Healthcare Provider Optimizes Workday System to Serve Large Hospital Population Across Multiple Locations

Workday Support + Optimizations

Workday HCM + Payroll + Financials

Analyze previous partner's deployment

Optimize Children's Workday platform for operations, insights + growth

Multi-Year Journey + Partnership

- Tenant Assessment and Optimizations in all workstreams
- New Hospital Assessment Planning
- Target Operating Model Evaluation and Recommendations
- Growing and Training client team to support and maintain Workday

Project Timeline

Plan to convert multiple systems into one

Ongoing Processing running for the first time in Workday

Evaluation of Workday system issues and the need for support was recognized



Support Workday Cleanup and Optimization efforts

New Hospital Assessment

Continued Workday Support and Training Internal Workday
Ownership /
Continued Invisors
Partnership

Workday Deployment

2021 Go Live with Workday 2022

Invisors
Assessments and
Optimizations

2023

Target Operating Model Changes

Client Team Ownership and Growth



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OH-NO Moments

- Complex organizational structure needed to be revamped to create efficiency for their Target Operating Model
- Several consolidations of roles to meet the needs of internal management and ongoing processes
- High demand for training to utilize Workday optimally and increase user satisfaction
- Multiple business processes needed to be reviewed and revamped to create efficiency
- Major concerns were identified in all domains which lead to the need for a review and redesign.

AH-HA Moments



- Advisory, Reporting + EIB support for cleanup processing in the various domains
- Streamline the business process to improve efficiency and prevent unnecessary roadblocks
- Change Job roll-out to achieve consistent processing with all types of job changes and movements
- Knowledge Transfer continues to grow the client team and builds the blueprint for maintaining Workday
- Update Target Operating Model identified gaps in various roles to ensure proper maintenance and use of the Workday system



"Invisors' Architects were professional, positive, and patient as they helped to address all of our questions, making sure we understood the process along the way. They always made sure that the team felt heard and confident in their knowledge of the process, taking the time to demo examples."