

CASE STUDY:

ERPA Change Management Partnership Improves Organization-Wide Workday Implementation Strategy

OVERVIEW

A large, multi-location healthcare provider partnered with ERPA after a successful Workday implementation and needed Workday support and training post Go Live to ensure a smooth transition, increase user adoption, optimize system usage, and ensure compliance. The organization's top priorities were to improve user adoption, streamline application management, and enhance training for more than 38,000 healthcare workers across 18 regional locations.



Company leaders looked to ERPA experts to maximize their Workday investment in ways that provided real-time results to minimize disruptions. ERPA worked with the healthcare provider daily to boost performance through a number of improvements across the entire suite of deployed Workday solutions.

The result was a strong, successful project management partnership compelled by application testing, process training, and post-go-live stabilization support that ERPA continues to provide.



THE CHALLENGE

There may still be unforeseen issues that arise during the Go Live phase even with thorough planning. Additionally, this large healthcare organization was going live on Workday's full-suite of products with a big bang approach.

A new system can be overwhelming for users, particularly if they are accustomed to a different system or way of working. Past projects had shown low user adoption with different procedures across all regions, so successful training was needed across 18 facilities to a large population of various levels of 38,000+ employees. This healthcare organization needed to optimize system usage, ensure compliance system-wide, and ultimately increase user adoption.

These challenges meant a seasoned and experienced third-party Workday optimization partner was necessary to strategize and execute on the best way to reach their goals.



THE SOLUTION

ERPA became a trusted technology advisor to this multi-facility large healthcare organization providing extensive Workday AMS support and training across the entire Workday HCM and Finance platform post-go-live.

This included a comprehensive change management strategy, extensive application optimization, flexible strategic roadmapping, and widespread training. ERPA still provides day-to-day support to realize continual process improvement.



THE OUTCOME

ERPA's dedicated resources provided personal ongoing technology support. This included optimizations to HCM, payroll, absence, financial management, talent, recruiting, compensation, supply chain, grants, reporting, learning, and other Workday applications—some that are either already implemented by the Workday team with others intended for future deployment.

Comprehensive process training coupled with this system-wide change management optimization improved daily management within the Workday ecosystem. ERPA continues to provide strategic operational solutions throughout the 18 separate hospital locations onboarded onto the Workday platform.

ERPA STREAMLINES WORKDAY IMPLEMENTATION FOR LARGE REGIONAL HEALTHCARE PROVIDER

When a large regional healthcare provider needed help with their full-scale Workday application management, process optimization, and post-go-live stabilization support, they turned to ERPA.

This large healthcare provider faced common organizational challenges: multiple quick acquisitions, organization-wide consolidation struggles, and several dissimilar systems that needed to be combined under one convenient platform umbrella.

The organization spans 18 different hospitals and employs more than 38,000 healthcare workers, and they needed a platform that could handle that kind of operational management—from human resources to finance to supply chain support.

To solve all their challenges with one reliable system, they decommissioned their financial, communication, and human resource management systems all at once in favor of a more manageable Workday solution.

INITIALLY, IT WORKED GREAT.

Everything operated on the Workday platform, but additional optimizations that would make application management easier were being done by the user to save time, money, and manpower. Unfortunately, the client was overwhelmed and facing time and resource challenges in their attempt to create a uniform experience on their own.

User adoption, application management, and training were all top priorities to improve optimization, and the healthcare provider put out an RFP for a qualified Workday AMS partner.

ERPA won the contract by proposing a proactive post-go-live experience and demonstrated the ability to execute on this by leveraging seasoned resources with the demonstrated ability to transform both HR and Finance technologies.

The Power of a Professional Workday Optimization Partner

The ideal Workday management partner provides stabilization with a proactive post-go-live experience across the entire Workday platform. ERPA, as a technology advisor, helps clients optimize their technology investments by providing guidance and advice throughout the technology lifecycle. This includes planning, strategizing, and roadmapping as well as ongoing maintenance and support, and it ensures an organization will avoid unnecessary pitfalls as they learn a new product and continue to expand the use of Workday.

