infor

Pilot fuels workforce management success with a better experience for team members

Founded in 1958 and headquartered in Knoxville, Tennessee, Pilot Company supplies more than 11 billion gallons of fuel per year through its network of more than 950 retail and fueling locations that offer a variety of products and amenities to make road travel easier. The Pilot Flying J travel center network includes locations in 44 states and six Canadian provinces, with more than 680 restaurants, 74,000 truck parking spaces, and 35 truck care service centers.

Pilot Flying J's story starts in 1958 with a single gas station in Gate City, Virginia. Today, the company has more than 950 retail and fueling locations across North America, is the largest purveyor of over-the-road diesel fuel in the United States and Canada, and ranks as the 10th largest privately-held company in the US.

What powered the company's growth in a crowded and competitive market? "Around 80% of what we sell is a commodity—diesel and gasoline—that you can buy almost anywhere," said David Clothier, Pilot's Vice President of Finance, Treasurer & Controller. "It's how you sell it and the things that wrap around it that help you stand out."

Pilot FLYING J.

Headquarters
Knoxville, Tennessee, US

Locations
950 retail and fueling locations

Industry
Transportation service

Team members
28,000

Infor product
Infor® Workforce Management

Website
pilotflyingj.com

"Overall, it was a successful implementation and our end users are happy with the product and its features. We plan on continuing to apply and implement Infor's new WFM features/enhancements as they become available in the future."

LEANN ROBBINS, SR. ANALYST, TIME MANAGEMENT SYSTEM, PILOT FLYING J

Infor

For example, one of Pilot's goals is to have a convenient location available to drivers every 100 miles. These locations aim to bring together a compelling combination of food, services, and other amenities a driver could need on the road. Beyond providing an exceptional retail experience to visitors that includes everything from shopping to sit-down dining to truck care service centers, the company also focuses on the needs of its guests' employers—such as trucking and distribution companies. These companies can have major financing needs, given that drivers must pay out of pocket for fuel and other services before they get paid for completing a shipment. Pilot has developed a unique credit service that allows drivers to buy what they need to do their job.

Ultimately, though, it all comes back to fuel. The company specializes in sourcing a reliable supply at the lowest possible cost and passes the savings onto customers at the pump. Just as importantly, Pilot's travel centers are known for never running out of fuel. "We don't run out. It doesn't matter if there's a hurricane or major snowstorm. We're the first place that's open—or we may never close. If our customer is delivering a load, they can't be late. They rely on us to have fuel at all times," said Clothier.

Achieving this multi-faceted mission across 950 retail and fueling locations means excelling at managing a large, diverse, and distributed workforce. Like a lot of companies, Pilot relied on a disparate mix of systems to help them do this. Some were homegrown legacy systems; others were purchased solutions. On top of that, the multiple systems weren't designed to share information and work together seamlessly. This made it difficult to maintain consistent processes across the enterprise, especially given Pilot's ongoing expansion.

Seek a single platform for a distributed enterprise

The company wanted an integrated solution that would span its growing network of locations and provide the "single source of truth" that would help it optimize resources, budget, and effort in a seamless and consistent way. Another key element on the company's wish list was mobile capabilities. Pilot's retail centers are busy, dynamic places with a mix of part-time and full-time team members who are continually on the move. Most don't have a desk or office. Pilot's management wanted to give them a way to clock in and out from anywhere and to log into PFJ Today, the company's team member portal, to get the latest information and stay on top of administrative tasks. Pilot's leadership knew it needed a global solution, and during the upgrade process for its Infor Financials system, the team got a firsthand look at Infor Workforce Management (WFM).

"As we were stepping up to the 'buffet table,' we liked what we saw with WFM. We loved that it would integrate well with our HR and financial systems and PFJ today," said Clothier. "Some people say you need a best of breed approach. I say baloney. If everything works together and the systems talk to each other, and you have a single place to go for service and support, it makes things so much easier."

Business Challenges

Pilot hung onto a few legacy procedures and processes that were starting to hinder team members' experience and throttle success for the enterprise.

- Time and attendance processes were not streamlined, efficient, or uniformly digitized
- Team members did not share a singular source of truth about recording PTO and clocking in
- Payroll record-keeping often was overwhelming and gathered at the last minute

Improving team members' experience, building momentum

WFM is the only piece of software that almost every Pilot team member touches, so even small improvements in an individual experience can translate into a sizable impact when multiplied across the enterprise. One of the areas that saw the biggest the transformation was time and attendance. With the previous system, team members had to email themselves their schedules, and managers would have to call staff to let them know of any changes. PTO requests were also manual. When team members wanted to request time off, they'd put a sticky note on their manager's door, or individual locations would keep a wall calendar where team members would write down their requests. With Infor WFM, team members can submit a request on their mobile device and the system automatically routes it to the manager for approval.

The mobile capabilities required a new way of thinking about the business in some cases. Initially, some managers at Pilot stores were hesitant about migrating to a mobile scheduling and time entry platform. They wanted the assurance that team members were clocking in and out while on site. WFM's geofencing capability helped verify that team members adhered to protocol.

A smart rollout process also helped ensure easier adoption. The company launched WFM to a select number of stores early on to identify potential issues and smooth the way for wider deployment. The feedback the team received confirmed that new locations got the documentation, training, and support needed for a successful implementation.

Business Results

Pilot found an efficient answer to varying procedures and processes when Infor's WFM helped them:

- Replace multiple disparate workforce management systems with a single, integrated solution serving the entire enterprise

- Modernize manual processes in areas such as time entry/attendance and PTO scheduling with a digitized, mobile alternative that simplifies approvals and automatically issues updates

- Transform a cumbersome payroll data submission process to simplify data collection and shorten payroll processing cycle times

Infor

Reaping the benefits of streamlining

With the streamlined, digitized processes that WFM supports, Pilot's managers and team members have more time to focus on guests, which leads to increased sales, higher margins, and a better overall guest experience. The company also saw measurable improvements in other processes, such as payroll record processing. Previously, stores would submit payroll data via multiple interfaces, and it often took an entire night to collect payroll records.

As Claudeane Whaley, Sr. Manager, Payroll at Pilot puts it: "It seems that something always broke along the way. We were always frantically trying to collect records so we could get people paid on time. With WFM, everything comes in at once. We reduced the time we spent collecting and verifying data by about five hours each week."

The increased efficiency and streamlined processes also pay off in other ways. For example, it frees Pilot team members and management to spend more time fulfilling the company's commitment to the causes it values, especially in the areas of education, veteran support, and transportation safety. Learn more about Pilot's dedication to a community-building culture on the company's website.

> "With the previous system, team members had to email themselves a schedule, and managers would have to call with changes. WFM streamlines and digitizes the process. Everyone can see on their own device when a change is made. WFM notifies them with a message immediately."
>
> LEANN ROBBINS, SR. ANALYST, TIME MANAGEMENT SYSTEM, PILOT FLYING J

About Infor

Infor is a global leader in business cloud software products for companies in industry specific markets. Infor builds complete industry suites in the cloud and efficiently deploys technology that puts the user experience first, leverages data science, and integrates easily into existing systems. Over 67,000 organizations worldwide rely on Infor to help overcome market disruptions and achieve business-wide digital transformation.

infor.com

Unlock the future of workforce management with Infor WFM

LEARN MORE

infor