About Workday

Workday (NYSE: WDAY) provides unified finance, human resources, and student/faculty lifecycle management cloud applications designed for the way people work in today’s organizations. Founded by PeopleSoft veterans Dave Duffield and Aneel Bhusri, Workday combines a lower cost of ownership with an innovative approach to enterprise applications.

“I started Workday to bring passion and customer focus back to the business of enterprise applications.”

Dave Duffield, Co-founder and Chairman of the Board, Workday

Real Enterprise Cloud

We started Workday with a very simple premise: We can do better. Using the latest cloud technologies, Workday offers advantages that are not possible with rigid, on-premise systems.

- **Unified suite of applications** – Built from the ground up as a unified suite, Workday delivers a seamless user and administrative experience across financials, HR, talent, payroll, analytics, and more.
- **Lower total cost of ownership** – With a cloud-delivery model, there is no hardware, software, middleware, or database to buy, install, or maintain. You can access Workday anytime, anywhere. Workday eliminates the cost and burden of managing underlying IT infrastructure and operations.
- **Rapid deployment and faster time to value** – Workday deployments can start immediately and are delivered on time and on budget. Workday applications are more cost-effective and faster to deploy than legacy applications.
- **Continuous innovation and adoption** – Workday eliminates the cost and complexity associated with traditional upgrades by delivering easy-to-adopt, automated updates. There’s no risk of becoming locked in by old software.
- **Safety from the start** – Workday is a trusted partner for some of the world’s largest companies and best-known brands. It passes the industry’s toughest third-party security audits and certifications, including ISO 27001 and SSAE 16 Type II. It self-certifies to the Safe Harbor privacy framework annually. From a world-class data center, Workday maintains rigorously secure infrastructure in all aspects, from the physical network to the application and data levels. You can be sure that your sensitive data is safe.

Why Workday?

- Built for the cloud
- Unified finance and HR applications
- Leadership with a proven track record
- Highest customer satisfaction rate
- Global at the core

Optimize Resources

- Frees IT resources
- Predictable and on-going cost savings
- Improves HR, finance, IT, and overall workforce productivity

Embrace Change

- Employs modern adaptive-technology foundation
- Keeps pace with rapidly changing business requirements
- Scales to the global enterprise

Operate with a Complete Picture

- Embedded, actionable, real-time analytics
- Global visibility

Engage Users

- Designed for the way you work
- Built-in mobile functionality
- Intuitive and easy to use

Workday Applications

- Financial Management
  - GL, AP, AR, Cash, Assets
  - Revenue Management
- Student Recruiting
- Professional Services Automation
- Expenses
- Procurement
- Projects
- Grants Management
- Human Capital Management
  - Human Resource Management
  - Benefits
  - Workforce Planning and Analytics
  - Talent Management
  - Recruiting
  - Payroll Solutions
  - Time Tracking
  - Insight Applications
Cloud Applications for Enterprises


Because Workday is unified, integrations between applications are eliminated and business processes are cross-functional. Everyone has a consistent, personalized, real-time view and experience.

Designed for the Way People Work

Engaging user experience

Workday looks and works like your favorite consumer web site. With minimal training, all users can quickly adopt Workday. From the first time they interact with Workday, users can do what they need to do.

Built for the mobile workforce

Workday mobile applications are optimized with native support for iPhone, iPad, and Android, and mobile web support for all devices using HTML5. You do not need a separate app for each business process. Instead, Workday offers a single mobile experience.

Embedded, actionable, real-time analytics

Workday provides a single, actionable view of your business, from financials to the people in your workforce. Workers can securely access insights when they need them, collaborate, and take action—all without leaving Workday. And with Insight Applications, you can combine your Workday data with information from non-Workday data sources to predict the outcomes of business scenarios and receive actionable recommendations.

Global at the Core

You don’t need separate instances of your applications to support multiple languages, currencies, formats, or regulations. Workday provides a foundation for a globally distributed organization and workforce, while adhering to local requirements.

“We took 80 HR systems and replaced them with one system. The result was savings in the 30 percent range.”

SVP and CIO, Flextronics

Adaptive Technology Foundation

Workday grows and changes to support your global organization’s evolving needs. Thanks to an object-oriented approach and in-memory data management, Workday delivers powerful scalability, performance, and configurability. Standardized web services enable data to be easily exchanged with other applications. A powerful business process configuration tool enables you to define organization-wide or local business processes and rules.

Workday’s built-in Integration Cloud platform allows integrations to run in the Workday Cloud without on-premise middleware. Workday Integration Cloud Connect delivers pre-built, Workday-supported connections to third-party applications and services.

