



CUSTOMER SUCCESS STORY

How Simms & Associates Helped Nespresso Brew Up Success with UKG Pro

Nespresso is dedicated to creating exceptional coffee experiences, with over 13,000 employees—more than 60% of whom interact with customers daily. However, managing such a large, customer-focused operation is complex. When their old scheduling tools fell short, Nespresso turned to Simms & Associates. Like a perfect cup of coffee, effective Workforce and Human Capital Management solutions need to be smooth, reliable, and personalized—exactly what Simms & Associates delivered.



“Play with the future tools as much as you can. Don’t be afraid to let users get their hands on them early. More feedback means a better system. And that’s something Simms & Associates understood from the start”

THOMAS BORDES / SENIOR PRODUCT GROUP MANAGER ELC & TOTAL REWARD

Nespresso had been using an outdated scheduling system that simply didn’t fit their business needs. They needed something better—something more secure, streamlined, and responsive. And fast.

The switch to UKG Pro was meant to be the solution. But early attempts at implementation fell flat. Initial proposals didn’t quite hit the mark, and Nespresso’s timelines were at serious risk of falling behind. They needed a new approach, and they needed it yesterday. So, they widened their search. That’s when Tech Mahindra and Simms & Associates stepped in. And the results? Well, let’s just say they were worth every sip.

Honestly, it could’ve all gone downhill. Frustration was brewing (pun intended), and Nespresso needed results—fast. Without a rapid engagement, the whole timeline would be put at risk. That would have thrown the whole timeline off the rails.

But when Nespresso found Tech Mahindra, things started to click. And Tech Mahindra, with refreshing honesty, admitted, “Hey, we’re good, but when it comes to architectural work, Simms & Associates are the experts.” Now that’s collaboration done right.

Here’s What Makes Us Proud:

- Budget savings: Nespresso’s project costs are now 30% lower than the original estimate.
- Lightning-fast delivery: Thanks to the one-team approach between Tech Mahindra and Simms & Associates, the project is moving at three times the speed of any other vendor.
- Proof of concept? Done. And we’re on track to go live in October 2025

Nespresso’s Thomas Bordes, Senior Product Group Manager ELC & Total Reward, appreciated the way Simms & Associates handled communication and their willingness to actually listen to internal architects and boutique managers. Instead of waiting until launch day to get feedback, they involved users early. And here’s the kicker—they even visited different boutiques to chat with managers face-to-face.

The feedback? Overwhelmingly positive. By understanding what was going on at the ground level, Simms & Associates could offer solutions that made life easier for everyone.

“The quality we’re getting is thanks to the people working on it. They know their stuff and are constantly thinking about better solutions for us. You can tell Simms & Associates invests in training and development. They nurture their talent instead of squeezing them like a lemon”

THOMAS BORDES / SENIOR PRODUCT GROUP MANAGER ELC & TOTAL REWARD

With the new tools, Nespresso’s gaining clearer insights into how time is spent in their boutiques, cutting down on overtime costs, and—most importantly—keeping their employees happy. Because, let’s face it, happy employees make happy customers. And feeding them coffee probably helps, too.

What made the difference? The people.

That’s a pretty good match for Nespresso’s own values—caring for their employees and making sure everyone’s in it for the long haul.

Looking for the right WFM and HCM solutions? Reach out to us. We’ll help you brew something great.



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