

Expanding Value: How A Global Healthcare Company Leveraged Support To Maximise Business Opportunities



ABOUT THE CUSTOMER

Major global healthcare provisioning and multi-insurance group HQ in the UK and serving 32 million customers in 190 countries.

INDUSTRY

Healthcare

HQ

United Kingdom

CUSTOMER SINCE

2019

COLLABORATIVE SERVICES

Continuous Value Services

Training

Advisory Services

Release Management

Global Governance and Support



POST-PRODUCTION SUPPORT GOAL

The healthcare company has a complex organization with multiple business units, operating regions, and organisational structures leading to the need for a robust global support and governance system. They are ambitiously focused on the growth of their People's capability and experience, and Workday was the chosen platform to achieve a sustainable level of self-sufficiency.



WHY COLLABORATIVE

Collaborative has the deep Workday knowledge and expertise to support the company's global Workday HCM platform. Their consultative approach helps to uncover additional opportunities to extend the value of Workday, enable close alignment to business objectives, and take advantage of strategic initiatives such as the Workday Early Adopter Program.



BENEFITS & RESULTS

- Strategic partnership including road mapping and planning to expand the Workday footprint and drive ongoing improvements and operational efficiencies.
- Implemented global Governance Model that helped all parties to better communicate and execute the organisation's goals.
- Utilised a defined ticketing process to reduce the time spent on unnecessary manual processes, freeing up valuable time for more strategic work.
- Provided Global Service Level Agreement compliance ensuring the same level of support across multi-regions.
- Deployed production business enhancements via a release management cycle ensuring minimum disruption.
- Targeted knowledge transfer to drive self-sufficiency.