

# Redberry serves up an improved WFM solution with UKG and Align HCM

## Client spotlight



- 10,000 employees
- Quick-service restaurants
- Mississauga, ON



### Client situation

- Redberry Restaurants was in the process of rolling out UKG Pro to support their existing needs and meet their aggressive growth demands
- In parallel to the HR/payroll implementation, Redberry was assessing their workforce management processes, capabilities, and solutions
- The aim was to have a clear & aligned future state perspective on workforce management, an understanding of gaps from the current state, and an actionable list of recommendations



### Solution

- The Align team worked with Redberry stakeholders to evaluate current processes, systems, and capabilities
- Activity included virtual workshops covering 14 topics ranging from forecasting to payroll close; in-person site visits and virtual site visits to understand store level processes; and surveying of 20+ store managers.



### Results

- The findings were synthesized using the Align WFM adoption framework using 6 perspectives to specify priorities and actions to achieve the desired future state
- As a result, Redberry proceeded to implement UKG Dimensions and will go live in 2023

Tags: Strategy, Dimensions

