

THE GLOBAL WORKFORCE MANAGEMENT ROLLOUT PLAYBOOK

Best practices for organizations
implementing a workforce strategy
to scale globally and operate locally

workforce
SOFTWARE • An ADP® Company



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WHEN IT COMES TO WORKFORCE MANAGEMENT, GLOBAL IS THE GOAL, LOCAL IS THE REALITY

If you feel like the nature of work (and workplaces) is constantly changing, you're not alone. When your workforce is global, managing it has some inherent challenges—multiple countries, currencies, communities, languages, time zones, and cultures—each having their own unique priorities, operational requirements, and system of rules and regulations. To keep up and perform at optimal levels, enterprise organizations must balance global consistency with local adaptability as part of their workforce management practices.

Global organizations will remain competitive by adapting as the workforce and the employees who compose it rapidly evolve. Savvy organizations also understand that the most successful workforce management systems can be leveraged to optimize labor spend, efficiency, and productivity—and demonstrate support for a culture that enables, enriches, and actualizes the full potential of their company's greatest asset: its people.

The investment you make to balance global scale with local requirements and deliver personalized experiences puts people first in a way that will attract top talent, retain staff for the long term, and help you reap the rewards of a highly engaged and productive workforce.

Building an **integrated, scalable, and compliant** approach to global workforce management will put you in the best position to create an adaptable and resilient organization you can count on to power your operations.



MANAGING A GLOBAL WORKFORCE KEEPS GETTING MORE COMPLEX

It's not your imagination. It's getting harder to manage a global workforce. Here's why:

REGULATORY COMPLIANCE

Though you run a global operation, you're still bound by the labor laws, tax codes, industry regulations, and union agreements present in each country and locality where you operate. The more global and dispersed your workforce, the more regulations you must manage.

- In the U.S., the Family and Medical Leave Act ("FMLA") is a federal law providing eligible employees of covered employers with up to 12 weeks of unpaid, job-protected leave in a chosen 12-month period for specified family and medical reasons.
- In Brazil, union and collective bargaining agreements vary by region, industry, and company. Rules for holiday and overtime pay can differ within the same geography. Fines and reputational risk resulting from non-compliance can be staggering.

CULTURAL NUANCES

Every culture approaches work differently, so employee expectations, work/life balance norms, and engagement strategies vary from place to place. To effectively manage a global workforce, you need adaptable practices that honor local customs and foster inclusion.

- Japanese employees work in a culture where strict seniority-based scheduling is the norm. Scheduling decisions often prioritize tenure and rank rather than individual preferences, which can impact shift assignments, overtime expectations, and workplace dynamics.
- In the Netherlands, flexible work arrangements aren't just common—they're legally protected. Employers must accommodate requests for flexible hours or remote work promoting work/life balance and employee autonomy.

OPERATIONAL CHALLENGES

Managing scheduling, time tracking, absence policies, and payroll processing in multiple countries means extra layers of complexity. Reduce complexity by dropping manual or people-based processes and implementing systems that natively support your requirements.

- In Australia, employers must comply with Annualised Wage Agreements so that employees are compensated at minimum award rates and within industry-specific pay brackets. Intentional underpayment under the Fair Work Act can lead to criminal charges.
- German employees love their country's strict vacation entitlement rules. These rules can put pressure on global employers to manage leave balances and encourage employees to take earned time to remain compliant.

Disconnected workforce management system RISK SCENARIOS

When you manage a global workforce with a patchwork of solutions, you're spending additional money on everything from licensing extra software to manual or varied processes to create consistency. You could also be straining the capacity (and the patience) of your IT teams.

- **Inconsistent standardization:** A multinational company operating in Europe and Asia has different payroll providers in each country, adding additional compliance risks and burdening payroll processing staff.
- **Strained resources:** A field services company specializing in equipment maintenance with operations across North America manually consolidates time-tracking data from disconnected systems, leading to payroll mistakes, compliance risks, and costly delays.
- **Data silos and limited visibility:** A global logistics firm struggles to track and improve workforce productivity because its regional hubs all draw from different data sources.
- **Increased compliance risk:** An automotive manufacturer in highly regulated Germany accidentally fails to comply with collective bargaining agreements, leading to significant fines.
- **Missed opportunities and inefficient labor spend:** A multinational food services company is unable to align staffing with real-time demand due to lack of integrated forecasting and scheduling tools—resulting in overstaffing in low-volume regions, understaffing in high-need areas, and missed revenue opportunities.

Connected workforce management system BENEFIT OUTCOMES

When you manage your workforce with a comprehensive solution that scales globally and operates locally, you streamline operations and reduce costs by eliminating duplicate software and manual processes. Your teams benefit from reliable, consistent operational workflows—and your IT department can focus on strategic initiatives rather than troubleshooting fragmented systems.

- **Consistency:** With a standardized framework and digitization of global and local regulations, a scalable global-local approach can be implemented that enforces both global consistency and regional requirements.
- **Agility:** Better compliance tracking enables agility in the face of constantly shifting labor laws.
- **Efficiency:** With automated workflows and integrated systems, operational efficiency rises and admin burden falls.
- **Satisfaction:** Local flexibility improves employee experience via tailored compliance policies that minimize friction and boost morale.
- **Simplicity:** With a unified global-local workforce management platform, fewer regional solutions are needed. That means reduced IT overhead and a lower total cost of ownership (TCO).

