



Empowering People, Process, and Performance in Asset-Intensive Industries

How a human capital management solution from Rizing can help your Utility, Oil and Gas, Manufacturing, Mining, Agribusiness, or Transport company be more efficient and productive by transforming your employee experience.



The landscape of asset-intensive industries, including Utilities, Oil and Gas, Manufacturing, Mining, Agribusiness, and Transport, is undergoing a transformative evolution driven by technology and shifting global demands.

Automation, machine learning, and the Internet of Things (IoT) are revolutionizing processes, prompting a surge in demand for tech-savvy professionals. This eBook looks at the challenges these industries face in attracting, retaining, and upskilling talent and how innovative solutions can address these issues.

The increasing demand for high-quality products and services highlights the need for a skilled workforce proficient in technology, data science, and engineering. However, many firms still rely on outdated manual systems, hindering efficiency and impeding progress. Solutions that streamline employee management, scheduling, and career development are vital for enhancing employee experiences.

Many of these industries are grappling with a labor shortage crisis that extends beyond traditional roles to encompass specialized positions, including data analysts and cybersecurity experts. A growing skills shortage and an aging workforce compound the challenges. Technology-driven solutions are essential for enhancing operational efficiency and attracting top talent, positioning forward-thinking companies for long-term success.

This eBook explores why asset-intensive industries need to embrace innovation to address workforce challenges, emphasizing the importance of technology adoption, talent development, and flexible work environments in a rapidly evolving global landscape.

Why Employee Experience Matters in Asset-Intensive Industries

Agribusiness

23%

the global rate of five-year structural labor-force churn stands at 23%.¹

Manufacturing

75%

of manufacturing workers are “not engaged,” or worse, actively “disengaged.”²

Mining

86%

of mining executives say recruiting and retaining essential talent has become more challenging in the past two years. This challenge is pronounced in specialized areas like mine planning, process engineering, and digital roles (including data science and automation).³

Transport

69%

of those employed in the logistics and transportation sector consider training and continuous learning important to stay current.⁴

Utilities, Oil and Gas

87%

of utility employees whose companies champion workforce well-being and quality put significantly more effort into their work.

In this eBook:

Challenges

How to innovate
with technology

Why Rizing?

Is your employee
experience up to scratch?

Success story:
Worthington Industries

HR Challenges Facing Asset-Intensive Industries



Employers estimate that 44% of workers' skills will be disrupted in the next five years. Cognitive skills are reported to be growing in importance most quickly, reflecting the increasing importance of complex problem-solving in the workplace. Surveyed businesses report creative thinking to be growing in importance slightly more rapidly than analytical thinking. Technology literacy is the third-fastest growing core skill. Self-efficacy skills rank above working with others, in the rate of increase in importance of skills reported by businesses.

World Economic Forum, The Future of Jobs Report 2023¹



Organisations within asset-intensive industries face unique, yet similar challenges, including:

Increasing digitalisation

Adopting digital enhancements in asset-intensive industries requires a skilled workforce proficient in managing these technologies. These skills include expertise in IoT sensor deployment and maintenance, proficiency in machine learning for predictive maintenance, proficiency in creating and managing digital twins, and competence in asset performance management systems.

Workers must also be capable of using remote monitoring systems, augmented reality (AR), and virtual reality (VR) tools for control and training. Data analysts and AI specialists are essential for extracting insights from big data, while blockchain experts and cybersecurity professionals are critical for securing digital assets. Skilled technicians proficient in advanced robotics, 3D printing, and energy management systems are needed, alongside drone operators for inspections and data collection. Supply chain optimization experts who can use digital platforms and data analytics are essential for streamlining operations.



Skills shortage

Skills shortages persist in asset-intensive industries due to:

- An aging workforce
- Rapid technological advancements necessitating up-to-date skills
- A lack of younger talent entering these fields
- The specialization required for many roles, global competition for talent
- Immigration restrictions limiting access to skilled workers
- Gaps in education and training programs not aligning with industry needs

Companies in these sectors often undertake comprehensive strategies, including workforce development, training initiatives, and innovative recruitment efforts to mitigate these challenges and secure the skilled talent essential for their operations.



Employee Experience

With staff spread across different facilities, and many employees now working from home, it's hard for some organizations to provide an equitable employee experience. It's also not uncommon for blue-collar and white-collar workers to have very different experiences – especially with many white-collar desk workers able to use technology to work remotely.