What sets us apart from the competition is a

dedicated team of named resources which enables a proactive partner experience with a focus on comprehensive training, expert application support, and the overall operational improvement realized by our customers.

Part of the ERPA difference, as a certified partner, is learning about a company's needs, assessing available resources, and providing actionable solutions to its most pressing challenges. We weigh all of this against lessons learned from past experiences with similar customers and incorporate the strategic plan of our partner.



The result is real-time improvements to a business's Workday applications. That kind of improvement can

be a game-changer for a healthcare provider that needs to manage 18 locations and almost 40,000 workers.

ERPA is a Workday Application Management and Technology Advisor

Enhanced application management services are invaluable to a company that's as complex as a multi-facility healthcare provider. That's why an experienced Workday technology advisor was instrumental to their successful system-wide optimization.

Our experts provide remote and on-site support. This means process management optimizations have lasting impacts throughout critical system platforms as well as various operational departments.

ERPA leverages years of experience with the entire Workday suite of applications and brings a strong reputation for delivering high-quality services, cost-effectiveness, and data-driven results. As technology advisors, our experts delivered the right amount of support and proactive guidance to help streamline this healthcare provider's Workday application.

This included:

HCM	Financials
Payroll	Supply Chain
Compensation	Grants
Recruiting	Learning
Learning	And more...

A number of these optimizations are par for the course when working with a third-party Workday expert. Our partners can expect improvements to applications that manage things like HCM and payroll, because those are always top priorities for every organization.

It's ERPA's experience, track record, and strong reputation for delivering high-quality services which has established us as the ideal partner. The ability to immediately deliver a positive impact to things like Workday's analytics and reporting, learning, and grants capabilities continues to set us apart from the competition.

What's more, not many people within the medical world—from the patient floor to the C-suite—have an extensive understanding of how grants work in the healthcare realm. This can be especially frustrating when Workday's applications are designed to make grant management as simple as possible.

Fortunately, ERPA's team of professionals has been able to optimize how this healthcare provider manages all of its Workday applications (including Grants) to maximize the system's potential.

ERPA Provides a Scalable Change Management Roadmap and Professional Process Training

High-quality, reliable training is crucial to successful change management, regardless of the industry. It's even more important to process optimization for a large, multi-facility healthcare provider.

The scope of this project meant that hiccups were expected due to the immense undertaking to retire an old platform, implement a new Workday ecosystem, and optimize the applications within that platform. These hiccups were minimized with ERPA onboard.

Our change management strategies were successful because of a few crucial process optimization musts:

Training: Workday is a world-class system, and onboarding tens-of-thousands of workers onto the system was a complex task. ERPA's Workday team leveraged decades of experience to streamline the training process across the entire organization.

Scalability of support: This client needed a large amount of support quickly to minimize disruptions, and they knew that third-party support would need to

taper off as they became more familiar with the Workday platform.

ERPA was able to provide immediate company-wide support across a wide range of Workday applications and is now scaling back support in areas where optimizations have been most successful. This has helped the client save time and valuable resources.

Strategic change management roadmapping:

ERPA doesn't operate under a one-size-fits-all business model. Instead, we tailor our Workday solutions to an organization's specific goals and its most pressing challenges. We can even start working with organizations during testing if necessary. After they've gone live, our named experts provide post-go-live support for ongoing application and process management success.

ERPA will continue to provide daily training support until the healthcare provider feels comfortable in making sure that all 38,000+ healthcare employees who use the new Workday system don't feel overwhelmed. The result has been a successful shift toward a more manageable Workday solution.

Take the Next Workday Step with ERPA

Third-party optimization is a proven way to streamline your Workday environment while you improve process management. Workday users around the world partner with experienced Workday professionals to guarantee they get the most out of their deployment, and ERPA continues to enhance the potential of Workday's suite of solutions for all our customers.

That's why—whether you've just started to consider Workday as an option or you need to boost your

current Workday performance—it's in your best interest to find the perfect Workday AMS and technology advisor.

Industry-leading healthcare providers point to ERPA.

What's next for this client? We're hard at work on a more comprehensive strategic roadmap that addresses future challenges and potential Workday opportunities.

Contact our Workday experts today to take the next step toward your own Workday optimization!



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