







# Transform and Engage with WorkforceX

Local Government Organisation

Meeting people where they are

-  Core HRIS Integration
-  Enterprise application navigation
-  Internal Comms to field & office
-  Pulse surveys
-  Timesheet completion on mobile
-  Mobile, email and SMS

## The Opportunity

In 2019, there was a major digital transformation of their workforce management systems including HRIS and Rostering which would be used daily by their office and field-based staff.

At this time, there was no way to directly engage field-based staff due to limited mobile usage, high resistance to technology change and lack of supporting infrastructure. Their vision was to create a more equitable experience in technology and communications no matter where people worked.

## The Solution

Deloitte worked with Council to not only implement their core HRIS and rostering solution but establish a mechanism to connect with field and office-based staff in a more equitable way to get the full return on investment.

WorkforceX was used to engage the team during the transition to more mobile, self-service capabilities and was integrated to their core HRIS system.

This included the release of the mobile app as the **'one-front-door'**; to access the HRIS and Rostering core functionality, link to other important resources held within their intranet, and now a direct channel for the CEO, senior management and People and Culture to open two-way communications – no matter where people work.

## The Outcome

-  **IMPROVED WORKFORCE MOBILITY**  
**41% workforce mobilised and over 50% now can access ICC systems – up from 5%**
-  **INCREASED SATISFACTION IN LEADERSHIP ENGAGEMENT**  
**Within 6 months, 12% improvement in satisfaction with leader engagement**
-  **CUT THROUGH NOISE**  
Better channel integrity and established a leadership voice and rhythm in communications has seen engagement sitting between 70-80% consistently for leaders.
-  **PRODUCTIVITY OPTIMISED**  
Can effectively operate with 2 dedicated resources to service 1,400 people due to ability to target, track and control who has the share of voice to ensure communication is coming from the most relevant source to further drive engagement.