ARE YOU READY TO IMPROVE THE WAY YOU MANAGE YOUR GLOBAL WORKFORCE?

Good. This playbook presents a comprehensive **roadmap for action**. Learn steps your organization can take *right now* to create the thriving global workforce you've always imagined. Here you'll find:

- Guidance on how to align your strategic goals with your operational needs
- Best practices to improve vendor selection, implementation, and compliance
- Real-world stories of global brands that have successfully executed workforce transformations

We are providing you with useful tools to create a harmonized approach to workforce management and build the foundation for a future-proof workforce.

Let's get started.



STEP ONE: PLAN FOR SUCCESS BY SETTING CLEAR GOALS

Before starting your workforce management transformation, it's important to prepare for the journey. That means setting clear goals and securing stakeholder alignment. This will help you prioritize specific plan elements, create a framework to resolve competing priorities, and confidently articulate implementation choices as you proceed through your program. The best part? Having clear goals up front saves time and money later through aligned decision-making, optimized workforce allocation, and fewer detours on your road to your ultimate objectives.

Why are clear goals so important? Because without them, you risk:

- Misaligned teams and fragmented strategies
- Competing priorities
- Costly implementation delays



Perform a comprehensive needs assessment

If you're ready to implement a global workforce management solution, then it's time for a thorough needs evaluation. Start by aligning your business goals, technical capabilities, and known global regulatory requirements. Nail down your measures of success early, and you'll benefit from a well-organized implementation, greater support of change, and a focus on the right infrastructure for scalability.

- **What pain points are slowing us down today?**
Identify where manual processes, disconnected systems, or data delays are creating bottlenecks in HR, payroll, operations, IT, and finance.
- **Where do we have compliance exposure?**
Audit your workforce practices for compliance gaps in labor laws, union rules, taxes jurisdictions, and data privacy.
- **How complex is our workforce?**
Document the range of roles, scheduling rules, pay policies, union agreements, and international and local requirements you must support.
- **Are we getting the insights we need?**
Assess your current reporting and analytics capabilities. Can you track labor costs, predict staffing needs, and monitor compliance in real time? Can your managers use these insights to proactively address or prevent unwanted business outcomes?
- **Can our current systems scale?**
Evaluate whether your existing platforms can support growth into new countries, business models, and labor categories.



Create a winning lineup

Aligning key stakeholders in critical departments boosts collaboration and ensures that team objectives match broader goals.

Decide early who is responsible for each element of your plan and create a decision-governance model. You should know how exceptions will be managed if competing priorities or local requirements conflict with the global standards you hope to enforce. Aligning key stakeholders across departments will help you avoid some of the roadblocks that can derail large-scale change.



HR

Compliance, employee engagement, and talent retention



PAYROLL

Accuracy and consistency in global pay structures



OPERATIONS

Scheduling, demand forecasting, and workforce optimization



IT

System interoperability, scalability, and data security



FINANCE

Labor cost optimization and budgeting

"HR technology leaders struggle to choose the right HR solutions due to competing internal priorities and a complex vendor landscape. They should ensure proper team resource mix and use critical use cases to drive detailed requirements for RFI/RFP and vendor demonstrations to overcome these challenges and select best-fit technologies."

— Gartner® Embedding an 'Eyes Wide Open' Mindset Into HR Technology Selection



Alignment check: five questions to ask your leadership

As you bring your goals into focus and create alignment among your teams, it's essential to get clear direction from leaders on whether these goals are correct and how you'll measure success in a defined timeframe.

Insider tip: Plan an interactive workshop with key stakeholders (HR, payroll/finance, IT, operations) built around answering these leadership questions. With cross-functional input, you'll accelerate decision-making and stay better aligned when it's time for rollout.

1. What workforce challenges are we solving at a global and local level?
2. What compliance risks arise if we don't standardize workforce management?
3. How do we measure success and in what timeframe?
4. What technologies must integrate with our workforce management solution?
5. What change management efforts are needed for successful adoption?



Take action: See how teams responsible for deciding on their organization's next HR technology investment can set themselves up for success in the [Gartner® Embedding an 'Eyes Wide Open' Mindset Into HR Technology Selection report.](#)



STEP TWO: DEFINE YOUR REQUIREMENTS, PRIORITIES, AND GOVERNANCE MODEL

Now that your goals are set and your teams are aligned, it's time to clearly define your workforce management requirements and governance strategy for an effective global rollout. Get clarity on compliance needs, consider scalability, and anticipate constraints while matching solution capabilities with your business goals.

Align workforce policies with global and local regulations

- **Labor law compliance**
Understand region-specific employment laws, tax regulations, and hourly mandates.
- **Union and collective bargaining agreements**
Address workforce agreements that will impact scheduling, compensation, and benefits.
- **Local vs. global policy frameworks**
Blend corporate policies with local labor practices that balance standardization and localization but never compromise compliance.



"One size fits all" is a myth

Clear priorities drive action. But workforce management needs typically vary across industries and regions—there's no "one size fits all." What's essential for one company or division, such as mobile self-service, may be less critical for another. Focus on high-priority business drivers and strategic goals to identify the workforce management capabilities most important to your organization.

