

Aligning on business needs results in a successful go live

Client spotlight



Client situation

- Terracon is in the manufacturing industry, providing services to support construction providers. They were using multiple solutions to manage their workforce and timesheets, including a Professional Employer Organization (PEO) and decided to upgrade to an inhouse- full suite HRIS and WFM solution
- Initially, Terracon began the implementation of UKG Pro WFM with another UKG Service Provider, but as the project went sideways, Terracon sought the assistance of Align.



Solution

- When Terracon met Align in the fall of 2023, they were in the midst of their UKG implementation with another partner that was not a great fit. With go-live at risk, Terracon turned to Align to turn things around and get the project back on track.
- Align's solution experts quickly analyzed the client's business requirements and made necessary adjustments to the system design to ensure the business needs were met and the go-live dates attainable.



Results

- Due to robust project management skills, excellent communication, and a solution mindset, Align was able to gain the trust of the client's implementation team and get the project headed in the right direction.
- The client is now live on the UKG Pro WFM suite of products and raves about the partnership with Align HCM.



Terracon is a consulting and field services business serving industrial and civil construction projects in Canada

- Manufacturing
- 300 employees
- Canada

Tags:300, Manufacturing, Canada, UKG Pro Workforce Management

