WORKFORCE SOFTWARE, INC. REFERENCE CHECKS PRESENTED TO THE SELECTION COMMITTEE 5/25/04							
ORGANIZATION CONTACT PHONE	NUMBER and TYPE of EMPLOYEES	HR/PAYROLL SOFTWARE	GO-LIVE DATE	IT PLATFORM	IMPLEMENTATION TEAM	ALTERNATE ACCESS METHODS	COMMENTS
City of Raleigh Durham, NC Karen Hammond-Smith (919) 807-5182	5,000 + Exempt Non-Exempt Field Workers Exempt are doing exception reporting. Others are clocking in 4 times.	They will get a new payroll system after this implementation.	Started 10/03. In progress.	3 SQL servers (test, database & production)	RFP and Selection process used. 3 IT, 2 Payroll, 2 Personnel, 1 Project Mgr. Assessing the business rules and working with the business units is the "meat" of the project. Committee style implementation is slow going. Workforce has been great in trying to move this faster.	Swipe cards and biometric readers. IVRS in the future for remote & field workers.	Vendor is very responsive. Building business rules time consuming, but critical. Phased-in approach that runs parallel to current payroll process. Tremendous degree of flexibility in defining business rules with the engine.
Eagle Physicians Group Janet Barr – HR Cindy Dilday – Payroll Manager (336) 274-6515 Micahel Abate – IT Manager	430 Salary and hourly staff	Outsourced with ADP	Started in 2003 with research and RFP. 6 week implementation period. Went live Feb. 8, 2004.		RFP and Selection process used. 2 Payroll staff, 2 IT, 1 Project manager. (6 weeks intense workload)	No – just the web clocks	They were surprised by the ease of the implementation. Workforce staff (Erin Sokul and Lynn Corley) were great, provided great attention to detail, patient, never became frustrated, very compatible with their team. The rules engine was v flexible and handled the complex vacation policies. They found the engine to accommodate any of their rules. They were hesitant about Workforce's size and age

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							in the review process. But their experience proved the company is very capable. Workforce was able to resolve any and all issues quickly in a professional manner. They communicate very well with the customer at all stages. Customer service is excellent and expedient.
The State of Minnesota St. Paul, MN Leslie Goldsmith (651) 297-8368							Very satisfied with Workforce. 1st implementation has been successful.
Walworth County Elkhorn, WI Rich Colbert (262) 741-4916 Jan St. John – HR Director (262) 741-3409	1200 Includes 8 unions Exempt and non-exempt Shift and remote workers	Legacy in-house HR system on AS 400	Just completed their requirements phase.	Windows 2000 server with SQL Server	RFP process. Multi-departmental team with HR/IT/ and User departments.	No plan for remote workers – they are depending on the Supervisors to input time information.	They have Erin Sokul as their Workforce project manager. They are very pleased with her efforts and abilities. They are very pleased with all the efforts so far.
Noridian Mutual Insurance Co. Fargo, ND Pam Lawrence	2000 Exempt and non-exempt.	Peoplesoft	Started 5/2003 and live on 9/29/03	Oracle	RFP process (Peoplesoft, Kronos, & Workforce)	No – just the web clocks	Workforce outshone other vendors because of their flexibility to accommodate business

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Asst. VP of HR (701) 282-1124	Exempt are exception based reporting. They employ many different schedules for the employees.				Majority of implementation time spent on assessing, understanding and developing business rules. 3 HR staff and 1 payroll staff and 1 IT		rules with the rules engine. Excellent customer service. One mistake revolved around an internal decision on how to handle the time base – every minute versus every quarter hour versus every half hour. The decision impacts the rounding outcome. They use all the leave accrual options and FMLA tracking in real-time. They off load to Peoplesoft for the employee access every week. They use Workforce for labor allocation – a real plus. They recommend constant communication with staff to be able to cull out training issues. They are planning to roll out the approval process soon.

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							They, too, were concerned about the age and size of the company, but Workforce's delivery negated any concerns.
Arch Coal St. Louis, MO (314) 994-2980 Michael Abbene	3700 scattered in 15 locations in several states 36 payrolls 700 in unions 800 salary 2200 non-union hourly	Oracle HR system	Began in 5/03 and completed in 10/03.	Hewlett Packard UNIX They did experience a performance issue with the Java based interface and UNIX. It had to do with a memory leak. Workforce modified their software design to minimize the amount of data being transferred for every transaction. This helped.	Team headed by HR/Payroll with minimal support from IT (mostly involved in the database and integration to HR system)	Will not be considering because of mining culture and the many different locations Note: only about 800 have computer access	They picked Workforce because of the rules engine flexibility. They use manual timesheets sent to the Payroll Dept. where payroll staff enter info into Workforce. The 2nd phase will include the implementation of self service for the 800 salary staff with computers. They lobbied for role based security. The security setup is a bit complicated. They combined their training with parallel testing. They ran a previous payroll to validate results with a real payroll. Workforce reports are adequate; however, the users were comfortable

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							with existing Oracle reports. So IT staff rewrote some Workforce reports to mimic the Oracle reports for buy-in of users. Workforce looks at the client as a partner in improving its product. They do not try to force the client to change their business processes to work with the product.
Ohio University Athens, OH Debbie Brown – Project Manager (740) 597-2122	10,000 – 12,000 2 Unions, Employees, Student Employees	Oracle HRMS	1st payroll ran 5/2004 Phased in implementation with internal staff.	Oracle	Started 2 years ago with RFP and selection process. Oracle, Workforce, and KRONOS were the 3 top vendors. Project Manager, payroll staff, IT staff and Workforce staff	No – just the web clocks	They were impressed with Workforce's ability to accommodate their many different types of employees and business rules with the rules engine. System accommodates tracking time on multiple assignments for a position. They are using the accrual processing. FMLA tracking will be implemented after they have one full year of attendance history. Their concerns about Workforce's age and size have been laid to rest with

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							the excellent customer service and technical abilities. Workforce agreed to make several programming changes to accommodate their union situation.
Vectren Evansville, IN (812) 491-4037 Barb Crow – Payroll							
"K" Line Richmond, VA (804) 560-2291							

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