

80%

Reduction in compliance fines

98%

Decrease in grievances

69% → 2%

Decrease in overtime hours