



Case Study 03 - Fixed Bid project to implement PeopleSoft Time & Labor

About Pier 1 Imports

Pier 1 Imports is North America's largest specialty retailer of unique fashion-forward, decorative home furnishings, gifts and related items directly imported from over 50 countries around the world - displayed in over 1,000 Pier 1 Imports stores in a visually appealing setting. The Company has international operations in Canada, Mexico, Puerto Rico, and the United Kingdom.

Pier 1 Imports has been a PeopleSoft HCM customer since 1996. They utilize the North American Payroll, Base Benefits, HR, Compensation and Time & Labor modules. They currently process Payroll for more than 20,000 employees during peak time periods.

Business Case

Pier 1 needed a single time and attendance system across all of their 7 distribution centers as well as their home office. These two groups of employees had specific needs and requirements that differed greatly from the time tracking requirements at their stores. The solution had to satisfy the following objectives:

- It had to incorporate a timecard and time clock system at the distribution centers.
- It had to possess an attendance management solution that could track, monitor and notify of accumulated individual incidents.
- It had to reduce the number of payroll exceptions.
- It had to enforce a standard set of rules across the enterprise.
- It had to allow for multiple levels of approval at the home office.

Problem Solved

Woodson Services, utilizing a 2-person consulting team and a 2-person customer team, was able to meet these requirements. By implementing PeopleSoft 8.3 Time & Labor along with the Kaba Benzing time clock solution they were able to install a standard solution across all distribution centers. By enhancing the delivered PeopleSoft absence management features of Time & Labor, Pier 1 was able to solve their attendance management issues within the same framework as their time reporting functionality.

“Woodson Services is one of the few companies whose actual delivery was better than their hype.”

**- Andy Laudato CIO,
Pier 1 Imports**

After the implementation of this solution all pay practices across the enterprise were standardized. This reduced the number of payroll exceptions by 32% and enabled the Pier 1 Payroll department to reduce the processing staff in this area from 4 to 1.

The entire project took only 5 months from inception to conclusion.