

MAPLE LEAF SPORTS & ENTERTAINMENT (MLSE) REDUCES UNPLANNED OVERTIME BY 60%

Time capture and rostering errors reduced and saw a total annual benefit of \$650K (CAD)



"We're attracting a new generation of workers by providing them with the highest level of service that we expect them to provide for our fans."

— Director of Workforce Management and Scheduling, MLSE

Goals

- 1 Standardise rostering, timekeeping and payroll processes for more efficient operations
- 2 Simplify compliance for a diverse set of hourly, salaried, unionised and non-unionised employees
- 3 Reduce manual, error-prone time and attendance, and rostering processes with a system that could securely and reliably integrate with Workday HCM

Challenges

- ➔ Managing multi-generational workforce across nine locations with varying pay rates
- ➔ Capturing time and attendance data via legacy systems, requiring manual intervention
- ➔ Controlling unplanned overtime
- ➔ Accommodating event or employee driven changes due to labour intensive rostering for 2,000+ team members

The ask

Many hourly employees are in one of five unions and abide by one of eight collective bargaining agreements, whilst salaried employees are non-unionised. MLSE needed a modern solution to engage a diverse set of workers, meet complex compliance needs and deliver accurate payroll.

The solution

MLSE selected ADP® WorkForce Suite's Time and Attendance, Job Scheduling, Analytics (Business Objects) and Absence Management solutions, which they implemented across 15 divisions, encompassing event venues, ticket offices, retail stores, restaurants and team operations.



Reducing errors and sparking engagement

✓ Fair and accurate payroll

MLSE saw a dramatic reduction in errors and overtime costs through digitalised time capture and rostering processes. The solution integrates with existing Workday® and ADP environments and MLSE's HR and payroll systems, allowing for time entry and approvals with a simple, consistent and effortless experience.

✓ Employee engagement from anywhere

Mobile Time and Attendance and One-Touch Callout helps keep frontline employees engaged with mobile access. Instant internal communications help these groups to stay informed for better collaboration and staff alignment.

✓ Making rostering easier

Rosters are now managed centrally, providing real-time visibility and enhanced employee experience by offering self-service options and mobile access to time and attendance and rostering information.

✓ Maintaining accurate compliance

With the ADP WorkForce Suite rules engine, MLSE now meets all requirements for both hourly unionised and non-union employees working across nine locations. Employee claims/grievances have declined and compliance has improved with automated rules that adhere to statutory, ESA and CBA based pay rules.

"ADP WorkForce Suite has really helped us connect with our employees, letting them take charge of their own schedules and see their own timesheets well ahead of when they get paid."

— *Director of Workforce Management and Scheduling, MLSE*



Find out how ADP WorkForce Suite engages workers whilst managing costs and improving efficiencies. Visit wfsaustralia.com/partners/workday/ to learn more.