



Scaling HR Technology with Workday and ERPA

– MSCI'S SUCCESS STORY

BACKGROUND:

MSCI, a global leader in financial services, has relied on Workday for nearly two decades to support its HR operations. With a geographically diverse workforce and a strong emphasis on technology-driven solutions, MSCI continuously refines its HR systems to enhance efficiency and empower employees. As the organization evolved, so did its need for strategic support to optimize Workday's capabilities, ensuring seamless payroll processing, advanced compensation management, and smooth system integrations.

PROBLEM STATEMENT:

Despite being an early adopter of Workday, MSCI faced increasing complexity in managing HR technology at scale. With a lean internal team, tackling large-scale Workday projects—like payroll transformation and studio integrations—required external expertise. MSCI needed a partner that could complement its self-sufficient approach while providing deep technical knowledge, flexibility, and a collaborative working style. To bridge this gap, MSCI turned to ERPA to enhance its Workday experience and ensure ongoing success.

SOLUTIONS & STRATEGIES:

ERPA's tailored approach provided MSCI with the expertise, flexibility, and hands-on support needed to execute complex Workday projects while reinforcing internal self-sufficiency. From payroll transformation to Workday Studio integrations and advanced compensation, ERPA's partnership enabled MSCI to optimize its HR technology without disrupting operations.

ERPA AS A STRATEGIC PARTNER:

For MSCI, ERPA's ability to adapt to their working style was a defining factor in their partnership. **“That flexibility to help us help ourselves and that willingness to partner with us at a pace and in a style that was conducive to learning Workday was very key,”** Nick Fassero explained. He emphasized that ERPA's deep subject matter expertise and hands-on approach allowed MSCI to take ownership of its systems while benefiting from ERPA's guidance when needed.

TRANSFORMING PAYROLL OPERATIONS:

MSCI's first major project with ERPA was a payroll transformation. Payroll is a critical function with no room for error, and MSCI wanted to ensure a smooth transition. ERPA stepped in with deep payroll expertise to structure a seamless implementation, ensuring accuracy, compliance, and integration with third-party systems. The results? **"Payroll was a tremendous success," Fassero shared. "We've done at least four payrolls and our special compensation processes for the year—those have been exceptionally smooth."**

ENHANCING TALENT ACQUISITION WITH WORKDAY STUDIO:

In parallel with the payroll initiative, MSCI was also revamping its talent acquisition system. To ensure seamless data flow, MSCI needed a robust Workday Studio integration. ERPA provided the additional expertise required to build a dynamic integration that could scale with the company's hiring needs. Fassero described the collaboration: **"The flexibility was always really great...us being able to be in the driver's seat again helped us because there's a lot of learning that we did throughout that."**

ACCELERATING SUCCESS WITH NAMED RESOURCES:

One of the biggest differentiators in MSCI's partnership with ERPA was the consistency of their consulting team. Rather than cycling through different support reps, ERPA provided named resources who became deeply familiar with MSCI's Workday environment. Fassero emphasized that this consistency was not only a time saver but also a cost-effective approach: **"It really made the whole process very effective, very efficient."**

KEY TAKEAWAYS:

- **Flexible, Hands-On Support** – ERPA's adaptive approach allowed MSCI to execute complex Workday projects while maintaining internal ownership and self-sufficiency.
- **Seamless Payroll Transformation** – With ERPA's expertise, MSCI successfully transitioned to Workday Payroll, improving accuracy, compliance, and control over payroll processes.
- **Efficient Talent Acquisition Integration** – ERPA helped MSCI build a robust Workday Studio integration, ensuring a smooth transition to a new talent acquisition system without disruptions.
- **Accelerated Success with Named Resources** – Consistent ERPA consultants provided deep knowledge of MSCI's Workday setup, reducing ramp-up time and ensuring cost-effective project execution.

KEY QUOTES:

- *"That flexibility to help us help ourselves and that willingness to partner with us at a pace and in a style that was conducive to learning Workday was very key."*
– Nick Fassero
- *"Payroll was a tremendous success...We've done at least four payrolls and our special compensation processes for the year—those have been exceptionally smooth."*
– Nick Fassero
- *"It's always nice when you know who you're working with...We go from having to do introductions and scoping to just getting straight into the work."*
– Nick Fassero

This case study highlights how ERPA's deep expertise, flexible collaboration, and proactive approach have strengthened MSCI's HR capabilities—proving the value of a strategic Workday partner in driving long-term success.