



CASE STUDY

## Missing Parts

How Alight helped this automotive retailer fill in the missing pieces from their Workday deployment.

### Overview

When this automotive retailer went live with their Workday HCM deployment they were missing critical pieces of functionality, documentation and integrations. Within three weeks of their go-live, Alight jumped in to provide the missing parts. Before long, their Workday system was fully integrated and the business was running like a well-oiled machine.

### Functionality gaps

Right from the start, engagement and support issues with their deployment partner were part of the process. The client was forced to realize their go-live would not include all the functionality needed for a smooth transition onto the new platform.

Integral pieces were missing: BIRT layouts, Workday Benefits core connectors and Workday Studio integrations weren't there. To add to the uncertainty, the company was facing multiple acquisitions per month requiring Workday integration.

Delayed deployment meant missing functionality on day one. Workforce confidence in the new technology broke down. HR teams were spread thin, working hard to help employees acclimate to the new platform, find resources to complete configuration, and keep up with day-to-day tasks that made the business run.

They knew they needed to find a trusted partner who could fill in the gaps. Enter Alight.



### Customer at a glance

**Industry:** Automotive retail

**Revenue:** 12.67 USD (2019)

**Employees:** 14k+

### Company bio

This automotive retailer is one of the largest providers of personal transportation solutions and services in the U.S. and is among the fastest growing companies in the Fortune 500.

163

Requests for issue resolution in the first year

1-2

Acquisitions per month

55

Issues for resolution logged and resolved in the first 2-3 weeks

68%

Requests aligned with Global HCM and payroll needs

## Certified Hyper Care

With Alight by their side, the customer tapped into the knowledge of Workday-certified optimization consultants to understand the items in need of a fix and what it would take to make those fixes happen. To get the job done right, and fast, they decided to engage in Alight's 30-day Hyper Care, which included:

- Development and updates to critical integrations
- Acquisition support
- Configuration support as the HRIS team acclimated to their new system
- Assistance completing the influx of configuration change requests
- Security break-fix support

Alight provided AMS help across several Workday modules and corresponding integrations including Core HCM, Talent, Recruiting, Learning, Advanced Compensation, Benefits, Absence, Payroll and Time Tracking.

## Expertise the entire way

The support didn't stop with deployment fixes. In addition to Hyper Care, the customer signed on for Alight's AMS Support Desk value solution, which included:

- A customer-aligned integration resource
- AMS pool hours to be used for ad-hoc AMS needs, including new feature exploration, system optimization, ongoing support, integrations and report building, testing support, knowledge transfers and account management services
- Access to functional experts across the five Workday modules in scope
- Alight POV reports
- Pre-defined configuration used to supplement missing functionality

In the first two months of engagement with Alight Support Desk, 55 issues for resolution had been logged with the Alight Workday team and five modifications were made within the first 2–3 weeks post go-live across Workday Payroll, Recruiting and various integrations.

Soon after Support Desk went live, the customer upgraded to Alight Tenant Optimizer, giving them access to tenant assessment, benchmarking metrics, functionality road mapping, diagnostic tools and more.

## Fast-moving results

In the first year, the organization has accelerated from stabilized to optimized to maximizing value. Since the partnership began, 163 requests for issue resolution, updates and enhancements across their HCM configuration and 30 across integration configuration, have been logged. Nearly 40% of those requests aligned with global HCM needs, including enhanced reporting and dashboard capabilities for better data-driven decision making.

In addition, their Workday Payroll processes were optimized, with 28% of requests aligning to this module. These requests primarily focused on the incomplete integrations from deployment and updates for the organization's 1–2 new acquisitions per month.

Finally, to ensure smooth integration work moving forward, the Alight Workday team created one-pagers to document existing integrations, including automated processes.

Bottom line: Functionality gaps were filled. Missing parts were implemented. And workforce confidence went up. The organization is well on its way to achieving the full value of its new Workday system.

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

**alight**