CareFusion achieved 50 to 60 percent savings with Workday over traditional ERP.
Workday Applications

Financial Management

A full range of financial capabilities includes analytics, real-time business insights, and fully auditable process management.

- **Accounting and Financial Reporting** helps you manage your global financial processes easily and efficiently from a single, unified solution.
  - Accounting
  - Cash management
  - Business assets
  - Financial reporting
  - Controls

- **Revenue Management** covers the entire contract-to-cash process for more efficient, accurate processes and accounting results.
  - Contracts and billing
  - Revenue recognition
  - CRM integration

- **Expenses** gives your workforce the ability to easily capture expenses on the go. Use this tool to improve control and management of corporate spending.
  - Mobile expense capture
  - Expense reports, spend authorizations, and freezes
  - Multi-currency and VAT support
  - Centralized spend controls

- **Procurement** supports and manages all procurement information, policies, and processes, from requisition to payment.
  - Goods, services, and contingent labor
  - Requisitions, POs, invoicing, and settlement
  - Supplier and contract management
  - Procurement card

- **Project and Work Management** seamlessly links strategy, people, work, and results.
  - Project and non-project work management
  - Resource pools and labor assignments
  - Work ratings and project analytics
  - Cost and budget tracking

- **Grants Management** helps you handle the post-award process for complex grants administration.
  - Grant-related expenditures
  - Grant activity accounting
  - Sponsor reporting

Human Capital Management (HCM)

Workday HCM is the only global enterprise application delivered in the cloud that unifies human resources, benefits, talent management, payroll, time and attendance, and recruiting.

- **Human Resource Management** helps you organize, staff, and pay your global workforce.
  - Organization management
  - Compensation management
  - Absence management
  - Employee self-service
  - Manager self-service

- **Benefits** gives you the tools to define, manage, and adjust benefits plans to meet your unique requirements.
  - Benefit plans, events, and eligibility
  - Open enrollment
  - Evidence of insurability
  - Health savings accounts
  - Cloud Connect for Benefits
• **Workforce Planning and Analytics** provides a complete picture of your talent supply and demand so that you can align your people to your business objectives.
  > Operational headcount planning
  > Supply and Demand Analysis
  > Workforce analytics

• **Talent Management** lets you align, assess, reward, and develop your workforce.
  > Onboarding
  > Goal management
  > Succession planning
  > Career and development planning

• **Recruiting** enables you to find and select the best internal and external candidates for your organization.
  > Headcount, pipeline, and sourcing analytics
  > Candidate management
  > Referrals
  > Social recruiting capabilities
  > Candidate selection

• **Time Tracking** helps organizations reduce labor costs, minimize compliance risks, and increase worker productivity.
  > Global time entry
  > Mobile and web time clock
  > Time approvals
  > Real-time calculation

• **Payroll** addresses the full spectrum of enterprise payroll needs for the U.S., Canada, and the UK (with Workday Payroll for France coming soon). It combines control, flexibility, and insight to support the unique aspects of your organization’s specific requirements.
  > Cloud Connect for Third-Party Payroll enables organizations to integrate bi-directionally to any third-party payroll applications, including global payroll providers.

  > Payroll Co-Sourcing Services allow companies to rely on the foundation of Workday Payroll while outsourcing settlement services, tax administration, and garnishment services to OneSource Virtual.

**Professional Services Automation (PSA)**
Workday Professional Services Automation is changing the game for organizations that manage and execute client-facing billable projects. Fully unified with Human Capital Management, Workday PSA streamlines recruiting, staffing, development, and retention of your most valuable resource—your people. Workday supports the full billable projects lifecycle, including:
  • Project and Resource Management
  • Talent Management, Human Capital Management, and Recruiting
  • Time and Expense Tracking
  • Billing and Revenue Recognition
  • Reporting and Analytics

**Insight Applications**
Insight Applications combine the historical analysis that Workday has always provided with non-Workday data. The applications then apply machine learning and data science to produce new insights to guide decision-making. Answer questions such as “Which employees are at highest risk of leaving the organization, and what is the potential impact if they leave?”
  • Addresses specific business scenarios
  • Combines data from Workday and non-Workday data sources
  • Applies machine learning and data science for greatly improved discovery, analysis, and predictions
  • Prescribes actions with probable impact
Workday Student*
This end-to-end student and faculty lifecycle information solution is being designed to support institutional effectiveness and student success.

