



# Unmatched Support: How a Complex Global Technology Company Stays at the Forefront of Innovation with a System That is Built to Adapt



## ABOUT FACEBOOK

Facebook is one of the world's leading social media platforms empowering more than 3 billion people around the world to communicate, share ideas, offer support, and make a difference. Facebook is constantly iterating, solving problems and working together to connect people all over the world.

## INDUSTRY

Technology

## HQ

Menlo Park, CA

## CUSTOMER SINCE

2008

## DEPLOYMENT TIMEFRAME

<10 months

## WORKDAY SOLUTIONS DEPLOYED

Human Capital Management, Recruiting, Payroll, Mobile

## COLLABORATIVE SERVICES

Engagement Management, Integration, Data Conversion, Core HCM & Payroll Expertise, Application Managed Services



## THE CHALLENGE

Facebook is a dynamic organization built by software engineers that is constantly changing its algorithms and modifying its features to surpass users' expectations and gain a competitive advantage. The complexity of supporting an organization as active and decentralized as Facebook is a challenge even for the best support models. Facebook needed a partner that could deliver a streamlined global system and a unique perspective so Facebook could be prepared for growth and focus on innovation.



## WHY COLLABORATIVE

Collaborative, being one of the original Workday partners in 2007, brings extensive knowledge and experience implementing more Workday projects than any other partner in the ecosystem. Facebook chose Collaborative as its deployment partner due to Collaborative's expertise. Facebook has since become a long-standing customer of more than 11 years, thanks to Collaborative's commitment to excellence and customer service.



## BENEFITS & RESULTS

- Gained a full-time team of consultants dedicated to providing all levels of production support from configuration changes to small projects and enhancements
- Adapted a production support model that aligns with Facebook's constantly changing business requirements and market challenges
- Deployed a reliable and flexible platform that streamlines its HR operations and provides a scalable platform to prepare for growth in operations
- Enabled faster response to staffing needs and improved talent management
- Freed internal IT teams to focus on more strategic projects

#bettertogether