



Case Study:
GFL

GFL teams with Synerion to enable the thousands of employees who power their green fleet every day across North America.







It's Easy Being Green:

Cutting Edge Workforce Management Software Keeps Environmental Services Leader On The Move.

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Challenge:

Growing without the pains

The evolution of consumer-focused digital software has revolutionized industries and completely altered the way people interact with the systems that guide their everyday lives. The impact on how employees use software to manage the day-to-day details of their work has been just as dramatic. Top companies know that outdated legacy management systems not only cost them both time and money, but they also affect the increasingly vital employee experience and how teams feel they're being equipped to do their jobs.

For large multinationals, operating with thousands of employees across borders, time zones, currencies and legislative regulations, the level of strategic complexity can be enormous.

You might not have worked with GFL directly, but you've probably seen their signature



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bright green trucks rolling past your home or office. As North America's only major diversified environmental services company — covering solid and liquid waste management as well as infrastructure implementation — GFL empowers customers and communities to be greener for life. Their industry leading team of over 9,000 serves four million households and 135,000 businesses across Canada and the United States.

Put another way: for GFL's workforce strategy team, that is a lot of employees, in a lot of places, working daily with a whole lot of clients. As GFL continues to evolve its offering with a robust acquisition strategy, the complexities it faces each time it integrates a new group of employees calls for standardized technology processes.

The integration of a variety of potentially outdated payroll platforms into its already

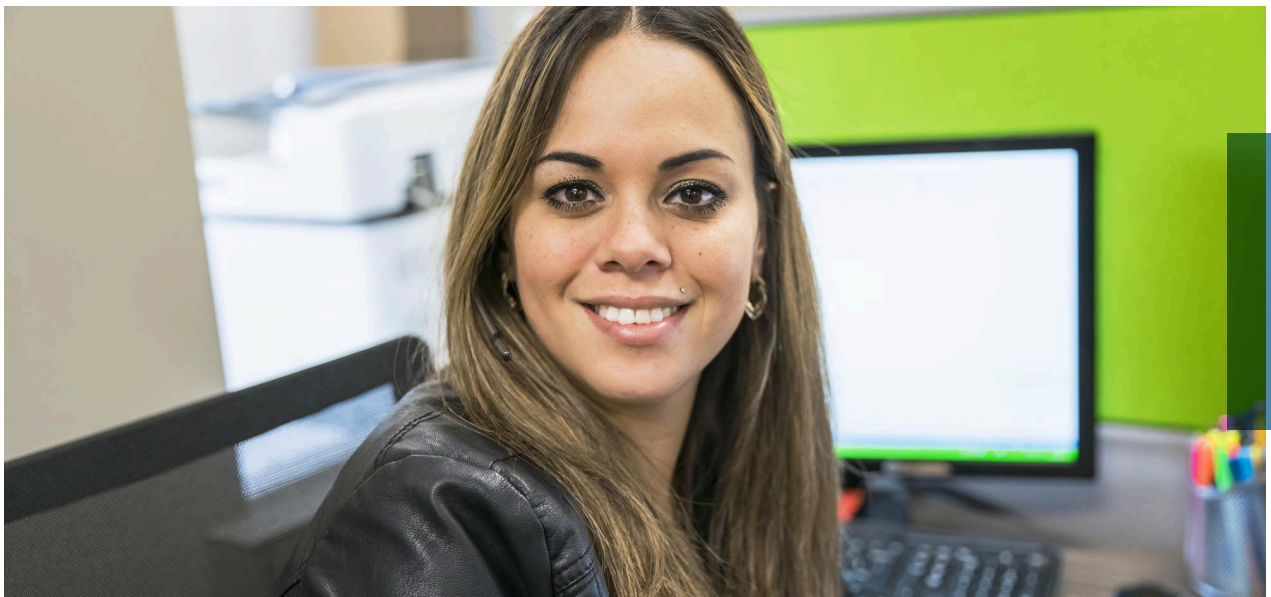
bustling workforce was a key consideration to making sure their broader operational goals didn't slow down due to under-performing internal technology.



Solution:

Avoiding bumpy rides ahead

GFL was looking for a partner that could provide new software that would help realize its higher-level strategic vision of building growth through acquisition. When it came time to streamlining their existing employee time management software, they needed a single system that would implement quickly, work flawlessly internally for their current workforce and adapt easily as they continued to on-board a variety of external small- to mid-sized new businesses. Add to that the need to keep up with requirements of a regularly shifting regulatory environment and GFL knew they were looking for a very specific solution that was modern, agile and focused on the employee experience despite the many nuanced challenges that had to be met behind the scenes.





The new edition Synerion Agile platform included a wider range of applications that enabled employees to manage their time quickly and easily. Greater self-serve functions allowed individual sign-ins and powered time-saving efficiency features like online time-off requests, schedule management and much more. From a workforce strategy perspective, improved reporting and absence tracking tools put managers in the driver's seat with drilled-down data about individual job performance they could use to guide and inform discussions with employees.

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Results:

An every day tool that's anything but "every day"

With more than 7000 individual employees using the new platform daily and 600 managers logging in to handle regular payroll, time, attendance, scheduling and reporting, the streamlined user interface was quite simply easier to use and made key action possible with fewer clicks. This drove major operational efficiency that would have been impossible before. The new tools have empowered supervisors to hone in and manage exceptions instead of digging through mountains of data for all employees. A streamlined dashboard made it easier and faster for managers to understand what they need to do on a daily basis, take action quickly and measure those actions for optimal results, coaching opportunities and more.

Synerion's knowledge of other payroll systems was particularly handy with it came to onboarding new companies that already used a variety of different payroll technologies. Describing the solution as "a round tool that fit a lot of square pegs, right out of the box," {Name} {title} says the extreme flexibility built into Synerion Agile made it easy to get these newly acquired locations up and running in hours instead of weeks.

"Easy set up is big here," said Carl Krizan, Application Support Manager "Synerion's Agile product has a lot of technology that automates the setup process, including a Wizard that actually configures the work rules in real-time as questions are being answered live. This was a big advantage we were thrilled to see come to life."

Synerion partnered even more closely with GFL during key launches with on-site support to make sure they were up and rolling flawlessly. With a strategic roll-out that brought locations on in phases from East Coast to West Coast, they were able to bring all employees in every office in both countries online in just eight months - a full four months earlier than their initial one-year estimate.

"The transition was easy on the whole organization," said Carl. "The easier the tool is to use, the better the buy in and usage of the tool. In fact, it was so easy that we were able to keep adding new acquisitions while we were still transitioning over our current teams."