- Student Recruiting helps you attract and manage prospective students to meet admissions goals.
- Admissions supports collection of vital documents and applicant evaluation and admission.
- Curriculum Management handles creation and maintenance of course inventory.
- Student Records manages information related to enrolled and former students.
- Academic Advising helps define requirements and assess students’ progress toward an educational objective.
- Financial Aid supports aid packaging and disbursement.
- Student Financials manages billing, payments, and analysis of tuitions, fees, and other student-related charges.

Integration Cloud
Workday Integration Cloud makes it easy to build, deploy, and maintain integrations and exchange data with your other application investments.

- Integration Cloud Platform. Workday’s enterprise-class Integration Platform-as-a-Service (iPaaS) allows all integrations to deploy to, and run in, the Workday Cloud without on-premise middleware.
- Integration Cloud Connect delivers pre-built connections to third-party applications and services.

“Partnering with Workday complements Chiquita’s corporate strategy to build a high-performance organization.”

SVP and Chief People Officer, Chiquita

Built for the Future
Workday is reinventing business applications to help organizations run more effectively. If your organization is feeling constricted by legacy systems, consider the advantages you can reap by adopting a unified suite of cloud business applications. With an innovative, fresh foundation and a cloud delivery model, Workday can grow and adapt with your organization over time. Leave behind the legacy systems of the past and forge into the future with Workday.

*Our future products describe announced products that are not yet generally available and contain forward-looking statements for which there are risks, uncertainties, and assumptions. Our descriptions of unreleased services, features, functionality or enhancements are subject to change at Workday’s discretion and may not be delivered as planned or at all. Workday assumes no obligation for and does not intend to update any such forward-looking statements. Customers who purchase Workday services should make purchase decisions based upon currently available services, features, and functions.
Workday and Cardinal Health:
Bringing Talent to the Top

Cardinal Health calls itself “the business behind health care.” Dedicated to helping pharmacies, hospitals, and ambulatory care sites operate more efficiently, Cardinal Health’s global business ranges from pharmaceutical distribution to medical supplies to clinical services. The company ranks number 22 on the 2014 Fortune 500 and employs over 34,000 people.

A company of Cardinal Health’s size takes talent very seriously. To help its customers offer better care, the company must ensure they have the right employee in the right job at the right time. That’s where Workday comes in.

“That is the real benefit of Workday—how it helps us attract and retain the best people at Cardinal Health,” according to Patty Morrison, executive vice president for customer care shared services and chief information officer.

Why Not Workday?
Cardinal Health selected Workday in 2009, as the company had just gone through an operational overhaul and had considered one of the traditional ERP vendors for its HR application. “Then we heard about this thing called Software-as-a-Service. And through the process it quickly turned from going with a traditional solution to, why not Workday? It was apparent that this was an innovative solution: the cloud functionality, the ability to have new releases twice a year, and a real customer focus,” says Carole Watkins, chief human resources officer at Cardinal Health.

“We made a decision that I haven’t regretted for a day.”

Cardinal Health went live in 2010 with Workday Human Capital Management. Then the company turned its attention to deploying Workday Payroll, gaining even more value from Workday’s unified platform. They are scheduled to go live with Workday Payroll in January 2015.

“For us, one of the real joys of Workday is having one integrated solution,” Watkins says. “It’s just natural. Our employees think of their experience at Cardinal Health holistically. Having one system of record and one place for employees to get information helps eliminate errors and increases the value proposition for employees.”
She continues, “We have implemented Human Capital Management in most of our Asia facilities. I can remember not that long ago when our CEO would turn and say, ‘Carole, how many employees do we have in X, Y, and Z? Oh, I’m sorry, you can’t tell me that, right?’ Now we have one place of record for things like headcount.”

Workday has also facilitated smooth transitions for new employees coming into Cardinal Health through acquisitions. “Like a lot of companies, we’re very acquisitive,” says Morrison. “When you’re bringing in a brand new culture and a brand new organization, the first things new employees have to encounter are your HR and benefits policies. And we don’t have to deal with the issues of, ‘Oh, look at this HR solution. It’s clunky. It’s slow. It doesn’t do this. It doesn’t do that.’ That can be a huge turnoff when you’re trying to culturally integrate companies. That never comes up. Workday just makes it really seamless when we bring these organizations into the Cardinal family.”

**A Process, Not Just an Event**

Workday has allowed the company to have an ongoing conversation about talent instead of just a once-a-year review. “We still do a major once-a-year talent calibration,” Morrison emphasizes. “But in every single one of my executive committee meetings, we talk about talent. Access to information like talent cards is quick and easy, and we can look at them and say, what are the characteristics of this candidate, what’s their background, and probably most importantly, what are their interests?” She continues, “It’s really helping us to find the right talent for the positions that are open, and, like most IT functions, we always have jobs to fill.”

