

ABOUT THE CUSTOMER

EQ (Equiniti) is an international business with B2B in the US, plus significant operational delivery in India and Poland. EQ is the UK's leading provider of share registration services and associated investor schemes, and offers transfer agent services in the US. It is also a leader in the UK pension administration market and supports regulated businesses and Government to manage customers through its digital solutions.

INDUSTRY

Financial / Information Technology / Outsourcing

HQ

United Kingdom

CUSTOMER SINCE

2019

DEPLOYMENT TIMEFRAME

Phase 0: 2 months

Phase 1: 9 months

Phase 2: 10 months

WORKDAY SOLUTIONS DEPLOYED

Banking & Settlement, Business Assets, Customer Accounts, Customer Contracts, Expenses, Financial Accounting, Procurement, Projects, Supplier Accounts, Core HR, Absence, Advance, Learning, Compensation, Performance & Development, Time Tracking, UK Payroll

COLLABORATIVE SERVICES

Continuous Value Services

Full Platform: How A Leading Services and Payments Specialist Upgraded Their Overall End-User Experience

**THE CHALLENGE**

EQ had the challenge of a variety of systems that were not connected. They were spending a lot of time on manually pulling together data that was often contradictory depending on the source being used. The organisation's goal was to implement a system that would improve overall user experience for their employees while attaining organisational efficiencies through systems consolidation and better data management.

**WHY COLLABORATIVE**

EQ selected Collaborative for its people, deep Workday knowledge, and global capability. Collaborative was agile and pragmatic in approach and had strong cultural fit. Throughout the COVID pandemic, strong relationships and trust enabled both EQ and Collaborative to jointly deliver a successful deployment.

**BENEFITS & RESULTS**

- Transformed their entire operating model by removing complexity and unlocking the power of data across every part of their business
- Improved overall end-user experience for employees
- Moved from multiple disparate systems to a single source of truth for HCM, Finance and Payroll

"Workday has transformed our business. Two years ago everything was a complex manual data gathering exercise across many different systems (and spreadsheets), teams and regions. We invested those two years in our team, their Workday knowledge and expertise, as an integral part of our Global deployment which went live on time and on budget during the COVID Pandemic. This has made data analysis and gathering simpler and streamlined, enabling better business decisions. Collaborative were instrumental in helping us make this transformation alongside our talented team." – Robert Bloor, Chief Financial Controller & Dan Midgley, Senior Project Manager