Use these framing questions to determine your workforce management priorities:

- **What's the risk?**
Focus on capabilities that reduce compliance risks and adhere to local labor laws and union agreements.
- **What's the impact?**
Identify tools that increase efficiency, eliminate manual processes, and improve workforce planning.
- **Can it scale?**
Prioritize features that support market expansion, accommodate workforce growth, and integrate with enterprise systems.

Prioritize integration capabilities across teams

Global workforce management solutions need to work across all parts of your organization, from HR to payroll to operations.

- **API-driven connectivity**
Integrate with core enterprise HCM, payroll, ERP, finance, manufacturing, and operational systems.
- **Data consistency and accuracy**
Synchronize employee records across HR, time tracking, production systems, and finance platforms to eliminate discrepancies.
- **Scalability for growth**
Accommodate expansion while maintaining interoperability with existing and emerging enterprise technologies.



Different operational models for balancing global standardization and local flexibility

Underpinning your requirements, priorities, and governance is the need to decide the best operational model for your organization to maintain uniformity in workforce processes while addressing cultural, regulatory, and operational nuances for efficiency and responsiveness to local needs.



FULL STANDARDIZATION MODEL

Centralizes control over policies and processes, boosting uniformity but limiting local autonomy.



HYBRID MODEL

Blends centralized governance with regional flexibility in a single system for agile adaptation to local labor laws and cultural norms.



LOCALIZED MODEL

Decentralizes decision-making, supercharging customization at each location but compromising consistency.

Insider tip: Global brands have proven that a hybrid model comes with several measurable benefits. It helps balance global vision with execution that's flexible to local needs—improving compliance, operational efficiency, and employee engagement.

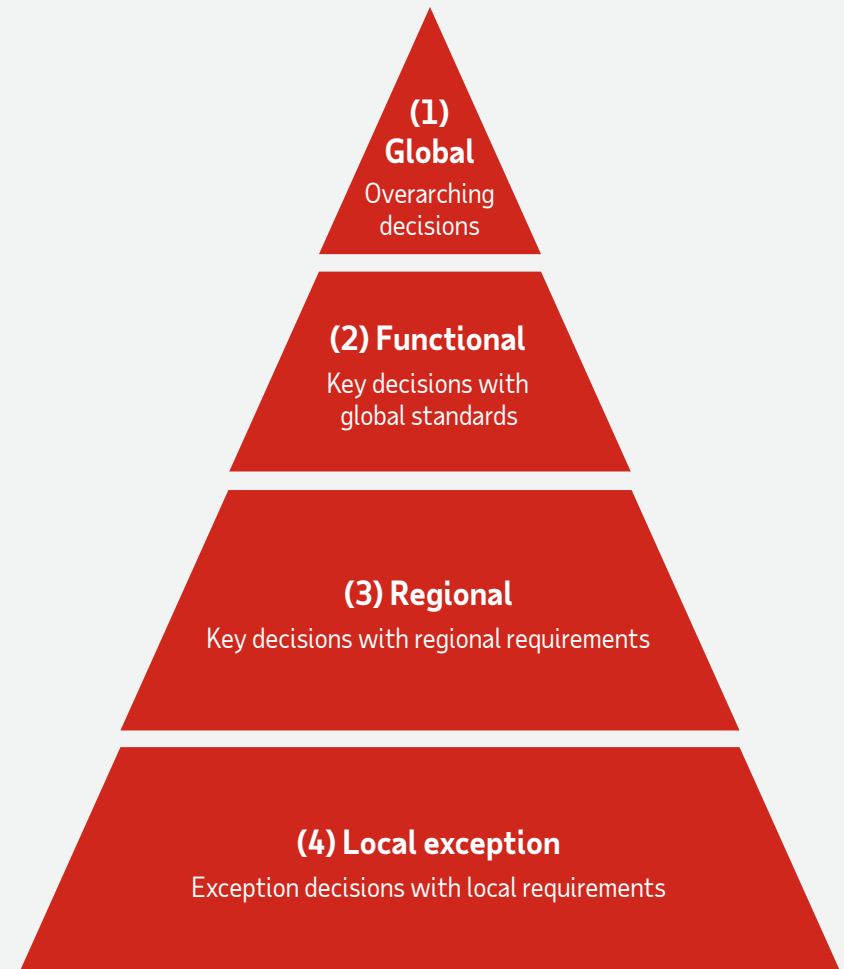


Governance according to your global-local requirements

A decision-governance model helps ensure that your workforce management software implementation adheres to a hierarchy of governing principles that accounts for both the desire for global standards and the reality of local requirements that may require exceptions.

- **Global governance authority**
Sets the overall vision, core principles, and non-negotiable standards.
- **Regional/local decision bodies**
Account for region-specific or country-specific legal, regulatory, and cultural requirements.
- **Decision domains**
Define decision categories (e.g., timekeeping rules, scheduling, integrations) and which level governs them.
- **Exception management**
Allows for formal requests, documentation, and approval of deviations from global standards.
- **Monitoring and feedback**
Provide mechanisms to assess the impact of decisions and feed lessons back into governance refinement.

Overarching governance



Case study: global pharmaceutical company taking hybrid approach to their workforce management practice

- **The challenge**

This industry leader was struggling with compliance challenges across multiple countries due to fragmented systems.

- **The solution**

Using a hybrid model that standardized core workforce practices and processes while building capacity for local flexibility, they are successfully implementing a phased global rollout.