For employees, Workday helps them understand their next steps, options available to them, and how they can grow their careers. “We’ve kind of left that to the imagination of each manager,” says Morrison. “Now Workday is helping us put discipline into the career development and planning process by using the performance management functionality. Workday builds accountability for our managers because it helps us keep it measurable. Did you actually have the conversation? Are there development plans in place?”

Watkins agrees with Morrison that Workday has vastly improved the company’s ability to manage talent. “Using Workday for our talent management has really allowed our process to become more of a living process. Before, employees and managers would update talent profiles once a year. Now, they’re living documents. They get updated every time an employee makes a move. An employee can go right into Workday and update it when they take a class, or whatever the case may be,” she says.

“In addition, the actions that come out of our talent review process are managed in real time. We can get updates about how we’re doing against those talent actions. Workday has elevated the capability of our talent management process by allowing it to be that—a living, breathing process.”

**Faster, Easier Access to Information**

For Morrison, having an HR solution in the cloud has boosted innovation and increased the speed of business. “Cloud is a big, important strategy for us here at Cardinal. It helps us stay nimble. We’re a low-margin company, so it’s very important that it’s very cost effective for us,” she says.

“And one of the reasons we looked at Workday was the speed at which we could create new capabilities for our employees and managers in the organization. It allows the organization to transact its HR business more quickly. Workday, as a cloud platform, was the kind of technology we could take out-of-the-box. And it’s great as a CIO when you can take out-of-the-box functionality and have really, really happy users,” says Morrison.

“Workday is intuitive, really fast to understand and to get to your information. And when you’re affecting over 30,000 employees, that’s really important,” she remarks.
“Usually, as a CIO, the only time I hear anything is when it’s bad,” Morrison laughs. “But with Workday, there are never problems that come up. That is just such a wonderful, pleasant surprise for me that it has such great reliability and availability.”

Watkins concurs, saying that a key benefit of Workday is how easy it is to access information. “Employees are used to working on intuitive systems, whether it’s shopping or online research. And it’s also the ability to have information at their fingertips,” she says.

“Managers have quickly seen how Workday makes them more effective and impactful,” she continues. “When they have a question, when they need data or information, they have it at their fingertips, so they’re not spending time figuring out who can get them that answer. When they have that information readily available, they can then turn to the task at hand, servicing our customers in a much more efficient and effective way."

Watkins is also impressed with Workday’s mobile capabilities. “I was able to download Workday on my iPad,” she says. “I’ll be in meetings with some of my colleagues, and we’ll be talking about someone, and I’ll pull the individual up. And they say, ‘How did you do that? I want that. I want to be able to see their picture and remember who I’m talking about, or to find out how long they’ve been here, or when they might be celebrating an anniversary, or the last time they had a career move. So it’s really proven beneficial.”

Finally, according to Watkins, Workday has helped the HR organization work more strategically. “Workday has allowed us as HR executives to free up the thought process and mindshare and take on those critical, foundational services that we have to provide for our employees. We can focus on the things that are really going to make us successful in what is proving to be a very competitive marketplace,” she says.

“Workday is beloved at Cardinal,” she concludes.

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Workday and CareFusion
Off and Running at the Speed of Global Business

Medical technology leader CareFusion has an ambitious mission: to improve the safety and lower the cost of health care for generations to come. With such iconic clinical brands as Pyxis® dispensing and Alaris® infusion products, the company is well positioned and already doing just that.

With such a vast vision comes an urgency to move quickly, efficiently, and globally. That’s where Workday comes in.

Focusing on What Matters
CareFusion was launched in 2009 as a $4 billion startup with 15,000 employees globally and $3.5 billion in sales. Originally part of Cardinal Health, a $100 billion health service company, CareFusion had to move fast from the very beginning.

"The business wasn’t going to wait for us to build an HR system. We needed to find a partner who could keep pace with us," says Pete LeBlanc, vice president of global HR programs, technology, and services for CareFusion.

And so, they chose Workday. "We knew that we could deploy Workday in less than half the time of traditional ERPs," he says. "All we had to do was go in, design our business processes, and then focus on what we needed to do to develop our HR organization. We didn’t have to install hardware. We didn’t have to develop the system. We didn’t have to build the interfaces from scratch. All we had to do was think about how we wanted to run HR. We actually deployed the entire system, with 130 integrations, and went live in 7 months."

