

Large Professional Services Organization

Client Situation & Challenge

The company sought CrossCountry Consulting to assist in defining and standardizing the professional services process delivery. Additionally, CrossCountry provided assistance in developing and managing the End-to-End (E2E) and User Acceptance Testing (UAT). Lastly, CrossCountry was engaged to deliver a comprehensive training program to their employees regarding the rollout of their internal use of Workday Professional Services Automation (PSA).

Approach

- Identify and carefully define and design key business processes, such as: Opportunity to Contract, Project Creation & Administration, Resource Management, and Time Tracking & Absences.
- Utilize testing, impact assessments, and 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 PSA so that testing and change management activities could be executed efficiently yet thoroughly.
- CrossCountry facilitated the preparation of a comprehensive Change Management and Testing Plan to guide the client team through the work needed to be done.
- The team identified 71 business processes affected by the project, as well as the impact across ten functional areas of the client's operations.