



Rapidly Expanding Veterinary ER Company Chooses Legion WFM to Improve its Approach in Order to Provide Better Care

Introduction

A rapidly expanding veterinary emergency vet care company that aims to revolutionize the veterinary emergency experience chose Legion to help support its customer-centered approach, focusing on an immersive hospital environment and a dedicated emergency team. With a current staff of 3,500 and projected growth to 13,000 employees by 2028, they face the challenge of scaling while staffing efficiently and maintaining compliance with diverse state labor laws.

The Challenges With Their Legacy Workforce Management Solution

Manual Scheduling: Creating and updating schedules manually is cumbersome, time-consuming, and inefficient.

Staffing for Emergency Response: Inability to quickly identify available doctors for emergencies, such as needing a doctor at 1 AM.

Skill Tracking: Tracking individual capabilities and qualifications using manual processes is nearly impossible.

Managing Multi-State Compliance: Challenges scheduling doctors across various states while meeting all state and local rules heightened compliance risks.

Providing Employees with Modern Technology: Low adoption of the legacy WFM system due to its poor usability and clunky interface.

Integration with Workday: Their legacy WFM system was out-of-date, and a key component of their growth strategy is to modernize technology, including workforce management with Workday.

Outcomes

- **Efficiency in Scheduling:** Automated and optimized scheduling reduced manual efforts and improved operational efficiency.
- **Enhanced Emergency Response:** The ability to rapidly identify and assign the right doctors for emergencies helped reduce patient and family wait times.
- **Seamless Integration:** Smooth integration with Workday facilitated better management of employee data and scheduling.
- **Compliance Assurance:** Adherence to state-specific labor laws became streamlined and more reliable.
- **Improved User Experience:** The transition to a more intuitive system enhanced user satisfaction and reduced training time.
- **Optimized Labor Management:** Better management of staffing needs with demand, lead to cost savings and improved service levels.

Why Legion?

AI-Driven Forecasting and Labor Optimization: Legion's AI and machine learning capabilities offer advanced demand forecasting, which is crucial for VEG's diverse and dynamic environment. Legion helps VEG predict how many doctors, technicians, and front office staff each location requires and instantly creating the optimal staffing plan.

Automated, Optimized Scheduling: Legion's Automated Scheduling identifies available staff for shifts, ensuring the best fit for open shifts. Legion automatically matches business needs with employee skills and preferences to instantly create optimized schedules.

Cross-State Scheduling & Compliance: Legion automatically factors in labor compliance rules and business policies while scheduling doctors across states to ensure local labor laws are met.

Intuitive, Modern App: Legion's intuitive interface enhances efficiency and improves employee experience. Legion's mobile app has a 4.8-star rating across thousands of reviews in the app store. Employees get schedule flexibility and control at their fingertips. The mobile app lets them pick up extra shifts and swap shifts even at other locations.

Integration with Workday: Legion's certified integration with Workday streamlines employee lifecycle management and reduces IT workload. Legion is the perfect complement to Workday. As soon as a new staff member is onboarded into Workday, they can automatically get schedules. Employee skills and personal information only need to be added and updated in a single location, reducing administrative overhead.

Partnership: Legion's partnership approach with customers to drive adoption, engagement with managers and employees, and the ability to collaborate with a peer community and help influence future innovations were game changers.

Conclusion

Legion has markedly transformed the operational landscape for this emergency veterinary care organization. By leveraging Legion's advanced capabilities, they've resolved their immediate challenges and positioned themselves for sustainable growth and compliance in a rapidly evolving industry. This strategic move underscores the critical role of innovative technology solutions in scaling businesses efficiently and effectively.

About Legion

Legion Technologies delivers the industry's most innovative workforce management platform. It enables businesses to maximize labor efficiency and employee engagement simultaneously. The Legion WFM platform is intelligent, automated, and employee-centric. It's proven to deliver 13x ROI through schedule optimization, reduced attrition, increased productivity, and increased operational efficiency. Legion delivers cutting-edge technology in an easy-to-use platform and mobile app that employees love. For more information, visit <https://legion.co> and follow us on [LinkedIn](#).

