



## CASE STUDY

# Utilities and energy company

Stabilizing a Workday deployment in record time for rapid results.

### Client profile

**Industry:** Utilities and Energy

**Location:** United States

**Size:** 1,000+ employees

### Company bio

Located in the western United States, this utilities services provider is one of the largest regulated American utility companies west of the Mississippi River. They provide high-quality regulated and non-regulated utility services to almost 500,000 customers.

### Overview

Our client, a utility services company came out of their Workday HCM deployment project with another partner lacking crucial configuration pieces to their time and absence tracking and a limited plan for stabilization efforts.

They quickly turned to Alight for rapid AMS support, HRIS staff augmentation and release management assistance to help them realize the full value of their new Workday system and ensure its best fit to the needs of their business and workforce.

### The business drivers

Post go-live our client faced incomplete and incorrect configuration and no strategy to keep their system optimized going forward. Some of their most urgent issues discovered as they stabilized their new system included:

- Incomplete custom reporting to track worker time-off to time-entered
- Incorrect time tracking project code setup
- Incorrect vacation time eligibility drivers
- Missing time-off approval requests
- An untrained workforce frustrated and unable to use their new system
- Lift and shift processes that had not been designed to leverage the full capabilities of Workday and mimicked many of the organization's legacy problems

220

Hours dedicated to correcting TT&A configuration

2

Vacation plan eligibility overhauls

1,000

Time tracking project codes streamlined

4

Custom fields created for unique employee needs

## The approach

The customer exited their deployment with the following stabilization and optimization goals:

- Complete and optimize their Time Tracking and Absence configuration and reporting
- Change management assistance to help their workforce adjust to the new platform
- Release management guidance and testing help for the upcoming Workday release

## The results

With Workday's recommendation, the customer decided to partner with Alight for AMS help, including:

- Turning on time tracking auto-fill functionality and creating validation rules to ensure the right time code was entered and the time entry process was expedited and accurate.
- The creation of a custom object checkbox to differentiate different worker vacation times that lived on the Hire and Change Job business process to ensure flexibility with one off employee needs and save manual effort.
- The correction of time-off accrual calculations so the process was automated
- Overhaul of drivers tied to vacation eligibility to be tied to management level versus job profile
- Correction of approval step in Request Time Off business process so managers could approve time off requests.
- The creation of an automated report to pull the audit of worker time entry and absence every two weeks.
- Change management workshop to provide a visual guide and communications around how time entry had changed with the new system to the internal HR team to distribute out to their workforce.

With their access to Alight's release management services, the company was also able to work through the WD2021R1 release and adopt new features successfully, including engaging Alight to build out a time code for COVID-19 pay while they continued to learn about their new system.

With the quick assistance and ongoing partnership of Alight, this utility services company is now pushing through their stabilization period successfully and working toward the continuous optimization of their system. With a solid resource available for questions and urgent needs, they can now refocus their attention on work strategic to the growth of their business and people with confidence their new technology will continue delivering value.



### 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.

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