Fast, Flexible, and Cost-Effective
Workday’s cloud-based model offers CareFusion rapid deployment and anytime, anywhere access to global workforce information, providing the kind of speed and flexibility the growing company was looking for.

"We're constantly looking for new markets. We need to keep pace—the business can’t wait for us," LeBlanc emphasizes. "We need to have a common platform that allows us to go in, configure, and set up shop. We can’t be dependent on an on-premise infrastructure moving with us."

"The cloud is central to our IT strategy," LeBlanc continues. "It allows us
to have a very efficient service delivery model. We are in 33 countries, so we need to be scalable. We're in an industry that's very dynamic. We need to be able to support acquisitions, divestitures, and reorganizations on a continuing basis.”

Appropriately enough, CareFusion terms its IT strategy for servicing the business “IT like air”—always on, always available, always ready to serve. “We want to help the business achieve its goals without worrying about IT,” according to Mike Zill, CareFusion’s CIO. “The speed of deployment with the cloud—there’s just no comparison to an on-premise solution,” he says. “There’s no hardware to buy. There’s no software to install. It’s ready for you right now. So it’s very quick time to value. It’s just a wonderful thing.”

In fact, CareFusion estimates that it costs about 40 percent less to install Workday than a traditional ERP solution. “And then you save going forward,” says LeBlanc. “Because you don’t have to have a large IT staff, you save 50 to 60 percent of what it would cost you for a traditional ERP just to keep the wheels on that system.”

He continues, "With the Workday solution, for the cost of your annual subscription, you get a full suite of services and three updates a year. The value proposition isn’t even close.”

**Built for the Mobile World**

Workday’s cloud-based applications are perfect for CareFusion’s mobile workforce, allowing them to access information they need from any device.

“Roughly a third of our employees work in the field,” says LeBlanc. “And they need to be in touch. But we want them to be with the customers and not have to come back to the office, tied to the desktop.” CareFusion’s customers are busy practitioners in hospitals and clinics. As LeBlanc puts it, “They don’t come to our office. We have to be where they are. These are people with serious time constraints.”

Zill concurs, adding that Workday helps boost the productivity of the workforce in the field. “Our sales people don’t always have a laptop with them. But with Workday, they can use their mobile phones or iPads to access the application. When they’re waiting outside a clinician’s office or inside the hospital, they can take care of a few things while they’re waiting, without opening their laptops. So they don’t really have downtime.”

**Support for a Global Workforce**

Zill comments that the worldwide, always-available aspect of Workday appeals to him and the executive leadership. “Workday allows us to interact with employee processes from wherever and whenever,” he says. “My first experience in using Workday was when I was traveling in Asia.” A routine approval request came through to his Workday inbox, and he was able to approve the request on his mobile device.

“We have a lot of people in a lot of small places in the world,” he continues. “With Workday, I have a single application that works everywhere on the globe. I don’t have to be concerned about individual country exceptions. It’s much easier to manage.”

LeBlanc agrees, saying that Workday supports both the global and local HR requirements of the company. “Because we operate in 33 countries, it’s really important to us to be compliant in all of those countries, particularly in regions like the European Union, where there are severe data privacy constraints,” he says.

“We worked with our lawyers and security analysts to evaluate the technical safety of the [Workday] system. We were really, really relieved to see that Workday, just out of the box, could support all of those requirements. And so we didn’t have to worry about whether the technology could support us. It was just assumed that Workday could handle all of our countries,” he continues.

“And that just put one more problem to rest, making it easier for us to focus on our business.”
A Single Global View

Another problem put to rest was the limited view of the workforce the company had before Workday, when the HR team could only see regular U.S. employees. Now they can see everyone.

As LeBlanc puts it, "To be able to have a global view of our entire workforce, both regular employees and contingent workers, is really foundational to our success. It’s given us the ability to have more efficient workforce planning, to be able to look in our talent pipeline to know where our skills and competencies are."

A single global view has been invaluable to the executive team, according to Zill. “They can see everything in one place. No more disjointed reports. We can actually roll up the headcount, roll up the turnover, all the necessary reporting and all the requirements from one system into one place. And it’s all in real time.”

And because Workday is so easy to use, CareFusion can devote fewer resources to employee training, according to LeBlanc. “It’s intuitive,” he says. “Managers and employees, regardless of what their language is, no matter where their location is, can easily pick it up and run with it. It saves our cost of training and change management.”

