LaborSoft

Accountability In Action

LaborSoft Helps Massachusetts Bay Transit Authority Address Inefficiencies To Increase ROI

Client | MBTA

As a division of the Massachusetts Department of Transportation (MassDOT), the MBTA provides subway, bus, Commuter Rail, ferry, and paratransit service to eastern Massachusetts and parts of Rhode Island. MBTA is recognized as one of the largest and most accessible public transit systems in the country, serving nearly 200 cities and towns and over 1 million daily riders on the subway, bus, ferry, and commuter rail.

Business Challenge

MBTA approached LaborSoft to assist with inadequate case management, and provide a labor relations system that could accommodate their complex organizational structure. Devoid of any unified system that would provide collaborative data on grievances and HR events, MBTA relied on manual entry spreadsheets, and siloed databases to house case-related operations and documentation.

This caused inaccuracies and processing delays culminating in undesirable outcomes. The MBTA's limited capacity in handling all departments' grievance processes was a detriment to the organization.

(T) **Massachusetts Bay Transportation Authority**

"Labor Soft provides one simple, configurable tool to execute and manage all HR events.

- Massachusetts Bay Transportation Authority

LaborSoft Solution

LaborSoft worked with the MBTA to provide a configured application that would address every aspect of MBTA's problem areas and atrisk scenarios. Together LaborSoft and MBTA conducted an evaluation of the internal workings of their employee relations processes. The result was the development a HR Case management system that was configured to meet MBTA's Discipline, Arbitration, and Grievance/Dispute Resolution requirements.

The solution improved collaboration among the HR professionals and department managers. MBTA used LaborSoft's centralized, cloud based, documentation to easily share information with the HR team members. Documentation could easily be gathered for meetings, management reports, and legal professionals if necessary.

Having case data centralized also helped the MBTA improve HR consistently. HR policies are loaded into the system for quick reference, and cases can be quickly referenced to insure they are be resolved consistently.

LaborSoft analytics were also a significant component of the solution. Reports were scheduled to report up senior officials. These reports gave MBTA a way to track events down to the "shop-floor," where the company's labor dollars are spent. The data, such as breakdown of operational costs, or lost profit from excessive absences, gave MBTA a way compare efficiencies versus inadequacies. Pinpointing the root of the problem and taking immediate action, MBTA was able to recoup costs from inefficiencies and make their organization more productive as a whole.
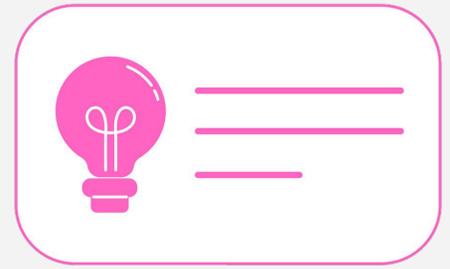
Results

MBTA is a superuser of LaborSoft's technology. They have benefitted from increased ROI, improved operations management, and a more unified execution of company policies to create a collaborative workforce. This newfound consistency has reduced accidents and has given rise to a more consistent enforcement policy within the organization. LaborSoft has helped MBTA identify vulnerabilities, strengths, and trends, that shift focus to increase ROI and improve company culture. The technology has made MBTA a more reliable and trustworthy employer.

While the organization still contends with accidents, LaborSoft has helped to identify when, where, and why they occur, and illustrate how they are handled. For example, streamlining this process and measuring progress through reporting has led to fairly and consistently disciplining drivers, and creating actionable items that minimize future accidents. On the contrary, the former way of tracking cases through manual spreadsheets was prone to inaccuracies and undocumented information. LaborSoft's cloud-based system reduced the risk of human error and provided a reliable centralized database and measurable outcomes.

The success of the Discipline module, Arbitration manager, and Grievance/dispute resolution system prompted MBTA to further explore LaborSoft's capabilities the organization's departments. They desired a hub for all HR related events, not just cases or incident tracking, and focused on modules such as reporting and analytics that had a direct impact on decision- making and mission critical responsibilities that continues to shape the organization today.

About LaborSoft

LaborSoft simplifies management of all HR events. Our innovative technology eliminates the need for spreadsheets, paper, and manual tracking of employee and labor relations issues and grievances. It's designed to track incidents, complaints, disciplinary or corrective actions, disputes, grievances, arbitration, and EO claims from initial filing through resolution. LaborSoft's user-friendly interface with automated workflows, tasks, and reminders mean never missing critical actions. Save operational time and expenses from costly legal fees and investigations. Learn how you can customize LaborSoft's all-inclusive technology for your organization.

Personnel	Incident	Discipline	Grievance	Arbitration
	EEO	Reporting	Analytics	
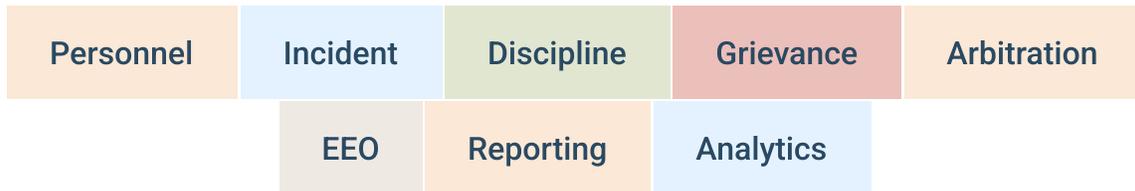
Request a Demo

See LaborSoft in action and discover why more HR and Employee Relations Departments are partnering with us. Sample the technology and innovation making lives easier. Request a customized demonstration by one of our experts and learn how you can better manage grievances and HR issues almost immediately

Tell us what day and time works for you

SCHEDULE A DEMO

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