



CASE STUDY

Leading CPG company

Helping this global organization optimize their Workday platform for enhanced results.



Overview

Our client, a leading consumer packaged goods company headquartered in the US and with operations in more than 100 countries, turned to Alight Solutions to help them optimize their Workday platform.

Client profile

Industry: Consumer Packaged Goods
Location: 100+ countries
Employees on Workday: 20,000

Our client had made the investment in Workday and was committed to using it to its full potential. They had a clear vision for how they wanted it to work for their organization and chose Alight to help them achieve it.

Deb duPlessis
Workday Transformation & Optimization Consultant, Alight

The business drivers

Following their Workday deployment, this organization was not satisfied with the technology utilization or their Workday employee feedback survey results. The organization wanted to review their setup and processes with a view to modernize their platform. Their goals were to:

- **Maximize investment** – ensure the Workday functionality is fully utilized
- **Improve adoption** – focus on user adoption, usability and the overall employee experience
- **Optimize** – simplify and streamline processes and increase efficiency
- **Benchmark** – compare to other Workday customers
- **Reflect** – confirm and reconsider changes made during the deployment

10

Functional areas reviewed over five weeks

11

Stakeholder interviews conducted

17

Deep dive sessions held

380

Individual recommendations made

The approach

We started the optimization process with a tenant assessment to understand the configuration, setup and processes that our client had in place. After spending more than five weeks reviewing 10 functional areas, 11 stakeholder interviews and 17 deep dive sessions, our Workday experts made over 380 individual recommendations grouped into 11 themes across all domains.

Alight's recommendations included:

- Business process consolidation and simplification
- Configure for useable dashboards
- Data and report clean up with tenant maintenance
- Maximize the Workday functionality
- Centralize complex processes
- Change management and training for end users

The results

- Over 380 assessment recommendations to improve the Workday experience
- Complete job catalog redesign
- Significant increase in Workday employee satisfaction survey results
- Simplified and standardized processes
- On average, reduced time to complete business processes by 50%
- Some of the deliverables included overall strategy on training and communication to improve end user adoption
- Allowing HR and Managers significant time reduction in processing HR transactions

73%

Decrease in business processes awaiting action

57%

Decrease in tabs managers complete during job requisition

15,500

Job profiles/positions corrected

334

Empty supervisory organizations inactivated

Our continued partnership

Following a successful tenant assessment, our client selected Alight as their trusted Workday Optimization partner. Today, we provide Total AMS to our client, helping them implement recommended enhancements and ensure they continue to get the most out of their Workday platform, both today and in the future.

Find out what Alight can do for you. Send us an email at: Workday.Solutions@alight.com

Why Alight

Alight is an end-to-end Workday Services partner providing Workday Optimization services across the globe to more than 350 Workday customers. Our expertise spans Workday HCM, Financial Management and Adaptive Planning. We are committed to helping your organization get the most out of your platform.