Since it is built for the business of the future, Zill believes that Workday is a force of transformation for CareFusion. “Workday was global from the beginning. It was built from the ground up to be the platform of the future,” he says. “It’s got analytics built in. It’s got mobile built in. It’s got everything you need; nothing was bought and added.”

He continues, “This was a San Diego-based company not too long ago. Now we’re running in a global way. And Workday is leading the transformation.”

A Place at the Table for HR

Finally, LeBlanc observes that with Workday by his side, his HR operation has a much more important role in CareFusion’s business.

“HR now has a place at the table,” he says. “Because we are the system-of-record, because we have visibility to the global workforce, we can answer the questions that the business asks. Now it’s not a ‘what if’ scenario anymore. It’s what do we have, and where are the gaps, and how quickly can we close those gaps? And we’re there with them every step of the way. And we know that we can keep up with them because we can execute quickly.”

He continues, “Workday helps us be more competitive by making our workforce more efficient. But aside from that, by reducing our costs and increasing our efficiency, we can make business investments where the customers need them—in products, services, and solutions that really help them. The less money you spend internally, the more money you can invest in your customer. And that’s absolutely where you want to be.”
**Workday and Chiquita**  
**Managing a Fast-Moving, Global Workforce**

Global food giant Chiquita has seen plenty of change since 2008, the year the company deployed Workday. Its mission to provide healthy food hasn’t changed since it was founded in the 1890s, but how it fulfills this mission around the world is constantly evolving. Company leaders selected Workday to handle the organization’s human capital management (HCM), payroll, and expense processes.

“There are a lot of things that impact our business—the weather, currency rates, and global economic uncertainties. It’s the nature of a commodity product,” says Kevin Holland, senior vice president and chief people officer of Chiquita Brands International. “Our systems have to be able to adapt to that changing environment.”

Holland acknowledges that changes are inevitable in today’s business climate. “We may have to change our organizational structures,” he says. “Our costs may suddenly change or we may have to quickly relocate people. Having immediate access to information allows us to do that at the speed that our business moves. The adaptability and business intelligence that Workday delivers has really allowed us to be nimble as a company.”

**Visibility as a Competitive Advantage**

With 21,000 employees worldwide, mostly in Latin America, Chiquita needs a clear picture of its labor costs. With its former legacy systems, even getting a global headcount was a challenge. Not anymore.

“It’s important to understand where the pockets of cost are in our organization as our business changes,” Holland says. “Because then we can identify those people costs or change our organizational structure and allow more resources to go toward the parts of our business that need those resources. Workday’s highly flexible organizational model allows us to manage that change and move those resources, and to move at the speed that we need to move.”

Holland appreciates that Workday has provided Chiquita with a competitive advantage by offering both a granular and a global view of its workforce.
“Thanks to Workday,” says Holland, “we have visibility at all levels of our organization, even in extremely remote places. For example, we have the ability to view a worker on a farm in Panama. We know his productivity. And we have a great sense not only of that particular individual, but how that information rolls up into the entire organization.”

Holland says that the visibility Workday gives the company is not limited to where employees are. “We now have insight into who they are, what they do, where they want to go, what they want to do next, and what their skills and abilities are,” he says. “Now, when we have to make choices and decisions about allocating resources, we have the ability to make those choices quickly.

“We see that not only as a short-term advantage, but also as a long-term one. That ability to manage our costs more tightly on a real-time basis in our industry, which has low margins, is extremely important.”

Cost Savings of 30 Percent a Year
Since Workday is delivered in the cloud, Chiquita no longer has to install software, maintain hardware, or manage expensive upgrades—ever. Workday provides three updates a year automatically, so the software is always up to date. For a company that moves as quickly as Chiquita, Workday has provided significant cost savings over the last five years.

“I’m confident that we are saving 30 percent on an annual basis with Workday versus having a server-based system in-house,” Holland says. “Our ability to see the cost of our people in real time, and to implement change quickly as a result of that insight in times of restructuring, has been huge. We were able to save a significant amount of money this past year. We estimate that we were able to make these changes at least four or five months quicker than we would have been able to in the past, just because of the visibility that Workday provides us.”

Workday simplifies the task of bringing on new staff, which helps Chiquita reduce costs throughout the hiring process.

“In the recruiting area, we’ve saved between $1 million and $2 million annually,” says Holland. “Our ability to manage headcount and positions, hire and onboard people, work the recruiting process much more effectively, and avoid using recruiting firms, has significantly saved us money.”

Michael Carter, Chiquita’s HRIS manager, also mentions additional savings with Workday. “As we deployed Workday,” he says, “we were able to shut down a number of our servers in Latin America, for example, freeing up IT resources to focus on other areas. That was a significant savings from an IT perspective.”

