



## ABOUT TRANSURBAN



- One of the world's largest toll-road operators with 18 roads in Australia and North America
- 8.6 million customers
- 1.7 million daily trips across Transurban roads
- Headquartered in Melbourne, 3,000 direct workforce, 4 global offices



## CHALLENGES

Founded in 1996 and a listed company in the Australian Securities Exchange (ASX), Transurban has core capabilities in network planning and forecasting, operations and customer management, project development and delivery, technology application and development and community engagement.

As Transurban approached its next global growth cycle, the business knew it needed to rapidly mature its data and process foundations. In particular, its core business processes across finance, procurement and HR were limited in supporting the company's future growth plans.

Systems were approaching end of life and dependent on manual processes, making the organization vulnerable to risk. It was challenging for people to get information in and out of the system. Transurban was looking for fast, nimble, continuously improving processes that would provide the flexibility, agility and scale required to support business execution.

## WHY WORKDAY

"We needed a solution that was aligned with our cloud-first strategy and Workday really met those requirements," explains Lisa Tobin, Group Executive of Technology. "Data integrity and security was critical. The ability to control and flex our use of data and processes into the future was another condition.

Through a robust selection process, we made sure Workday's financial product roadmap would support our needs over the short to medium term. That was really important for us. We consulted a number of organizations and performed site visits with a keen focus on Workday's finance credibility."

“What drew Transurban to Workday was that the solution is primarily out of the box with pre-configured business processes. That was a big win for us. It was an opportunity to stand back and look at our processes end-to-end and consider what leading business process looked like. As a result, we've been able to continuously develop and evolve our business processes in ways that were previously not possible.

—Sharmila Clancy, ERP Program Lead, Transurban

## BENEFITS

By selecting Workday, Transurban created an automated, enterprise-wide platform that brings its core finance, procurement, and HR processes into one, seamlessly integrated, self-serve system, delivering:

- Highly scalable, efficient processes to facilitate Transurban's growth agenda
- One source of the truth accessible in real-time by everyone in the business, anywhere in the world
- A dramatically improved user experience, enabling flexible working

## WORKDAY APPLICATIONS



Human Capital Management



Financial Management



Procurement



Recruitment



Time Tracking



Projects



Project Billing

## RESULTS

### **SINGLE VERSION OF THE TRUTH. BETTER BUSINESS DECISIONS.**

“The real benefit we’re seeing through implementing Workday is that we now have one version of the truth of our data. So, there’s one set of financial information. It’s live. Everyone can see it. And everyone has access to it, no matter where they are. That’s incredibly powerful for our organization – and particularly for me as CFO. It’s also so important that ownership of the data and the information now sits with the business units,” says CFO Adam Watson.

“We’ve got one data set, one set of principles, one set of processes. And for people who are working remotely, they have the capability to not only access that information live, but also to help prepare and analyze and make good, quick business decisions from that information. It sounds simple, but it’s incredibly powerful that people can access Workday from anywhere in the world at any time of day.”

“Workday enabled our data to be visible and integrated across the organization so our processes could be connected and have integrity across a growing and changing company.

—Lisa Tobin, Group Executive for Technology, Transurban

### **GREATER EFFICIENCY. BETTER USER EXPERIENCE.**

The Workday platform had integrated Transurban’s core business processes and enabled a seamless user experience from any device, driving efficiency across the business. As a result, in HR: “Workday has helped shift the work within our team and allowed us to reshaped roles towards higher value activities,” says Amanda Veldman, General Manager, People and Culture Services.

“Getting work done is a lot simpler and faster, creating additional capacity. It’s freed people up to focus on more important tasks, like workforce planning, capability, leadership, culture – all the things we know will drive us forward.”

Finance has also benefited, with month-end and year-end much becoming more efficient. “It’s been really powerful in terms of getting the day-to-day activities streamlined, efficient and into a self-service model rather than finance having to do all the work,” says Adam Watson.

The platform has also been popular with Transurban’s employees, making life simpler and allowing people to work the way they choose. “Central to our decision making, was finding a platform that improve the user experience. Our collaboration with Workday has delivered this in spades,” says Lisa Tobin.

“Workday is a fantastic system. What’s really important for us as a growing organization is that we’ve got a happy and motivated workforce. Making people’s lives easier is critical to that.

—Adam Watson, CFO, Transurban

### **CONTINUOUS IMPROVEMENT. STRONG ANALYTICS FOCUS.**

Transurban recognizes its Workday journey is only just beginning. “For us, it’s all about the continuous delivery journey. We’ve completed the big implementation, but that’s just the start. Now we’re looking at things like: What’s next on the Workday roadmap? How do we better get at implementing that ourselves?” says ERP Program Lead, Sharmila Clancy.

“Our focus is now on building that internal capability and our support model, refining our capability and skills, and continuing to engage through the Workday community to ensure we know what everyone else is doing and how we can partner with other Workday clients to deliver future successes for Transurban.”

CFO, Adam Watson is keen to beef up Transurban’s analytics capability as well. “For Finance, the next stage of Workday will be to bring onboard new planning and analysis tools. We believe that’s going to be another big value add to the organization, particularly as we continue to grow.”



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