Centralized HR functions

It's common for larger organizations to have a shared service center that delivers core HR functions. However, this can lead to blanket HR service that doesn't accommodate the many nuances of the employee experience in different locations, or for the nature of specific roles, responsibilities, seniority levels, or employment terms.



Payroll and time/attendance

Payroll and time/attendance management in asset-intensive industries are often complicated by complex work schedules, irregular shifts, overtime calculations, and union contracts.

Remote work, high turnover rates, and regulatory compliance add layers of complexity. Integration between payroll and time/attendance systems, along with the tracking of employees in remote or hazardous locations, can be challenging.

Data security concerns necessitate strict safeguards, particularly in industries with sensitive proprietary information. Additionally, managing a mobile workforce and ensuring accurate pay records require specialized systems and ongoing training for HR and payroll staff, emphasizing the need for comprehensive solutions to address these challenges.



Workplace health and safety

Maintaining workplace health and safety in asset-intensive industries involves addressing various challenges. These include:

- Managing high-risk environments with hazardous materials and machinery
- Navigating complex regulatory compliance
- Providing comprehensive safety training for a diverse workforce
- Addressing aging infrastructure issues
- Preparing for emergency responses

Human error remains a significant concern and ensuring contractor adherence to safety standards is vital.

Additionally, focusing on employee mental health, effective data management for safety analysis, and preparing for large-scale crises are all essential components of a comprehensive safety strategy.

Organizations in asset-intensive industries prioritize safety through rigorous training, safety committees, audits, and a pervasive safety culture, emphasizing continuous improvement and adaptation to evolving standards to safeguard both employees and operational integrity.



Aligning Field Workforce Planning and Asset Maintenance Planning

Ensuring the seamless coordination of field workforce planning and asset maintenance planning is essential for asset-intensive industries.

This alignment optimizes resource allocation, controls costs, and reduces downtime by addressing asset maintenance needs in a timely manner. It also extends asset lifespans, enhances safety, and bolsters compliance with regulatory requirements.

The result is improved customer service, data-driven decision-making, and higher workforce productivity. Moreover, this alignment contributes to employee satisfaction by allowing for better work-life balance and ensuring resource availability, ultimately fostering efficient and cost-effective operations in asset-intensive sectors.

Is your employee experience up to scratch?



Mobile and contingent workforce

Do you have tools to control labour costs, increase safety, and boost engagement across field crews?



Flexibility

Do you support flexible, hybrid ways of working for corporate employees?



360° view

Do you have HR software in place that provides management and visibility of your total workforce?



Learning and development

Do you support efficient onboarding, cross boarding and continual learning?



Attract and retain talent

Do you have the right skills within your organization?



Improve operational efficiencies

Does your solution offer integrated time tracking, automated accrual calculations, advanced scheduling options, geofencing for web-based or mobile time clocks, and streamlined tracking for time off, leave, or accommodation requests?



Payroll

Do you have a central, efficient way of managing your disparate workforce regardless of their location and terms of employment?

How a modern HCM technology solution can help

When it comes to the employee experience, there is a very real need for businesses to move away from HR solutions that are simply focused on payroll and employee administration, towards more robust, data-led solutions – like SAP® SuccessFactors® – that support the employee experience at every step.

Rizing's cloud-based talent management software gives your employees, managers, and HR professionals the tools and guidance they need to succeed – regardless of where or when they are working. With SAP SuccessFactors solutions, you can adopt a comprehensive and data-driven talent management strategy that spans the entire employee lifecycle. Hire the best candidates, engage employees, develop the skills of today and tomorrow, and ensure every employee is engaged and valued.

Rizing's consulting teams can help outline an HR roadmap to provide your employees, managers, and HR professionals with the tools and guidance they need to succeed – regardless of where or when they are working.

[See full checklist](#)





Key features to prioritise for asset-intensive Industries

Features to attract and engage talent pools

Given the growing skills shortage in asset-intensive industries, your HR software needs to support you in processing both new and internal applicants efficiently, while also helping you attract the right talent to your recruitment funnel. This means including features for recruiting marketing (for attracting and engaging top talent), recruiting posting (for seamless posting to job boards), and recruiting management (for selecting and hiring the best candidates) to achieve better results.