Benefits of Unified Applications
More cost savings have come with Workday’s unified suite of applications.

“Because of Workday’s unified platform of HR, payroll, and expenses in one, the speed of transactions has significantly increased and errors have significantly decreased,” says Carter. “Along with the cost savings, we have a much more stable system and much more stable process in areas like payroll. And the benefit is that employees are really happy, particularly in our union environment.”

“Instead of having paper pass from one side of the business to the other, data flows all the way through to payroll, with just a review by the payroll coordinator,” says Carter. “It’s faster, chances of errors are minimal, and timely payment is the result for the employee.”

Holland concurs. “It has been an advantage to have the Workday platform—HCM, Payroll, and Expense Management in one place,” he says. “When we make decisions, we don’t have to go to three separate places for that data. We have one system-of-record.”
Access to Data from Anywhere, Anytime
Workday’s mobile capabilities continue to impress the Chiquita team, as Workday strengthens its platform even more with each update.

“The mobility of Workday has significantly increased our access to real-time information. If you’re in a meeting and someone asks a detailed question about an individual or a cost, that information is at your fingertips,” says Holland.

“With Workday, I can pull up information in real time on my iPhone®. It’s a tremendous advantage to have access anytime, anywhere.”

Kevin Ledford, vice president of information technology and CIO at Chiquita, says that Workday mobile enables his senior executives to keep up to date while they’re on the go. "Our C-suite employees can basically be on an airplane and do approvals across the board, review talent management, review performance management, all through their mobile devices. And I don’t have to do anything. Even better, new functionality is delivered to me every four months with those updates."

To Ledford, this is just another example of how Workday works shoulder-to-shoulder with Chiquita. “In the past,” he says, “our tools have weighed us down. They’ve held us back. Maybe the business was ready, but our tools were not. Now, Workday sits right alongside us, and partners with us through that quick pace in which we operate.”

And everybody loves using it. “I can honestly say Workday is my most adored system by my end users,” says Ledford. "It’s not only a good tool, but it also has something they need. If you’re an employee and want to do self-service benefits, it’s important to be able to do it yourself. Managers love it because they can see everything they need anytime, regardless of location. And for a global organization like ours, that’s key.”

The ease of Workday’s user experience is consistent with that of widely used consumer technology. "It’s simple to use. It’s very intuitive. Users don’t have to read a big training manual to know what to do."

Finally, Holland points to the capacity to make better decisions, thanks to Workday. "The ability to recognize information on an enterprise-wide basis, and recognize trends and be able to make decisions, and focus on areas where we have opportunities—this has absolutely helped me in my job as the head of human resources."

“It’s also allowed me to work with my counterparts on my executive team and provide significant value to them,” Holland says. "I can share information with them on a real-time basis unlike they’ve ever seen and provide analysis on that information faster than ever before possible. It allows us to make better decisions as an enterprise.”
When one of Silicon Valley’s largest companies looked for a partner to help update its human resources technology, it brought plenty of challenges to the project—and plenty of potential.

With 300,000 employees in more than 100 countries, Hewlett-Packard had 86 HR systems to consolidate. The team at Hewlett-Packard knew that its legacy HR systems were falling short. “Our environment was very complicated to work with,” according to Scott Spradley, chief information officer for global functions. “Managers had to use multiple tools. We didn’t have a common version of the truth. It really hindered our ability to deliver the business outcomes that HR was capable of.” It didn’t make sense to spend possibly six years upgrading what they had at an estimated cost of $110 million.

Usability was one of the key drivers for a new approach. The global company needed readily available information in a common format. “Usability is king when you’re dealing with a company this size,” says Spradley.

Workday offered a human resources solution with streamlined usability and a short deployment that enabled a faster global rollout.

“We were really anxious about how long a global deployment would take,” says Mike Dallas, senior vice president of HR global operations for Hewlett-Packard. “We made the fundamental decision to do what we called a ‘big bang’—to go live in all parts of the globe at one time.”

The entire Workday deployment took 15 months. And HP has achieved ROI on it in less than three years.

“We were able to not only accomplish the ‘big bang’ without any productivity gap, but we accomplished the whole project in less time than we imagined by a factor of two,” Dallas says. “Most companies take multiple months beyond what Hewlett-Packard experienced, and our Workday partners were right there with us to make that happen.”

Fewer People, Less Time
While cost savings and improved usability were top reasons for selecting Workday and Hewlett-Packard Moving a Fortune 100 Company into the Future in Record Time
Workday, the ability to innovate into the future and adapt to changing business objectives was also critical.

