

CASE STUDY

FLENDER DEPLOY GLOBAL HCM WITH WORKDAY AND KAINOS

Project requirements

Cut administrative ties
with parent company

Deploy integrated global
HCM system

Enhance reporting

Project results

22

countries live with
Workday HCM

6000

employees
supported

6

HCM integrations



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Hans-Wilhelm Schmoor — Head of HR at Flender GmbH

About Flender

Flender, a Siemens Company, is a leading global supplier of custom-made mechanical and electrical components worldwide. Based in Bocholt, Germany, Flender has over 6,000 employees in 30 office locations globally.

Establishing independence

In early 2017 Siemens announced it was spinning out its mechanical drives unit and in October, Flender GmbH, a Siemens company, was established. As part of the spin out, Flender wanted to separate its HR systems from Siemens, giving it more control and enabling it to standardise business processes, practice and policy throughout the organisation.

Hans-Wilhelm Schmoor, Head of HR at Flender GmbH, explains, "Following the decision to spin out Flender, we needed key systems like HR to be separate from Siemens. In Siemens there were specific business processes and a centralised approach to HR; we wanted to develop all of our own HR business processes and move to a regional model to support our global business. There were also over 60 subsystems involved in the HR process and we wanted to streamline that to make it more manageable."

Workday as a comprehensive and global HCM solution

It was important to Flender that its new HCM solution was fully comprehensive and that all the functionality it needed was contained within one system. "As a global company with operations in Europe, North America, China and Australasia, we wanted a HR solution that was widely used and accepted internationally. We needed a system that provided all the functionality, business processes and solutions we needed under one roof," says Hans-Wilhelm. "We also had a requirement for different HCM functions within different countries, and while we knew that we wouldn't be rolling out all features everywhere at the beginning, we needed the functionality to be available when we were ready."

"We reviewed several systems, but Workday was the clear choice," adds Hans-Wilhelm. "As part of our review we had several reference calls with other Workday customers, which were all very positive. So, following a comprehensive review we made the decision to go with Workday. Siemens already had a general framework in place with Workday, so once the decision was made, we were able to move quickly to begin work."

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Working with Kainos to deliver Workday

In early 2018 Flender purchased Workday HCM and began the process of selecting a deployment partner. To go live globally within their timeframes, Flender needed an experienced deployment partner that could provide local support throughout the project and share best practice on global Workday HCM deployments.

With help from Kainos, not only did Flender get local customer support to launch on time in over 20 countries, it also received best practice guidance to ensure its configuration delivered to meet business needs. Through detailed knowledge share, Kainos have also equipped the Flender team to take on confident ownership of Workday.

"Throughout the partner selection process, it was clear that Kainos provided honest answers to our questions, so we knew from an early stage that this was definitely a team we could trust. That trust was vitally important to us, and we were very impressed by the way the Kainos team delivered what they said they would," Hans-Wilhelm explains.

HCM expertise, knowledge sharing and personal touch

Flender's deployment project began in early 2018 and through strategic partnership with Kainos, it successfully launched Workday HCM across 22 of its global locations. Flender plan to complete the full HCM roll-out to all 30 of its global locations by mid-2020.

"Kainos has been completely involved in the project from the very beginning, providing guidance and best practice throughout," says Hans-Wilhelm. "When we initially signed with Workday the Kainos team came to our German office and met our HR team and began by helping us define our business processes; comprising both our current and future needs. Kainos' deep HCM knowledge and experience of working with similar size companies was key to the success of our project. The Kainos team really were vital in helping us plan our business processes for the new organisation."

While Kainos provided deep HCM expertise and knowledge sharing from previous Workday deployments, it was important to Flender that a true partner relationship was formed from the outset, to fuel the continued success of its HCM transformation.

"We knew that we needed a strong Workday partner," Hans-Wilhelm adds, "because we wanted to have the personal touch and a good relationship with the people carrying out our implementation. We also needed to be able to talk to the right people who could provide the expertise we needed. With Kainos we get world class local support in Germany, as well as a team with international experience to support our roll-out to other countries. For us, Kainos are the right partner to allow us to get that level of relationship and the right level of communication."

"With the HCM knowledge and experience of working with similar sized companies that the Kainos team have, they were vital in helping us plan our business processes for the new organisation."

Ease of use and powerful reporting

Before Workday, Flender had multiple disparate systems for HR which meant that management and employees could not easily access relevant data and information. Hans-Wilhelm explains, "Previously we had 60 subsystems involved in HR, meaning it was very time consuming to get information and to do accurate reporting. Now our HR function is totally transformed; we have Workday and a total of six additional integrated systems. This means that everything we need is now in Workday, and this makes it much easier for our HR team to do their jobs and access the information they need, when they need it."

"Having one HCM system makes everything easier. With Workday our managers now have a much better overview of everything and have all the information in one location, like merit plans, benefits, performance management, and employee payslips. For some of our regional HR team, all these activities were previously done in excel, so Workday is a great advantage and incredible time saver."

Kainos support beyond implementation

The solid partnership established with Kainos throughout the initial deployment phase continues as Flender now use Kainos Application Management Service (AMS) to support the business with any Workday issues or problems and to ensure continued success. "At every point throughout our Workday deployment, the Kainos team were prompt and detailed, providing suggestions, advice and best practice solutions to any questions or problems," Hans-Wilhelm details. "And that continues today; each month our steering committee made up of our HR team, Kainos and Workday meet to discuss everything directly and find solutions to any problems that we have."

"Working closely with Kainos, we decided not to go with a big bang deployment to all our locations. Instead we are working closely and longer-term with Kainos to integrate our payroll with Workday in specific countries and roll out in these countries when the integration is complete. The Kainos team has been invaluable in helping us work through some of these challenges."

Working with Kainos on its Workday project has been, and continues to be, a positive experience for Flender. "Kainos are doing a great job—the team have great Workday knowledge and we have been able to build strong relationships with the local team. While Kainos has an international team with lots of good experience, it has been key to our successful deployment that they have been able to provide great local support in Germany," concludes Hans-Wilhelm.

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Contact us to find out more about Kainos

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