



Modernized Infrastructure: How a State and Local Government Moved from a Legacy ERP System to Workday



ABOUT THE CITY OF KENT

The City of Kent is a culturally vibrant and connected city that values sustainable growth, opportunity, and inclusion. As the 10th most diverse city in the nation, The City of Kent is committed to providing public service that is accessible to all its residents.

INDUSTRY

Government

HQ

Kent, Washington

CUSTOMER SINCE

2019

DEPLOYMENT TIMEFRAME

12 months

WORKDAY SOLUTIONS DEPLOYED

Human Capital Management, Talent Management, Payroll, Learning

COLLABORATIVE SERVICES

Core HCM & Payroll Expertise, Integrations, Reporting, CVS



THE CHALLENGE

The City of Kent’s aging technology across HR and finance was rigid, did not follow best practices, and was missing insight into key metrics. More so, the absence of a robust security model left employees handling pay needs differently, affecting the City's ability to pay employees correctly, accurately, and on time. The City of Kent needed to deploy a new business technology platform that could support HR, finance, IT, and enterprise timekeeping.



WHY COLLABORATIVE

After interviewing several deployment partners, the City of Kent decided to move forward with Collaborative Solutions due to its forward-thinking strategy and its open communication. The Collaborative team listened to the challenges that the City of Kent was facing and delivered solutions that could help the team operate smarter and optimize for the future. As the partnership grows, Collaborative continues to bring new ideas to the City of Kent and challenges the team to think differently in order to implement the best solutions.



BENEFITS & RESULTS

- Delivered a SaaS solution on time and within budget that leveraged industry best practices
- Moved from an on-prem to a cloud-based solution and completely automated the end-to-end employee life cycle
- Reduced HR paper processing by 100%
- Cut down payroll processing steps from 271 to 105 and continuing to decrease
- Allowed The City of Kent to pay with 100% accuracy for time received within the system
- Eliminated manual reporting process to vendors via 30 scheduled integrations
- Conducted 3 parallel pay cycles during End to End testing that resulted in the ability to pay accurately and timely
- Deployed an enterprise wide WD mobile app allowing access from anywhere and anytime

“Collaborative came to the table and talked to us, not at us. They were open, listened to our issues, and the team that they brought on-site to our initial meeting were able to speak to our issues and talk about what a future state would look like leveraging Collaborative and Workday.” -Annette Pape, Project Manager