- **The benefits**

Reduced payroll errors, improved compliance, and streamlined operations.



Take action: Watch this webinar [Crafting Workforce Solutions: Global Standardization Meets Local Flexibility](#) to learn how to build a global-local workforce strategy and best practices for implementation.

“The core to this whole approach is the requirement-gathering sessions. ADP is a tremendous partner with us on this initiative. We do it together in a very collaborative manner, and I think it works very well.”

— Global Head of Time Service Delivery



STEP THREE: DESIGN YOUR ROLLOUT SEQUENCE

You've defined your requirements, priorities, and governance approach. Now get your launch off to a strong start by designing the right sequence for rollout. This is a crucial step to encourage adoption, prevent rework, increase compliance, and achieve long-term success. Let's look at hazards to avoid and factors to consider as part of your rollout strategy.

Rollout traps to avoid

- **Tackling the most complex regions first**
You might be tempted to take on the most unique operations first. But starting with more complicated regions usually leads to unnecessary delays and stalled momentum. Begin with less-complex regions so you can prove progress, get a better handle on solution capabilities, and resolve any issues before tackling more challenging areas.
- **Skipping a structured rollout sequence**
Without a clear, controlled plan for regional rollouts, adoption can become inconsistent. This leads to confusion and slows down hard-earned progress.
- **Neglecting change management**
Failing to effectively manage change often leads to more staff resistance and a higher risk of non-compliance. Invest in change management early for greater adoption and buy-in at each location.



Considerations for rollout strategy

- **Geographic complexity:** Start your rollout in countries with less-volatile regulatory environments, then work your way up to more highly regulated regions.
- **Regulatory climate:** Areas with more fluid labor laws will likely require additional compliance planning before implementation.
- **Workforce readiness:** How ready is your workforce? Before rollout, assess local employee adoption, union considerations, and HR capacity to manage change.
- **Leverage local systems integrators (SIs):** In more complex markets, local SIs can provide regulatory expertise and facilitate system configurations to keep your rollout running smoothly.

How to build an iterative, scalable approach

- **Pilot testing:** Begin with a limited rollout in one or two countries to validate system configurations and processes.
- **Stakeholder engagement:** Align local HR, IT, and operations teams on rollout goals and procedures.
- **Data-driven adjustments:** Continuously monitor KPIs such as compliance adherence, payroll accuracy, and employee adoption to refine future rollouts.
- **Regional support networks:** Set up cross-functional teams to help with deployment issues to bolster a smooth transition in each new region.

"If you're about to implement or are implementing, you're writing your own story, which will have its own peaks and valleys. It's okay to course correct. At the end, you're looking for a win, which means a successful go-live. Having a pilot group, no matter how small, will help build confidence when you get a win and provide a valuable collection of feedback as you take your system from the theoretical into reality."

— **Enterprise Solution Delivery Leader**, Multinational Media and Entertainment Company



Take action: Create a well-structured rollout roadmap that incorporates flexibility for country-specific adjustments. This can dramatically reduce delays and implementation risks. This [Global Workforce Management Rollout Checklist](#) serves as a guide to help you navigate a global workforce management rollout—from planning and vendor evaluation to implementation and future scaling.

