

A Mid-Sized Manufacturing Company

Client Situation & Challenge

A mid-sized manufacturing company implemented Workday HCM and Payroll, and requested CrossCountry Consulting's advisory expertise in the following areas: staffing supplementation, impact assessment, change management process, and other additional training associated with the Workday implementation.

Approach

Provide advisory for Workday implementation and reduce overall project costs. Goals included:

- Reduce organizational impact felt from changes to business processes, systems and technology, job roles, and organizational structures.
- Identify key change messages and deliver them to stakeholders throughout the project.
- Help identify and propose change champions in the organization to assist in supporting key change management messaging.

Impact

CrossCountry created a master Change Management plan, which included a comprehensive, key messaging strategy. The client applied this carefully crafted plan to lessen the impact of the Workday implementation, while also raising employee Workday system capability and adoption. The plan included:

- A Stakeholder Impact Assessment created during Workday implementation discovery sessions to measure the anticipated change of the implementation.
- A cataloged Training Plan specially tailored to meet the needs of the client's precise workforce requirements. This Training Plan contained all change-related topics and was available across a variety of delivery mechanisms, time options, and locations.
- A Communication Plan designed to deliver key messages during specific times throughout the project.