Automated and efficient scheduling

Being able to effectively roster and schedule staff is vital – and critical to your employee experience. A modern HR solution should help you streamline the scheduling process and automate as much as possible.

Payroll and Compliance

It's not uncommon for larger firms to waste tens of thousands of dollars every month addressing administrative or compliance issues to do with HR management or payroll. In fact, typical error rates are between one to eight percent of total payroll when companies don't use robust payroll solutions. Even though the cost for non-compliance can be significant, most companies underestimate the level of risk they currently hold by using out-dated payroll software. Instead, a modern solution should be based on accurate, automated and centralised data. It should also be compliant across multiple countries and jurisdictions.

End-to-end experience

Many HR solutions serve merely as filing cabinets for record-keeping, with no business impact. Siloed from talent, they prevent organizations from making workforce decisions based on a 360-degree view of the employee. They also feature

primitive analytics that provide minimal insights into the workforce and no support for workforce planning. Ideally, your HR software should offer a central view of your workers, with support for qualifications and certifications, personal data, time off, and payroll data with full employee lifecycle process support. It should also help you digitise and simplify your processes to improve efficiency, while ensuring compliance with relevant legislation.

Support for continual learning

Ensuring your workers can continually develop and grow their skills is essential for compliance as well as staff retention – especially given the growing digitalisation of asset-intensive industries. It's also important in ensuring you are delivering quality products, and ensuring everyone is aware of, and committed to meeting relevant legislation and requirements. A modern HR solution should enable

employees to develop new skills, share ideas, and gain insights, making them more motivated and productive. It should support formal, compliance-related training, as well as informal, self-directed training, mobile learning and extended enterprise training.

Improves career succession and development

Having the right people in the right place to effectively execute on your strategy is quite a challenge. While HR needs to ensure that current leaders are in place and working effectively, it is equally critical to ensure a healthy pipeline of future leaders who are recognised, mentored and developed early to support company strategies.

How Worthington Industries evolved its HR with SAP SuccessFactors

Worthington Industries is a US-based steel manufacturer with over 10,500 employees and clients in multiple industries. Like many other large-scale manufacturing firms, Worthington was experiencing some challenges with its recruitment processes.

Though they were already using SAP SuccessFactors, they were seeking a new partner to help them implement additional modules to get more from their solution. Previously, their ability to access in-depth data regarding their recruitment process was limited. They also wanted to redesign their career site to work seamlessly on mobile devices – helping them attract younger and more digitally savvy workers.

Rizing worked closely with Worthington's team – helping them redesign their website and implement the SAP SuccessFactors Advanced Analytics module to give them the detailed statistics and analysis they needed.

Rizing also provided the in-depth training that Worthington's team needed to become more self-sufficient and to reduce their reliance on third-party organizations to manage their recruitment website – saving considerable time and money. Giving Worthington the insights and processes they needed to extract meaningful and valuable employee experience data has also been crucial in helping them fill vacancies, improve employee recruitment, and increase retention.

Work is evolving (even faster). Advancing technologies have radically changed how and where work is done and show no sign of slowing. Organizations that cling to outdated work principles and models will continue to fall behind because success now depends on flexibility, employee autonomy, recognition, connection, and meaningful work.

Octanner, Global Culture Report 2023 ⁵

A black and white photograph of a woman wearing a hard hat and safety glasses, smiling and pointing upwards. She is holding a clipboard. The background shows a construction site with structural elements.

Ensuring a positive
employee experience:
a checklist

MOBILE AND CONTINGENT WORKFORCE

Do you deliver a consistent employee experience?



Challenge

When employees are spread across multiple locations, and employed on different contracts and terms, it's hard to ensure a consistent and equitable employee experience for all.



Solution

Investing in digital tools that can help you control labor costs, increase safety and boost engagement across field crews – regardless of location. Measuring employee experience is also made easier with employee experience management tools like Qualtrics.

FLEXIBILITY

Do you support flexible, hybrid ways of working for corporate employees?



Challenge

According to a recent KPMG survey, the top 3 priorities for employees post COVID-19 are: increased flexibility (41%), an option to work remotely (39%), and more frequent communication (34%).⁶



Solution

Updating your HR processes and policies to support a remote workforce, and providing the technology that people need to work reliably and efficiently from anywhere, at any time.