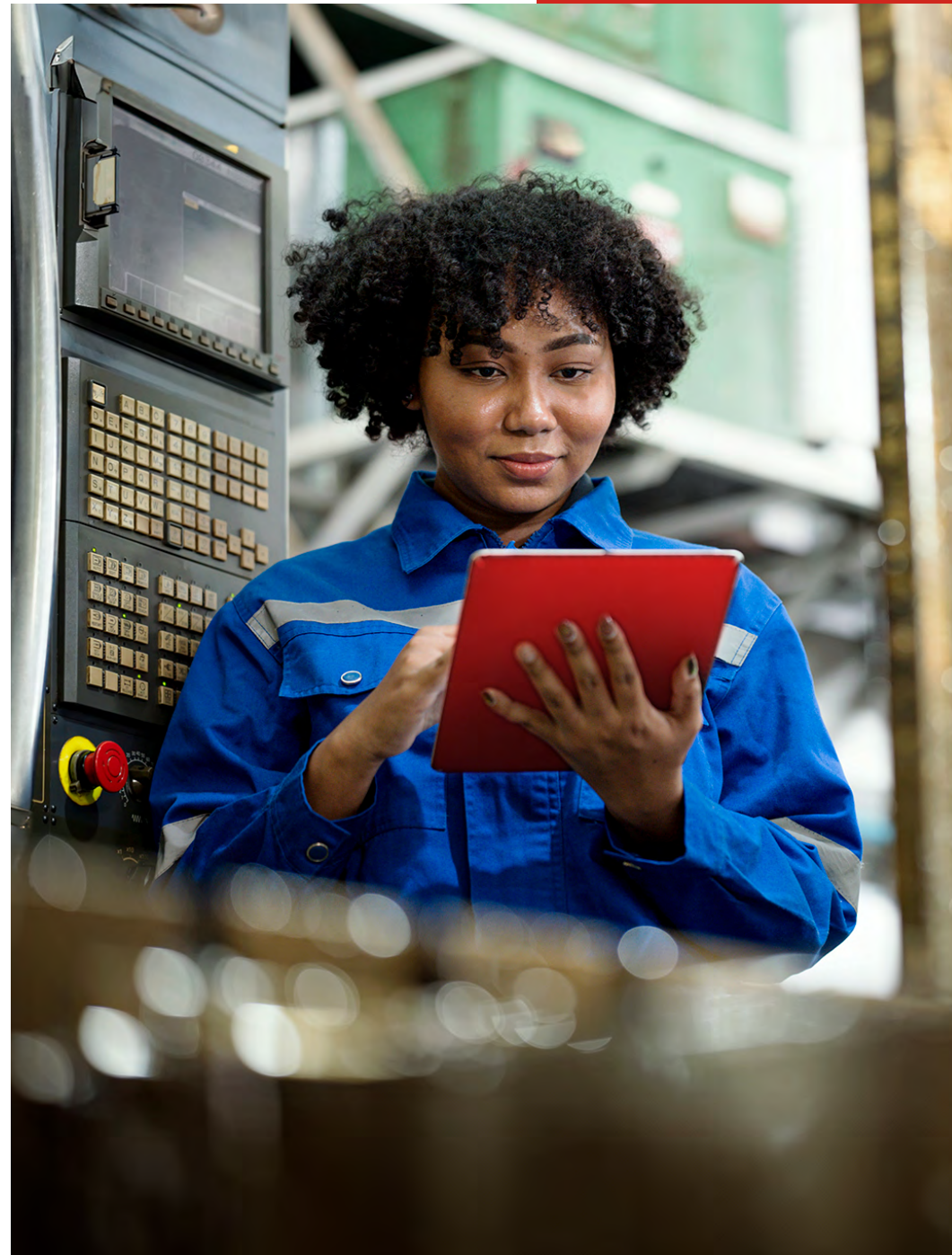
STEP FOUR: CHOOSE THE RIGHT PARTNER

Rollout is approaching fast now. You've set clear goals, aligned stakeholders, and created your optimal rollout sequence. But no organization can complete a workforce management transformation alone, which means it's time to choose the right workforce management vendor. This crucial decision impacts every phase of your transformation—compliance, scalability, and long-term success. You need a solution partner with robust technological capabilities, scalable infrastructure, expertise in navigating global complexities, and the dedication your staff deserves in order to feel heard and supported during change.

How to choose the right vendor and what questions to ask

1. Define your selection criteria

- **Global and local expertise:** Does the vendor have a track record of successful global implementations in highly regulated countries?
- **Configurability and automation:** Do the vendor's solutions fully support global standards and country-specific labor laws, union agreements, and compliance mandates?
- **Scalability:** Can the vendor's platform support multi-country rollouts and implementations that scale to your full employee populations? Can they provide relevant positive testimonials?
- **Smooth integrations:** Look beyond HR and payroll. Ask the vendor if their platform integrates deeply with ERP, finance, manufacturing execution systems (MES), operational tracking, compliance platforms, and workforce analytics for a fully interconnected system.
- **Support and customer success:** Does the vendor offer regional support and best-practice guidance for global rollouts?



2. Leverage the demo process

A successful demonstration helps expose a vendor's real-world capabilities and understanding of your unique goals and vision for workforce management. The best providers should be able to:

- Prepare a thorough demo that displays and validates how real-world functionality is achieved.
- Prove that your configurable pay rules, workforce scheduling, and compliance handling are supported natively.
- Demonstrate their capacity to provide real-time analytics, automation, and scalability.

3. Consider the total cost of ownership (TCO) and ROI

- Is the vendor transparent with costs for implementation, training, and support in every country?
- Can they present a proven ROI through customer case studies?
- What is the expected payback period based on process automation and compliance savings?



Top 10 tips for getting the most out of your solution evaluation demo

1. **Stakeholder participation:** A comprehensive evaluation should involve representation from executives to front-line teams, across HR, operations, payroll, and IT. Create a shared vision for your demonstration evaluation by including key stakeholders and including feedback from employees.
2. **Your data in demonstrations:** Potential vendors should provide demos based on your unique business. Document select pay, work, scheduling, absence, and rest rules by organization, including international locations. Request they use this data in any demo.
3. **Create realistic samples:** Provide vendors with sample timesheets, schedules, and trade union agreements (if you work with trade unions). Representative examples of how the solution would work for your environment will give you confidence in your selection.
4. **Request complex rules:** Request that vendors configure and demo a few of your most complex rules so you can determine which rules can be automated and which might require manual effort.
5. **Quantify your options:** Create a scoring matrix based on your specific scenarios to check that each criterion reflects critical functionality and organizational needs. Assign weights according to their significance to your operations and strategic goals.
6. **Test flexibility:** Understanding a vendor's flexibility is paramount. Request that they make adjustments in real time to demonstrate their capabilities and the configurability of their solution.
7. **Study improvements:** Ensure the potential vendor replicates your timesheets accurately. Have they minimized manual errors through automation? Have they complied with labor laws by correctly tracking work hours, breaks, and overtime?

8. **Require customization:** It's important to see proof that the vendor uses your organization's unique terminology and not "canned" materials. The software solution is meant to adapt to your needs, not the other way around.
9. **Align with your organization:** Check that the vendor configures your organization's specific business rules and confirm they don't take shortcuts using their own rules. If they can't deliver a configurable demo, then they likely can't deliver a configurable solution that meets your needs.
10. **Gain clarity:** Ask any vendor to provide clear details of when and where you must step outside their solution for any required manual steps and processes.



