



SOLUTION OVERVIEW

In this case study, Workplace Options' Labor Solutions team addressed employer concerns by implementing technology used in the **WOVO** platform. WOVO is an integrated mobile and web-based system designed to provide wellness coaching and interactive e-learning to workers with ease. Additionally, it provides worker voice and wellbeing tools that foster wellness and productivity, and gives management actionable data.



Using broadcast communication technology to provide greater peace-of-mind for workers concerned about payroll delays

BACKGROUND

Access to social benefits and a proper remuneration is the right of every employee. Fixed minimum wage standards and prompt payments are requirements set by international labor-focused organizations that must be fulfilled by every company.

Like several of our clients in manufacturing, Factory Six faced challenges in providing prompt salary payments and remuneration. This was a result of two factors: internal technical issues with the company's payroll system, and the inability to notify employees of delays. Consequently, the number of questions and grievances regarding late payment continued to increase. In January 2017, 30% of messages from employees recorded by Factory Six were regarding payroll.

Powering Worker Wellbeing Around the Globe

As an established multinational company with over 35 years of experience, Workplace Options recognizes that understanding worker needs leads to increased productivity and reduced risks. That's why our LaborSolutions division offers affordable tools for enhancing worker engagement and reducing turn-over. With ISO 9001 and ISO 27001 certifications, we currently serve more than 58 million employees in over 90,000 organizations.

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PROCESS

Workplace Options' Labor Solutions account manager coordinated with our internal data analyst and product development team to propose a strategy to help Factory Six overcome this issue. First, we worked with the PICs of the factory to develop standard announcements to be sent using the broadcast feature available on the WOVO platform's dashboard. The message templates were developed to suit a variety of different needs—some of which announced anticipated delayed payment, and others providing specific details on when salaries would be paid. All messages were scheduled to be sent two weeks prior to the anticipated pay date. Next, we worked with Factory Six to implement the technology. Through the application, management was able to post calendar reminders for each pay period and also submit detailed information related to remuneration and benefits in the form of newsletters. This provided the ability to manage communication to all employees at once, or specific groups, directly from their online dashboard.

OUTCOME

As a result, **the total number of messages related to payroll have decreased by 83% percent**—from 92 questions about payroll in January 2017 to only 16 questions in March 2017, after the strategy was implemented. These efforts have helped Factory Six better structure its communication, and thus **give employees a sense of security** in knowing when their salary will be paid long before the actual date. In its efforts to continue this improvement, Factory Six has since utilized the calendar feature on the dashboard effectively. We noted that managers have scheduled reminders on pay dates months in advance on the dashboard.

ADDITIONAL RECOMMENDATIONS

Labor Solutions is currently developing a **Payslip feature** that we expect will help Factory Six and other organizations follow compliance standards and communicate customized payroll documentation to each employee via our WOVO app.

Note: The information in this document pertains to technology used in WOVO that was featured in a previous version of the product known as WPOConnect.

WE HELP PEOPLE