

Large Professional Services Organization

Client Situation & Challenge

A large professional services organization sought CrossCountry to partner with them to optimize their business process, as well as plan and deliver the change to Workday across their organization.

Approach

- Create a Communications Plan designed to inform stakeholders through a phased, efficient, and targeted approach
- Utilize discovery sessions with the client's team for each functional process area identified in the project scope and focus on changes to business processes, systems and technology, job roles, and organizational structures.
- Perform impact assessment, document process flows, and produce stakeholder analysis to deliver quick reference guides, formal training sessions and end-to-end business process training guides.

Impact

CrossCountry provided the resources to support the successful implementation of Workday Financials and HCM. The engagement strategically focused on creating and delivering training materials and other change management efforts designed to promote user adoption.

The client was able to complete the testing phase without negatively impacting team members' operational duties or other project responsibilities.