360-DEGREE VIEW

Do you have end-to-end HR software in place?



Challenge

Many HR solutions serve merely as filing cabinets for record-keeping and are siloed from talent, preventing companies from making workforce decisions based on a 360-degree view of the employee.



Opportunity

Investing in HR software that offers a central view of your employees, with support for organisational data, personal data, time off and payroll data, with full employee lifecycle process support.

LEARNING AND DEVELOPMENT

Do you support continual learning?



Challenge

Ensuring your employees can continually develop and grow their skills, and that everyone in your business is aware of, and committed to meeting, relevant legislation and requirements.



Solution

Modern HR technology that enables employees to develop new skills, share ideas, and gain insights, making them more motivated and productive. Ideally, it should support formal, compliance-related training, as well as informal, self-directed training, mobile learning and extended enterprise training.

PAYROLL

Is your payroll smooth and efficient?



Challenge

Employees can become frustrated when their pay is inaccurate or when errors occur. In fact, typical error rates are between 1 to 8% of total payroll when companies don't use robust payroll solutions.



Solution

A modern, end-to-end people management solution based on accurate, automated and centralised data that is compliant across multiple countries and jurisdictions.

INCENTIVES

Do you support pay for performance?



Challenge

Employee compensation is the largest expense for most companies, yet compensation planning that relies on e-mail and spreadsheets can be error-prone, insecure, and unproductive.



Opportunity

A modern HR solution to help business leaders, compensation managers, and HR professionals dramatically improve budget accuracy and reduce risk, by providing data to help managers determine who is truly high-performing and reward them appropriately.

SUPPORT FOR GROWTH

Do you enable continuous performance management?



Challenge

If your talent is not aligned to your desired outcomes, you risk not delivering the results required. Performance being measured yearly or twice yearly is a practice that is fast being phased out, as the focus shifts to providing team members with continuous, meaningful feedback and coaching.



Solution

Modern software that enables managers to align employee activities with organisational strategy and monitor the performance of achieving those goals.

LEADERSHIP

Are you building a generation of future leaders?



Challenge

While HR needs to ensure that current leaders are in place and working effectively, it is equally critical to ensure a healthy pipeline of future leaders who are recognised, mentored and developed early to support company strategies.



Solution

Modern HR software that helps HR professionals identify and develop the talent needed to improve organisational strength and achieve today's business goals, while providing visibility and planning for future growth.

Deep Industry Expertise and SAP Competency

Human Capital Management

Connect, support, and engage your workforce with HR professionals certified in SAP SuccessFactors. SAP's Human Capital Management (HCM) revolutionizes HR practices, including payroll, employee engagement, workforce skill analysis, and training management. Rizing's HCM experts collaborate with you to develop, implement, and manage your HR transformation.

Enterprise Asset Management

Track and manage your enterprise assets anytime, anywhere. Evaluate your equipment, proactively prevent downtime, ensure the longevity of valuable assets, and gain valuable cost insights with SAP EAM. Rizing's team of real-world experts partners with you to tailor your systems to your unique needs.

How can Rizing help?

Take a confident step towards your digital future with SAP powered by Rizing's real-world experience. Your vision for digital transformation is our mission to bring to life using our extensive industry expertise and SAP competencies.



Empower your People, Processes and Performance with Rizing

Explore more at rizing.com/hcm or reach out to us via email at hcm@rizing.com to start the conversation!



1. World Economic Forum, The Future of Jobs Report 2023 - <https://www.weforum.org/reports/the-future-of-jobs-report-2023/digest/>
2. Gallup, State of the American Workplace - <https://www.kronos.com/resources/transforming-employee-experience-manufacturing>
3. Mckinsey & Company, Has mining lost its luster? Why talent is moving elsewhere and how to bring them back - <https://www.mckiney.com/industries/metals-and-mining/our-insights/has-mining-lost-its-luster-why-talent-is-moving-elsewhere-and-how-to-bring-them-back>
4. Gi Group Holdings, Logistics Global HR Trends - <https://www.gigroupholding.com/wp-content/uploads/2022/11/Logistics-Global-HR-Trends.pdf>
5. Octanner, Global Culture Report 2023 - <https://www.octanner.com/global-culture-report>
6. KPMG, Embedding new ways of working - <https://home.kpmg/au/en/home/insights/2020/08/embedding-new-ways-working.html>

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