Take action: Buying enterprise software is hard. Many solutions can look similar. The success of your implementation depends on whether your requirements can be met. For effective vendor selection, align your buying committee on priorities and how you'll evaluate vendors. Use these tools to guide your evaluation, helping you assess the business and technical advantages of each option. Ensure your final decision addresses your unique business challenges, regulatory needs, and employee expectations.

- [Checklist for Selecting Workforce Management Software](#)
- [Prove It First: The Tough Questions to Ask Your Technology Vendors](#)
- [Business Value Scorecard](#)

STEP FIVE: BUILD YOUR IMPLEMENTATION PLAN

Now that you've selected the ideal partner to meet your current and future workforce management needs, it's time to focus on implementation strategy. Without a solid strategy in place, even the most trusted workforce management solutions could fall short of achieving your goals and can lead to delays, internal resistance, and compliance headaches.

Why your implementation strategy matters

A lack of clear governance risks a fragmented, inconsistent implementation. Failure to engage and strategize with local HR, operations, and IT teams can cause resistance roadblocks you don't need. And failing to adequately perform detailed data migration planning will only lead to inaccurate reporting once you're live.

By addressing these challenges before implementation, you'll benefit from an efficient rollout, more optimized performance—and a faster ROI. Here's how to make it happen.



Eight best practices for successful implementation

1. Build a comprehensive implementation roadmap

- Align your implementation strategy with larger business priorities and regional regulations.
- Clearly define milestones, ownership, and accountability for each phase.
- Consider how to mitigate risk for data migration and compliance alignment.

2. Form your project team

- Look for individuals experienced in HR, payroll, and time and attendance.
- Involve operations leaders who understand front-line labor and operational practices.
- Engage people with strong project management, decision-making, and problem-solving skills.

3. Define systems integration approach

- Work closely with HR, payroll, and IT to integrate systems with minimal disruption.
- Validate data accuracy and system interoperability before full deployment.
- Use sandbox environments (where changes can be made without affecting live systems) to thoroughly test configurations in different countries.



4. Address compliance localization early

- Validate that your new solution can accommodate local payroll, labor laws, and tax codes.
- Save time and energy by leaning on pre-built compliance templates.
- Work with regional legal teams to configure compliance needs before launch.

5. Drive change management and user adoption

- Establish a global change management team with regional representation.
- Develop localized training programs tailored to end users in different markets.
- Implement a feedback loop for continuous improvement based on early rollouts.

6. Perform testing to identify potential issues

- Provide solution training so testers can distinguish between errors and lack of user knowledge.
- Enlist frontline managers to test how the solution will work in day-to-day operations and evangelize the benefits to other users.
- Build a pay comparison test strategy to see how system changes impact payroll and be prepared to explain variations. Greater payroll accuracy is delivered when relevant rules are applied.

7. Adopt an iterative rollout strategy

- Pilot in less challenging regions before scaling globally.
- Use phased rollouts to capture learnings and refine configurations.
- Continuously refine system performance based on early-user feedback and KPI tracking.

8. Leverage lessons from real-world implementations

- Study real-world examples to see what strategy and launch look like in the context and pressure of real constraints, across real teams, in real time, and at scale. While implementations vary from business to business, you can learn a lot from those who have done it before and done it well.



Case study: Smurfit Westrock streamlines time and attendance across more than 275 locations

■ The challenge

With thousands of employees spread across hundreds of union and non-union locations, they were balancing five different time-keeping systems, which created challenges for data integrity and efficiency.

■ The solution

They implemented the ADP WorkForce Suite Time and Attendance solution in phases for optimal project delivery, change management, and clarity on roles and responsibilities. They then applied the lessons learned to enhance each successive, larger wave.

■ The benefits

The results were accurate pay, improved payroll efficiency, and a simplified, uniform process that was more timely, more flexible, and in proactive alignment with local union regulations.



Take action: Three years into their implementation of the ADP WorkForce Suite, Smurfit Westrock has best practices to share about how to successfully implement new workforce management systems and software. Read more about [Smurfit Westrock's Top Six Takeaways for Successful Implementation](#).



Smurfit Westrock's top six takeaways for successful implementation

- 1 Pilot programs save time and improve efficiency
- 2 Wave size does not impact delivery
- 3 Pay structure is the biggest hurdle
- 4 Hypercare works best with structure and accountability
- 5 Strive for continuous improvement
- 6 Communicate clearly and concisely

"It's your ability to align people, process and technology. When you implement a system like the ADP WorkForce Suite, you're implementing an enabler. Your true value lies in your ability to have strong adoption, and strong business processes need to be enabled by the technology."

— Taryn Emerson Director, IT Strategy and Portfolio

STEP SIX: ACHIEVE CONSISTENT ADOPTION AND CONTINUOUS IMPROVEMENT

Successfully implementing a global-local workforce management strategy is a major accomplishment for any organization. But it's only the beginning. Without long-term strategies for continuous improvement, adoption, training, and iteration—even a well-orchestrated rollout can fail to deliver its full value. For long-term success, you'll need sustained adoption and continuous improvement over the weeks, months, and years to come.

See the practical action steps you can use to get buy-in, optimize training and engagement, and improve workforce operations through analytics. Use these strategies to proactively drive adoption and iteration, and over time, you'll reap the benefits of increased efficiency, better compliance, and a more engaged workforce.

