

CASE STUDY

LOGICALIS REDEFINE HCM WITH
WORKDAY AND KAINOS IN 25 WEEKS

Project requirements

Update HCM function for German division

Transparency of business processes

Self-sufficient team of HCM system owners

Partner with deep Workday experience
in Germany/Europe

Project results

340
users supported
with Workday HCM

100%
of German locations
supported

25
week on-time and
on-budget go-live



"Kainos are a great partner, with strong consultants and a good approach to implementing and optimising Workday."

Alen Bosnjak, HRIS Manager, Logicalis

About Logicalis GmbH

Logicalis is an International IT Solutions and managed services provider that helps more than 10,000 customers around the world to successfully manage the digital change. More than 6,500 employees in 25 countries form a global network of IT experts supported by strategic partnerships with leading technology providers.

As Architects of Change™, Logicalis focuses on designing and implementing the digital transformation of its customers from security, cloud, infrastructure and data management to IoT. In Germany, Logicalis is represented with over 350 employees in Frankfurt, Berlin, Düsseldorf, Cologne, Munich and Stuttgart.

Lack of transparency impacts productivity

Having worked for many years using spreadsheets and HR Works for its main HR processes including recruiting and absence, Logicalis was struggling with a lack of transparency that was beginning to negatively impact the productivity of the HR team and the business.

Alen Bosnjak, HRIS Manager, Logicalis explains, "Internally we had little visibility of our business procedures and data. The majority of processes were undocumented, and a huge portion of the work was done manually on spreadsheets which was a lot of effort for the team. This also meant our employees couldn't self-serve to access basic information like their worker ID, so the HR team had to provide a lot of administrative support."

"Recruitment was one of our main problem areas because we didn't have a recruiting system, which meant that all new job applications were received via email. The team worked with spreadsheets to manage the recruitment process, causing delays in hiring, which also meant that reporting was difficult or non-existent. We had several people working in the recruitment team, and the lack of process was causing problems because we never knew who was working on what applications and when."

Workday leads in functionality and scope

Logicalis sought an HCM system that would enable them to implement standard HR processes across the business. Buying criteria also included a system that would facilitate self-service and allow HR teams to shift their focus from administrative tasks to other strategic programs.

Throughout the procurement process, Workday became a front runner due to its available HCM functionality and scope for future development. Alen explains, "When researching HR solutions, we considered three options including Workday and two other smaller systems. As a mid-sized company, we initially steered toward a smaller system as a best fit. Deeper research and scoping led us to move toward Workday. The smaller systems would have been a fit for now, but Workday would give us what we needed now and could scale in line with future requirements."

Partnering with Kainos to deploy Workday HCM

Logicalis bought Workday Core HCM, Absence, Compensation, Recruiting and Payroll integration in mid-2017 and began the deployment project at the end of the year. Logicalis needed a partner who could;

- launch Workday HCM on time and within budget,
- demonstrate experience and insight into German and EU specific requirements,
- provide local support throughout the implementation project and beyond.

Working closely with Kainos, Logicalis successfully launched Workday HCM in 25 weeks, with a system that met German and EU requirements. Their teams enjoyed the benefits of having local consultants supporting them throughout the implementation and post deployment phases.

Through our review we also realised that Workday would allow us to configure the business processes to suit our organisation, and the powerful reporting functionality was something that none of the other systems had. In addition to servicing our German business, we also wanted a system that could extend into the rest of Europe and across the globe.”

Local support, regional insights and strong partnership

Local support and an understanding of regulations and issues pertinent to the organisation’s size and structure were critical to project success. “As we’re based in Germany, it was important to us that we had German speaking consultants. In addition to a wealth of Workday HCM expertise, we also needed a partner that was familiar with German regulations, workers council and the specifics of mid-size companies in Germany. We selected Kainos because we were confident that, with the strong local team and their expertise in successfully delivering mid-size Workday deployments, they could deliver.”

Logicalis was impressed by Kainos’ project initiation approach, ensuring that a strong partner relationship was established from the beginning. “The fact that all the Kainos teams involved in our deployment project including HCM, Absence and Payroll were in Europe was very important—and that the key people came to Neu-Isenburg to introduce themselves made working together easy,” says Alen. “Because we were introduced to the key consultants from the beginning, we established an excellent relationship and built a solid foundation for a great partnership.”

“The Kainos consultants we worked with throughout the deployment were key, and I had a lot of trust in the Kainos team.”

Improved HCM processes and candidate communication

With Workday as its one source of truth for Core HCM, Recruiting and Absence, Logicalis is reaping the benefits of improved communication and increased efficiency.

