Willis Towers Watson: A global absence solution for a global brand

FINANCIAL SERVICES | 3500 USERS

E-DAYS FUNCTIONS USED:

- Auto-entitlement calculations
- Oracle integration
- Single-sign-on
- Multilanguage interface

Overview

Willis Towers Watson is a global advisory, broking, and solutions company operating across 120 countries. Willis Towers Watson had no approach to tracking employee absences across their business, which was causing management huge issues.

e-days was integrated with Oracle, their HRIS. Due to this integration, the creation of employee records, leavers and reporting line updated could all be automated, giving them a complete absence management solution. Teams across Willis Towers Watson were able to easily feed important employee data into their core data analytics platform, with new divisions able to be added quickly and easily.

The Challenge

Willis Towers Watson invited e-days to submit a formal tender for a flexible leave & absence tracking solution capable of a global rollout.

Willis Towers Watson had no standard approach for handling employee leave and absence, and this was causing multiple issues for management as they were not able to adequately control or audit employee absence. A number of the Willis Towers Watson divisions had approached the main business reporting operational issues born out through current manual leave and absence management processes.

The initial rollout was required for Mexico and India, with other South American countries to follow. A multi-lingual interface was essential for non-English speaking employees.

The Solution

e-days were awarded the tender and the rollout was performed promptly to Mexico and India employees. e-days was integrated with their HRIS, Oracle, to achieve automatic creations of new employee records, leavers, and reporting line updates.

The manual leave and absence processes were completely replaced with e-days, ensuring far-improved efficiency and accuracy. Leave and absence group calendars were created with the required visibility rights across team, offices, countries and project groups; this provided the required insight to enable smarter resource planning.

Leave entitlement and localised absence management rules/reports were created in e-days to ensure legal compliance to country legislation and to provide the ability for the cost of absence analysis. e-days was also provided in Mexican and Spanish language options.

The Impact

Willis Towers Watson required flexibility in their leave tracking and absence management system to allow for new divisions to be added as required, it also needed ease of use across multiple mobile PC/mobile devices and e-days was able to deliver.

Internal teams are able to use the e-days reporting tools to feed important employee data into their core data analytics platform to achieve intelligent, multi-faceted employee data analysis.

Willis Towers Watson now has an absence management solution that can be offered to any division, with configuration flexible enough to cope with all of its different requirements.