

Healthcare Staffing Provider Transitions Smoothly from Deployment to Support

Keys to Success

- Established an **internal governance process** to manage configuration requests
- Built out a Business Application team that would **support Workday long-term**
- Signing with Invisors Support *prior* to Go-Live allowed for **6-weeks of transition** between resources, promoted **effective communication** by building relationships and trust + **shortened the learning curve** which led to a highly successful transition
- Choosing Invisors support provided **consistency** of a familiar face + level of service at a time of big change
- **Signing support contracts early** removed the stress of determining exact needs during go-live when employee engagement is most important

Continued Partnership

- Both organizations **continue to partner together**, bringing the best of Workday to their organization
- Trusted partner to **bridge knowledge gap** where functional areas intersect
- Allowed for **additional break/fix support** to ramp up quickly into BAU + optimization opportunities
- Benefits open enrollment process was **highly successful** weeks after launch
- Payroll team was able to **issue W2s earlier** than any other previous year
- **Comprehensive support + guidance** through their first Workday Release
- Filled critical technical knowledge gaps by providing **Advisory + “Hands-on Keys” + Knowledge Sharing** for 130+ Integrations with resources familiar with their business

Relationship Timeline

