

# Case Study - Large, U.S. Domestic Airline



## Business Challenge:

- Antiquated use of HCM and Payroll platform for over 10 years - needed a better solution (Workday) to fuel growth for company
- Employee population very accustomed to high level of communication, change and training when rolling out new systems
- Faced staffing and capacity challenges during covid pandemic with rapidly changing business to account for business slowdown while maintaining project

## What we Did:

- Helped establish Program Governance; delivered Program Management expertise
- Accountable for all Business Workstreams on the Workday Deployment Program, including Change Management, Communications and Training
- Oversaw and supported all aspects of Change Strategy, Communications Plan and Training Plan
- Created and delivered a variety of change efforts, communications and learning artifacts (training curriculum, user guides, quick reference guides)

## Result:

- One of the few projects kept on the “must do” list throughout covid
- Navigated the project through the difficult covid environment and achieved a successful go-live
- Over a third of the company accessed Workday within first week - viewed as a major success given payroll had not yet occurred, which was seen as being the time when most would log in
- Overwhelmingly positive response about the change, comms and training collateral - employees stating they were the “best they’d ever used”