



Transforming HR and Financial Systems with ERPA – Kandji's Story



Background

Kandji is an advanced device management and security platform designed specifically for managing Apple devices to address the complex needs of growing businesses and increasing regulatory demands. Kandji aims to simplify device management through automation and comprehensive security features. Key features of Kandji include unified device management and security, automation, Kandji agent, assignment maps and blueprints, and comprehensive support. With clients ranging from small businesses to large enterprises, Kandji continues to innovate and lead in the Apple device management space.

Problem Statement:

When Brett Pugliesi joined Kandji as the VP of Human Resources, he quickly recognized that the company needed a more sophisticated HR and financial system to support its growth. Kandji, a mobile device management software company, had outgrown its previous systems and required a solution that could scale and integrate all its functions seamlessly. With headquarters in San Diego and San Francisco and a global workforce of 221 employees, about 16% of whom are international, streamlined operations became crucial.



Solutions & Strategies:

Kandji chose Workday as its new HR and financial system to address these needs. However, implementing such a robust system posed several challenges. This is where ERPA, a Workday services partner, stepped in to turn these challenges into opportunities for growth and efficiency.



Kandji's Corporate Controller, Patty Quan, described ERPA as the "backbone" of their Workday experience. "Granted, we know how to do some things, but we don't know how to do everything. What ERPA is there for us when we need help with something or something has gone wrong, or we want to learn about different modules, or anything of that sort, that we might go to Workday for. But we also have a great partnership with ERPA that actually knows our systems, and essentially, that's what you guys do for us," she explained.

A Journey From Implementation to Optimization:

Initially, Kandji was unaware that Workday partners like ERPA existed until their Workday customer service manager recommended them post-implementation. Brett shared how they landed on ERPA after evaluating multiple partners. He emphasized, "We just knew that it felt like the right fit and the needs for what we needed to continue to ensure that we're optimizing the system as best as we possibly can." Queen Lee, Kandji's People Operations Manager, highlighted how ERPA transformed their approach to HR systems. Partnering with ERPA allowed Kandji to translate ideas into tangible workflows. "We know what the end state is, but we aren't sure how to get there," Queen noted. ERPA's consultants helped Kandji navigate the possibilities within Workday, ensuring a seamless user experience.

A Relational Approach to Service Delivery:

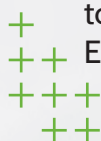
One of ERPA's service hallmarks is its relational approach to delivery. Jeff Miller emphasized this point, stating, "One of the things we pride ourselves on at ERPA is a relational approach to service delivery, including named partners or named individuals that you're dealing with each and every time that you communicate and work with ERPA." Brett confirmed this by saying, "It means everything to us. Having an individual for each specific module...was really important for us to have someone that is just the expert within that field." This personalized attention made a significant difference, allowing Kandji to feel more comfortable relying on ERPA's expertise.

Specific Projects and Their Impact:

Working with ERPA, Kandji tackled several crucial projects. One of the most significant was setting up onboarding journeys, which streamlined the process for new hires. Brett noted, "We immediately set up an onboarding journey for all of our new hires to the organization to make it a more streamlined approach to get them in the system as quickly as possible." ERPA also played a pivotal role in integrating Kandji's benefits system, particularly during open enrollment. Queen shared an example of ERPA's proactive approach when they needed to process merit increases. Despite submitting a last-minute ticket late at night, ERPA responded quickly, helping Kandji troubleshoot and implement the necessary changes within hours.

The Ultimate Support in Workday Systems:

Patty summed up Kandji's experience with ERPA by noting, "You know, the last-minute needs, willingness to jump on all the calls, your availability. We appreciate the knowledge transfer that you guys provide us." This level of customer service, combined with ERPA's deep expertise, made it possible for Kandji to seamlessly integrate and optimize Workday. ERPA's role at Kandji has been transformative, offering not just technical support but becoming an integral part of Kandji's HR and financial operations.





“ Key Quotes ”

“So that integration was huge, allowing a lot of time to be saved by me and several other people.”

- Brett Pugliesi

“Last minute needs, willingness to jump on all the calls, and your availability. We appreciate the knowledge transfer that you guys provide us. Honestly, I think that one of the biggest things for us is knowledge transfer.”

- Patty Quan

“So we submitted a last-minute ticket to ERPA around 09:00 p.m. Eastern time, and we got assigned a contact right away. And that person was really helpful in helping us troubleshoot the configuration test and sandbox and make sure that all the entries looked correct. And we were just really appreciative of their willingness to hop on a call and walk us through these configurations because I don't think that anyone was able to hop on during those working hours. So it just really kind of goes to show how far ERPA is willing to understand the urgency of the quest and handle it with such professionalism.”

- Queen Lee



Conclusion

This case study exemplifies how ERPA's expertise, proactive support, and relational service delivery helped Kandji navigate its complex HR landscape, streamline processes, and achieve scalability and growth with Workday.

