



Global beauty products supplier partners with IBM for complex Workday HR transformation and ongoing HR services for ~~cloud~~

Overview

A global beauty products supplier is deploying Workday Human Capital Management Software as a Service (SaaS) to help achieve its vision of driving simplification and efficiency and improving organizational effectiveness. Every associate, manager, and business area will be impacted by the HR processes and data within Workday. With a complex, multi-wave deployment planned for North America; Latin America; Europe, the Middle East and Africa (EMEA); and Asia Pacific, the client requires a flexible, trusted partner with significant Workday expertise to provide ongoing ~~cloud-based~~ HR services support for 40,000 users as well as the global capabilities necessary to provide services across all deployed regions.

Client objectives

- Eliminate server-based HR information systems and reduce the cost of outsourced HR service delivery
- Enhance the employee experience by offering a user-friendly HR interface
- Significantly increase self-service adoption (especially manager self-service) in order to reduce assisted transaction volumes and drive increased HR organization efficiencies
- Obtain expert contact center assistance to help associates and managers learn to use the self-service and extensive reporting capabilities of Workday
- Gain access to scalable support services to address surges in data entry requirements or augment gaps in internal Workday resources and skills
- Ensure compliance with governance, auditing, and financial business controls—including real-time access to accurate global headcount data

The IBM solution

IBM tailored a flexible HR Services for Cloud solution to help enhance the client's employee experience and accelerate HR process cost effectiveness. Services will include:

- Employee support - includes call center/email, knowledgebase and decision support tools, and employee data management on demand



- Problem management support - a single point of contact to assist in issue resolution and triage
- Employee data management - data entry, audit and correction for mass changes, leave of absence, benefits, compensation, and payroll administration
- Reporting - on-demand support for report design and development as well as data audits
- Workday update management - helping the client understand what updates mean to them and their employees; assisting with process design; updating training documents; running user acceptance test scripts; and supporting regression testing

In addition, IBM can provide recommended services such as global data standardization that improve the quality and accuracy of the data, boost the utilization of HR analytics, and enhance HR reporting to get the most business value from Workday.

Benefits

- Supported, engaged, energized employees
- High-quality, cost-effective transactional and employee support services
- Experienced, scalable resources available on demand to assist with complex transactions and fluctuations in client support requirements
- Lower costs of service (lower volumes than the traditional ERP model)
- Better business decisions for improved outcomes via analytics and reporting
- Cost-effective compliance services, greater accountability, and HR efficiencies
- One global partner that can identify and fill any gap in services that will enhance the performance/return on investment (ROI) of Workday



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