

Axsium Group Overview



We Are The Workforce Management Experts

Axsium Group knows Workforce Management. We know that WFM means more to you than just a software system. It means solving real problems and delivering real value to your organization. It means continuously improving the productivity of your workforce and efficiency of your operations. It means ensuring that you are compliant with all applicable labor regulations and contracts. It means producing the perfect paycheck every time. Ultimately, it means maximizing the return on every labor dollar that you invest in your operations.

Our Workforce Management expertise is unparalleled. We deliver insights to our clients garnered from years of experience delivering WFM solutions. Our sole objective is to make sure that you have the right strategy and that Workforce Management yields the highest possible return on investment for your organization. We bridge the gap between what you know, which is your labor operations, and what the vendor knows, which is how their software works. Yes, we know Workforce Management, we know how to keep your project on schedule and on budget, and most importantly, we can help your organization reach your WFM goals.

We have helped over 300 organizations achieve success through our targeted strategic, business process and technology consulting services. Our ability to help you achieve outstanding results is a culmination of our unmatched consulting talent, the strength of our vendor partner relationships, and our ability to deliver solutions globally.

Our staff consists of more than 100 full-time consultants, each with 8 years of WFM experience on average. Our team is uniquely qualified because they not only understand WFM solutions, but the unique nuances of the industries they serve. In many instances, they're industry veterans who've been focused on labor and labor management their entire careers.

Axsium is a certified partner with the leading WFM software vendors, which means that our consultants are trained and up-to-date on the latest product releases. You benefit from our vendor relationships because we are able to give you the most complete insight and guidance into these solutions, ensuring your return on investment is maximized.

Finally, Axsium is the only truly global WFM consulting practice. We have offices in Toronto, London, and Melbourne, Australia, and consultants based around the world. Our staff has experience implementing WFM in 63 countries, and as a global organization, we offer the flexibility to help your organization wherever you are in the world.

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OUR SERVICES

» **Workforce Management Strategy.** Many organizations recognize the value of workforce management but struggle with where and how to begin. Our built-for-WFM methodology provides higher quality deliverables and a more efficient process. Axsiom's WFM Strategy sets realistic goals, identifies tangible benefits through a credible business case, establishes a clear roadmap, and arms you with tools to track your progress to achieving your WFM objectives.

» **Business Process Optimization.** The key to increasing your workforce's productivity without increasing your labor costs is by improving the way that your staff works. Axsiom's Workforce Modeling team can help streamline operations and reduce administration. We blend field observation, video analysis, activity sampling and a database of industry standards and best practices to identify areas of opportunity, and we work with you to redesign processes to achieve tangible benefits.

» **HR/WFM Policy Standardization.** Large organizations often lack consistent HR and WFM policies from one location to another or across employee groups. Making matters worse, they often don't know that these policies vary or what the right policies should be. Axsiom provides Policy Standardization services to document the existing policies, identify local variations, provide insight into industry best practices, determine which policies should be retained, and formally document the policies for distribution to your workforce.

» **Vendor Selection.** Finding the right workforce management software vendor is the critical first step to benefiting from a new WFM strategy. But, finding the right vendor requires sorting through endless WFM jargon and seemingly identical feature sets to figure out which vendor best fits a company's requirements. Our Vendor Selection services helps you cut through the jargon and make an objective decision about which vendor is right for your organization. We know there isn't a one-size-fits-all approach to vendor selection. Axsiom accelerates the final selection by matching vendor capabilities with the unique nuances of your business and your specific requirements.

» **Implementation.** Axsiom was founded to provide superior workforce management implementation services, and we've successfully completed hundreds of them. Our consultants have experience with the leading WFM vendors including Kronos, Infor/Workbrain, RedPrairie, Ceridian/Dayforce, Empower, Reflexis, WorkForce Software, and Workplace Systems. From

supplementing your in-house talent to leading the entire implementation, Axsiom can help deliver your project on-time and on-budget.

» **Upgrade.** Upgrades should be easy but never seem to be. Whether it's a technical glitch or an unexpected new functionality that needs to be configured and introduced to your users, something always seems to pop-up, making upgrades frustrating and time-consuming. Our experience and knowledge with your WFM product can take the unexpected surprises out of your next upgrade.

» **Post-Implementation Support.** Have you ever called product support only to be told that the problem wasn't with the product but with the configuration, leaving you without an answer? Axsiom's Managed Services eliminate this frustration. Our 24x7 support desk takes the time to understand your implementation and can bridge the gap between your knowledge and your vendors' support program.

» **Workforce Management Checkpoint.** Do you want to get more out of your current system? Do you see opportunities for improvement but either don't know how to or don't have the resources to implement them? Our Checkpoint quickly assesses your current WFM system and labor operations, share best practices and provide you with a clear, practical roadmap to help you get more out of your WFM System.

» **Change Management and Training Solutions.** The biggest hurdle to a successful WFM project is user adoption. Your users need to understand why the system is being deployed and how it should be used so that you can get the benefits you're seeking from the system. Axsiom's Organizational Change Services ensure adoption through tailored change management and training programs designed for your unique business environment. We help you set proper expectations and mitigate any risks in adoption.

» **Program, Project and Process Management.** Some clients prefer to work with the vendor's professional services to configure the software but usually their ability to assist ends there. You can depend on Axsiom to provide program, project and process management skills to establish the overall project timeline, coordinate disparate teams, redesign business processes and minimize the risk associated with your major investment.

THE AXSIUM ADVANTAGE

With Axsiom, our experience is your advantage. Axsiom has worked with more than 300 organizations to maximize the return they get from workforce management. To learn more about how Axsiom can help, please call us at 1.888.AXSIUM1 or visit our website at www.axsiomgroup.com for more information.