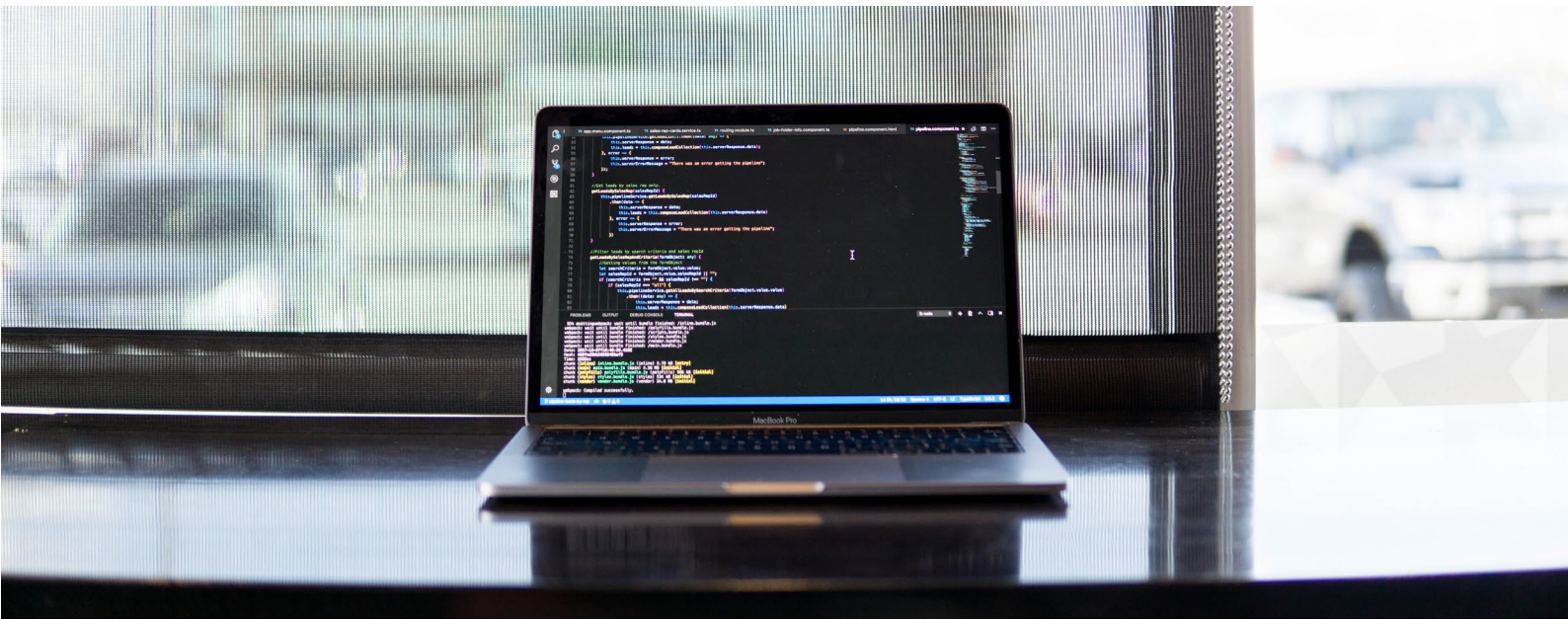
“From a recruitment perspective Workday has streamlined and significantly improved our processes. It has also significantly reduced the administrative workload of the HR team. For example, we have dramatically added value to our hiring process, the candidate home account offers potential recruits’ greater transparency of their status in the recruitment journey. The benefits here have been two-fold, as it’s also enhanced our reputation as an employer within the market, and we’re now receiving applications from the best talent there is. The deep reporting within Workday has also helped us to reduce the time it takes to fill open positions,” says Alen.

Business leaders are also seeing great value in Workday, says Alen, “As a business we are now able to make better and more data driven decisions. We have confidence that our data is up to date and accurate, and our HR and management team can quickly run accurate and detailed reports to aid the business.”

Business benefits of self-sufficiency and reporting

By partnering with Kainos, Logicalis has been able to take advantage of Workday’s end-user self-service, relieving the administrative burden for the HR team and enabling them to focus more on other important and strategic activities.

“The Kainos consultants we worked with throughout the deployment were key and I had a lot of trust in the Kainos team. With the knowledge sharing and guidance from Kainos from an administrative and change management perspective, we were able to build up an internal Workday help site for our employees, with how-to guides and videos, as well as information for managers. Now when employees have questions, I can direct them to this internal site where they can find the answers they need.”