“Plan for support post-rollout. Train people on the admin level, create your internal support processes, and select champions/owners. Build your team to support the product you have invested in.”

— **Joel Werndorfer**, HCM Industry Analyst, Advisor, and Influencer



Six ways to achieve consistent adoption and continuous improvement

1. Build a culture of adoption

Change can stall quickly without visible leadership support, so make sure your leaders are setting the tone for success and adoption. Keep your internal teams aligned to build enthusiasm and invest in partnerships with regional champions to drive local workforce transformation. Establish a transparent process that captures and honors employee feedback, as employees who feel heard and seen are more likely to trust the process and embrace change.

2. Strengthen training and engagement

Single-mode training may not meet the needs of all employees. So, invest in training models that are both ongoing and adaptable. Role-based training will help prime HR, payroll, managers, and employees for go-live and beyond. Hands-on pilot programs can help ensure early adoption in key regions. Remember to stay flexible and accommodate diverse ways of learning while also providing broad, real-time support through help desks, digital guides, and peer mentors.

3. Gather user feedback

Invest in continuous feedback to strengthen adoption, as further areas of refinement may go unrealized without structured feedback loops. Establish these loops to gather input from employees and managers. Use workforce analytics to track and improve adoption rates and make refinements through quarterly assessments.

4. Plan for short-term wins

Long-term projects may cause fatigue or loss of focus. As you progress through implementation, celebrate short-term achievements and milestones to help teams maintain momentum and morale.

5. Use iterative rollouts and refine over time

A rigid approach to rollout can create issues that are difficult to correct at scale, so plan for each rollout to inform the next. And remember to stay flexible. Capture insights to improve future implementations and adjust rollout sequencing based on real-time data and regional workforce trends.

6. Learn from industry leaders

Many businesses lose time by making mistakes others have already addressed. So, look for opportunities to gather these lessons learned. Seek real-world examples of successful workforce adoption and apply lessons from companies that have improved their workforce transformation over time to enhance engagement and efficiency.



Take action: Read our [Time and Attendance Implementation Guide](#) for valuable tips for success at every stage of the implementation journey, from project planning and governance to post go-live.



STEP SEVEN: OPTIMIZE FOR LONG-TERM SUCCESS

Congratulations, your implementation is advancing successfully. At this point, it would be easy to sit back and put your systems on autopilot. But don't fall into the complacency trap. Your workforce management system needs thoughtful, continuous evaluation and refinement to deliver its full value. This is especially true in the complex global marketplace where adaptation and flexibility to meet evolving business and regulatory needs are essential to avoid performance dips and missed opportunities for further optimization.

Let's zoom in on six key action steps that will help you sustain efficiency, leverage analytics, simplify compliance, and keep your global-local solutions effective over time. That's the secret to maximizing your ROI and keeping your competitive edge.

Six action steps for long-term success

1. Create post-launch stability

Post-launch stability depends on real-time monitoring of compliance and regular system health checks to track efficiency and find areas for refinement. Compliance updates should be implemented quickly to stay ahead of regulatory changes, and structured governance fosters continuous improvement.

2. Use analytics to make smarter decisions

Without clear data, it's hard to know which workforce strategies are working and which could benefit from further refinement. Data-driven decisions improve workforce efficiency while predictive analytics can help leaders detect and adapt to problems before desired business outcomes are affected. Through scenario planning, you can proactively adjust staffing models and continuously refine workforce strategies.



3. Simplify compliance and reduce risk

Regulatory requirements are changing more rapidly in many countries and localities, and falling behind can lead to painful financial or legal exposure. Use ongoing audits, reviews, and robust risk management to stay compliant. Engage legal teams and HR professionals in workforce management reviews, and use automated tracking tools to reduce regulatory exposure.

4. Expand flexibility through automation

Processes that rely too heavily on manual workflows reduce agility and expose organizations to costly errors. Supporting workforce rules natively and automating workflows enhances operational efficiency while reducing administrative overhead. Additionally, supporting hybrid, remote, and flexible work models can help improve employee satisfaction.

5. Commit to continuous improvement

If you're not improving, you're not growing. Workforce strategies must evolve in parallel with business needs and long-term goals. Benchmarking against industry leaders, holding structured alignment reviews, and fostering an environment of ongoing learning will help promote long-term success.

6. Start overcommunicating

As you move beyond rollout and into maintenance and growth, it's important to re-align regularly with internal stakeholders and team leaders. Meet quarterly to gauge readiness and responsiveness, and test for a shared understanding of how key processes support broader goals.

"With automation of some of your hardest rules, there's no more room for human error or careless mistakes. Nothing gets missed."

—Lani Davis

Consulting Manager, Rizing



Take action: Maintaining organizational compliance is crucial to avoiding legal risks, fines, and reputational damage. Modern workforce technology can drive excellence and streamline compliance management by automating complex situations to keep your workforce informed and engaged. Learn more in this blog and webinar: [How Automation Transforms Compliance Into a Strategic Advantage.](#)



KEY TAKEAWAYS AND NEXT STEPS

As our journey into considerations for your global workforce management rollout comes to an end, it's worth recapping how we got here and what it takes to create the long-term success your organization—and your employees—deserve. We intentionally designed the Global Workforce Management Rollout Playbook to get you beyond theory, so that you understand how to navigate the complexities of the global marketplace.