“Updates [in Workday] are all done for you because you’re doing it in the cloud,” Spradley says. “You’re staying on par with technology. When updates happen, it’s a non-event. It involves significantly fewer people. In the past, upgrades might take 18 months. So just imagine the impact of having those resources available to do other value-driven activities.”

“Now we’re working with a cloud company that has hired the best and the brightest,” Spradley adds. “They’re innovating solutions that meet our demands before we can even write the requirements. That gives me the opportunity as a CIO to focus our team on innovation in other areas. Workday allows me to have a dedicated response to every area I need.”

Data-Driven HR Decisions
Since deploying Workday, HP has seen a host of benefits from having all of its HR data in one place, in real time.

“At Hewlett-Packard, we’re big believers in making data-based decisions,” Dallas says. “Workday’s dashboards and analytics give managers insights leading into critical decision-making periods, whether it’s having a midyear conversation with an employee, considering promotions, or looking at annual adjustments.

“The dashboards let us look at information in a predictive way,” says Dallas. “That has helped us in different areas of talent management and workforce planning. And it enhances our ability to architect how we view work and talent.”

Before Workday, managers had to go to multiple systems to get the information that they needed on individuals. And it was almost impossible to see the entire organization picture against many so many groups and locations.

“Now our managers can look at compensation, talent, and skills across locations, and they can much more effectively manage their whole team at one time,” Dallas says. “They can maximize their decisions and allocate budgets for scarce resources.”

Workday has helped HP solve one of the primary business challenges of such a large workforce: how to put the right person in the right place at the right time.

“We immediately saw a strong benefit from the Workday deployment in our ability to categorize organizations and data in a common way,” says Dallas. “We could access that information in real time, and develop predictive organizational structures that combine talent management, workforce planning, and other areas fundamental to our HR practice.”

“We’ve been able to manage talent in a much more unified way, enabling us to select candidates and move organizational structures faster,” he says. “The workforce analytics and planning tools enable managers at multiple levels to plan and work their piece of an organization in an integrated way. That helps us meet the ultimate goal, which is stronger productivity and improved business outcomes.”

Workday’s mobile capabilities make it that much faster and easier to access information from anywhere.

“Mobility is at the heart of how everybody works and lives today, so we’re very excited about Workday’s mobile capabilities,” Dallas says. “In particular, for our executives and sales staff on the go: Their ability to access real-time information on employees and on decisions they have to make, has been phenomenal.”

Days Instead of Months
“Our ability to move through transactions one step quicker, or use one less person in a process, lets us solve a customer need faster, hire a salesperson more easily, and to position us to drive business,” says Dallas. “Every second counts in the speed of business, and we’re going faster and better than ever. Workday has been an enabling factor to make that speed a reality.”

CIO Spradley concurs. “With Workday, we don’t wait
around for months on data. We get data right there and then, and it’s in the room with the right people. Now we can make decisions, the behavior is modified or the process is implemented, and it happens in days instead of months.”

How would he summarize the benefits? “Cost savings, efficiency gains, dedication of headcount to different areas that need strategic enrichment. We don’t have to maintain what we used to have to maintain. It allows us to move on to higher value proposition activities,” he says. We used to average around 3,300 tech-support tickets a month in the systems Workday replaced. We’re averaging about 30 a month now. And that’s been consistent since go-live.”

**Value of Partnership**
The sprawling HP workforce has embraced the Workday deployment. “Employees have been continuously giving us positive feedback on the usability of the tools, the ability to readily get into Workday and get the things done they need to get done,” says Dallas. “We’ve been tremendously pleased with the overall experience for our managers, for employees, and the branding it helps HR do.”

“With Workday, we have a product that changes life for people at HP,” says CIO Spradley, who has been impressed with Workday’s performance as a true partner to HP. “I’d say the Workday relationship is phenomenal. They treat me with respect. They care about what we have to say. They hear our issues. They respond to our issues. I feel like we’re vested in trying to solve the same problems.”

“With Workday, you get an honest partner. You get world-class usability: a set of configuration options that you’ve never really seen before that can pretty much meet anything you will need. You’ll probably be more impressed with their security than you are with your own security. And finally, you can go significantly faster than you ever thought you could go.”

“We believe our business outcomes are stronger, the performance of the people is stronger, and the experience of people with our HR tools is better with the Workday deployment,” Dallas concludes. “HR exists to enable the business to reach its outcomes. And we believe, through the partnership with Workday, we can better enable HR to fulfill that goal.”