

• WORKZOOM

• VOL. 09 · CASE STUDY

CASE STUDY · CANADA · INDIGENOUS GOVERNMENT

A platform configured around the Council, not a template.

The Ktunaxa Nation Council runs Workzoom HR, Payroll, Workforce, and Talent for a 200-person workforce across education, health, governance, and land stewardship in BC's Kootenay region.

IN GOOD COMPANY · INDIGENOUS & COMMUNITY



Ktunaxa Nation Council

The Ktunaxa Nation Council is an Indigenous government in British Columbia's Kootenay region, employing more than 200 people across varied sectors including education, health, governance, and land stewardship. The Council partnered with Workzoom in 2023 to modernize HR operations, with HR Manager Amanda Casey leading the transformation.



BY MATTHEW WOOLLEY · FEATURING AMANDA CASEY

Marketing & Sales Operations, Workzoom

WORKING WITH HR AND FINANCE BUYERS ACROSS CANADA AND THE CARIBBEAN

This case study covers a 2023 transformation that addressed six core operational needs in a single configured platform, mapped to the Council's sector-based organization rather than a corporate template. Stats and quotes match the published case study at workzoom.com/case-studies/ktunaxa-nation.

Last verified May 2026 · [workzoom.com / case-studies / ktunaxa-nation](https://workzoom.com/case-studies/ktunaxa-nation)

INDUSTRY

Indigenous Government

EMPLOYEES

200+

WORKZOOM CLIENT SINCE

2023

HEADQUARTERS

Cranbrook, British Columbia

SUITES IN PRODUCTION

HR

Workforce

Payroll

Talent

THE CHALLENGE

Most HR platforms ask the Council to flatten itself into a template.

Before Workzoom, the Council ran HR on a patchwork of disconnected tools, paper forms, and spreadsheet workflows. Onboarding was inconsistent across departments. Leave management required manual coordination. Employee data lived in scattered files that made consistent reporting nearly impossible.

The deeper challenge was structural. Most HR platforms assume a corporate-style hierarchy: linear reporting, function-based departments, single managers. The Council's sector-based organization, cross-functional accountabilities, and cultural-stewardship priorities did not fit that template. The Council needed a partner that would configure the platform around organizational reality, not force the organization to flatten itself into a generic shape.

HR Manager Amanda Casey defined six core needs that became the contract for the transformation.

SIX CORE NEEDS

- Unified recruiting and onboarding processes across all sectors.
- Automated long-term leave tracking with overlapping coverage.
- Secure, integrated employee data replacing scattered files.
- Org-structure modeling that matched the Council's actual departments and reporting relationships.
- Learning management for safety, skills, and cultural-stewardship training.
- Recruitment workflows aligned with organizational values.

THE SOLUTION

One platform configured to match the Council's actual structure.

Workzoom was configured to reflect the Council's sector-based organization rather than asking the Council to conform to a generic template. Each of the six original objectives mapped to a specific module configuration, deployed in a sequence that respected the Council's operational rhythm rather than forcing a big-bang switchover.

workzoom.com / hr / organization

WORKZOOM Search Martha Fleming Admin

Organization

Departments

Departments And Their Worksites
Pending, Active, Inactive

Department	Count
Unset	8
Kings Hill	1
Unassigned	1
Vancouver	1

Job Profiles
By Department • Pending, Active, Inactive

Department	Count
Customer Service (CUST_SERV)	4
Engineering (ENG)	10
Executive (EXEC)	4
Finance (FINANCE)	5
HR (HR)	7
Hardware Engineering (HRDWR_ENG)	12
Legal (LEGAL)	3
Operations (OPERATIONS)	1
Production (PROD_VAN)	8
Research and Design (RES_DESIGN)	6
Sales and Marketing (SL_MKTG)	5
Software Engineering (SOFT_ENG)	12
Unassigned (NA)	1
Warehouse (WRHS_KH)	10

Worker Classes

WORKER CLASS CODE	BUSINESS RELATION	EMPLOYMENT LEVEL	EMPLOYMENT TERM
Full-time Contr FT_EE_CONT	Employee	Full-time	Temporary
Full-time Hourly FT_HRLY	Employee	Full-time	Regular

Work Site Profiles
Pending, Active, Inactive

Add Department

Report Incident

WORKZOOM ORGANIZATION · SECTOR-BASED ORG STRUCTURE CONFIGURED TO THE COUNCIL'S REALITY

HR

Organization

HR systems configured to reflect Ktunaxa's actual departments, roles, and reporting relationships across varied sectors, not forced into a corporate template.

WORKFORCE

Time-off

Parental, education, cultural, and medical leave tracked with their own rules and accrual logic. Managers see real-time availability; HR no longer the single point of failure.

HR

Onboarding

Every new hire completes the same digital pre-boarding flow

Workzoom. Consistent across all departments. Compliance training assigned automatically based on position.

TALENT

Learning

Safety, skills, and cultural-stewardship training delivered

workzoom. consistently across the organization. Mandatory training assigned automatically by role.

3 / 4

More time for team and community projects.

Six core needs addressed in a single configured platform. Before Workzoom, the HR team spent the majority of its time on operational coordination: chasing forms, reconciling spreadsheets, answering routine employee questions, manually tracking compliance. After Workzoom, those tasks happen inside the platform, or do not happen at all because the platform prevents them. The recovered time goes into work that compounds: manager coaching, program design, strategic hiring, cultural initiatives.

200

Person workforce unified
Across varied sectors

6

Core needs addressed
In one configured platform

2023

Partnership began
Phased deployment, no big-bang



"Working with Workzoom has simplified our operations and improved our efficiency. This upgrade gives us more time to focus on team and community projects."

AMANDA CASEY · HR MANAGER, KTUNAXA NATION COUNCIL

A reference point for other Indigenous governments

The Council's experience can serve as a reference for other Indigenous governments and Tribal Councils evaluating an HR and payroll platform. The decision criteria, cultural respect, structural flexibility, partnership model, learning management capability, translate directly to peer organizations. Mission-driven organizations should not have to accept the off-the-shelf HR experience that corporate employers receive. Platforms exist that adapt to the organization rather than ask the organization to adapt.

Configure the platform around you, not the other way around.

A 30-minute walk-through with your sector structure, your reporting relationships, and your real organizational needs. We bring configuration, not a template.

200
people
· 6
needs

workforce unified
across sectors · six
core needs addressed
in one configured
platform.

[Book a 30-min walkthrough →](#)

[See pricing in detail](#)



**Matthew Woolley · Marketing
& Sales Operations**
matthew@workzoom.com · 416-
206-1380