With that in mind, let's review some big ideas and key takeaways, then outline the next steps for continuous workforce optimization.

The big ideas

If you remember anything from this playbook, make it these key steps, tips, and strategies. They're the proven best practices; the backbone of successful global workforce management.

- **Planning:** Align your global workforce strategies with your long-term business goals.
- **Implementation and adoption:** Do the necessary work to execute a successful rollout with high employee engagement.
- **Hybrid model:** Balance global standardization with local requirements for agile adaptation to local labor laws and cultural norms.
- **Compliance and risk management:** Use automation and best practices to mitigate regulatory risks.
- **Optimization and continuous improvement:** Use analytics to improve workforce management practices and efficiency.



The benefits of a well-executed global workforce strategy

- **Higher employee engagement and retention:** Organizations that improve workforce management have happier employees who not only stay but are more productive than those who are disengaged.
- **Operational efficiency gains:** Once you automate your workforce process, you'll see errors and payroll leakage go down and productivity go up.
- **Global compliance assurance:** No matter how smooth your rollout, continue to monitor changing labor laws to minimize risks and penalties.

Find the right solution provider

We've already established how important it is to find a trusted, long-term partner to support you through planning, rollout, maintenance—and beyond. As the #1-rated solution for large employers, the ADP WorkForce Suite, is ready to help you meet your present and future business goals. We've helped many of the world's most innovative organizations improve their workforce management and have earned top marks from customers and analysts for our commitment to solution excellence and customer success.

"The ADP WorkForce Suite is the only solution capable of meeting our complex cases, especially with its planning tools and payroll management. It supports every pay rule, every compliance requirement and every unique agreement across our entire employee population."

—A Global Manufacturing Company

Leading global organizations trust us with their workforce management

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Ingelheim**

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a member of the DIC group 
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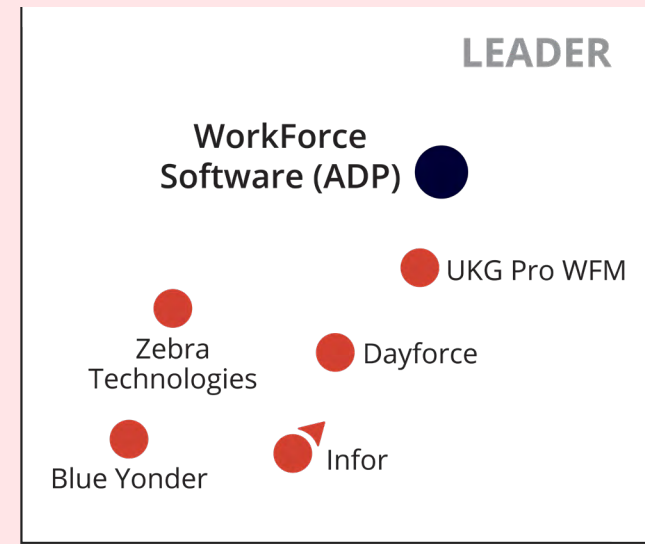
How can the ADP WorkForce Suite support your long-term success?

- **Expert consultation and guidance**
ADP's passionate team of experts gives you access to industry-leading best practices, helping you stay agile and responsive.
- **Global-local expertise**
With proven experience partnering with global brands, ADP has successfully launched workforce management platforms across the globe, including a recent expansion with the sustainable packaging leader WestRock, now live in 40 countries with over 100,000 team members worldwide.
- **Advanced workforce management solutions**
Using proven, secure and scalable technology, ADP can help you optimize workforce efficiency and grow your business.
- **Ongoing training and support**
With resources that promote continuous learning and help maximize user adoption and performance, ADP can help you attract and retain your industry's top talent.



Take action: Do you believe it's time to change your workforce management software to one that can fully support all your complex requirements? The ADP WorkForce Suite offers the most advanced configuration capabilities to address your global time, pay, scheduling, and compliance rules while meeting worker demands.

ADP WorkForce Suite, leads in Nucleus Research WFM Value Matrix for eleventh year



"WorkForce Software, an ADP company, is recognized by Nucleus as a leader in Workforce Management for eleven consecutive years. The combined organizations provide clients with high levels of functionality, enhanced usability, and ongoing innovation within a unified portfolio of solutions."

—Evelyn McMullen

Research Manager, Nucleus Research

ABOUT WORKFORCE SOFTWARE, AN ADP COMPANY

WorkForce Software, an ADP Company, is the #1-rated workforce management solution for large, global employers and the first to deliver integrated employee communication capabilities. The ADP WorkForce Suite adapts to each organization's needs—no matter how unique their pay rules, labor regulations, and schedules—while delivering a breakthrough employee experience at the time and place work happens. Enterprise-grade and future-ready, the ADP WorkForce Suite is helping some of the world's most innovative organizations optimize their workforce, protect against compliance risks, and increase employee engagement to unlock new potential for resiliency and optimal performance. The ADP WorkForce Suite makes managing your global workforce easy, more efficient and more rewarding for everyone. For more information, please visit workforcesoftware.com.



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Start your global workforce management journey

We are your partner in evaluating the full potential benefits of workforce management solutions from a global provider. Request a proof-of-capabilities demo and value assessment to learn what it can mean for your organization.

Contact a workforce expert today