Reliable, continuous Workday support and optimisation

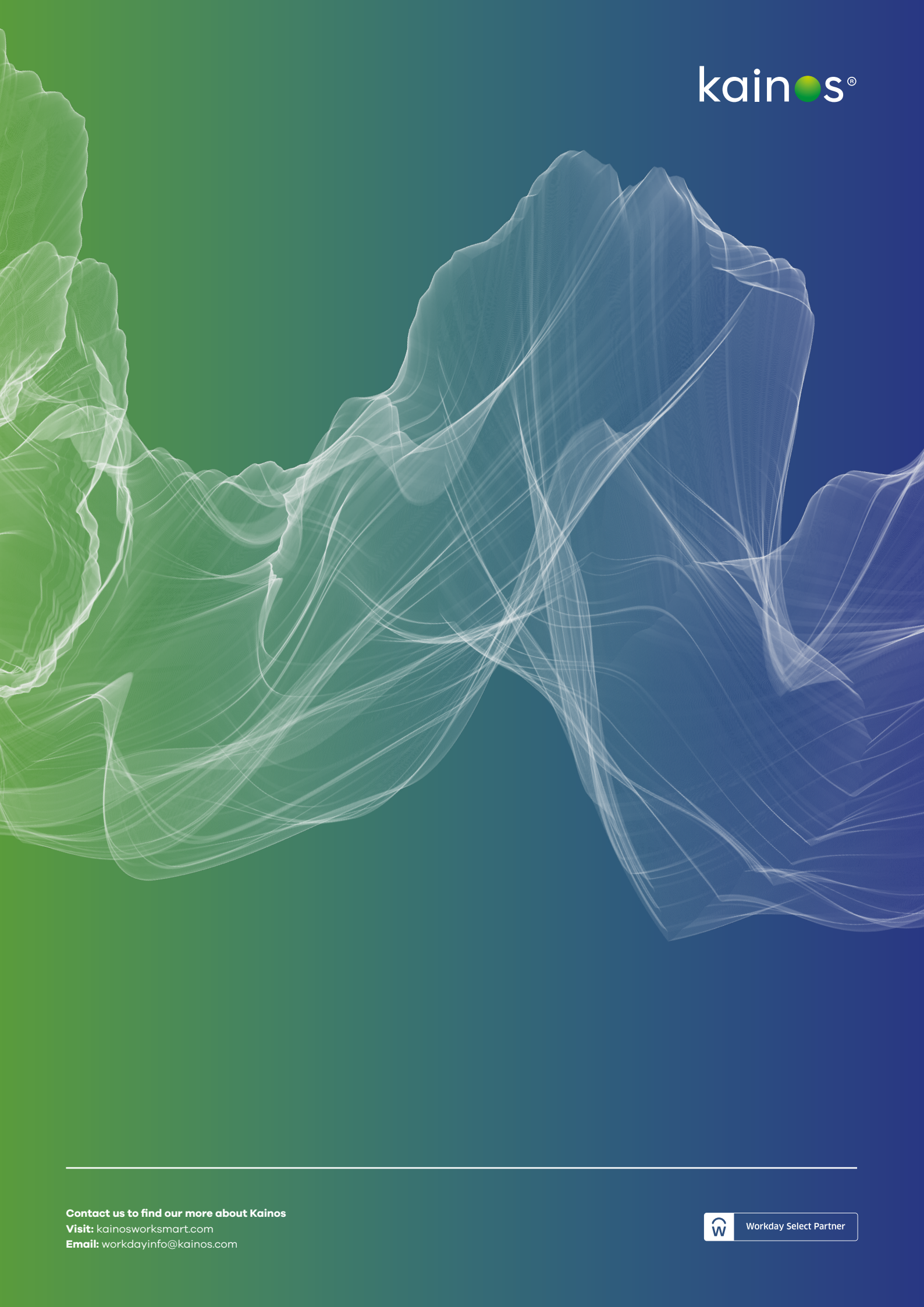
Leveraging Kainos' experience in Workday HCM, Logicalis now extend and maximise the value of Workday through roadmap planning and adding new modules alongside ongoing business process optimisation. Having successfully deployed Talent and Performance since initial go-live, Logicalis currently plan to work with Kainos to deploy Advanced Compensation in further phases.

Alen adds, "Kainos are a great partner with strong consultants and a highly customer-centric approach to implementing and optimising Workday. As we add new modules, Workday will continue to have a significant impact on the HR team and across the company."

Since going live with Workday in 2019, Logicalis continue to receive high quality and reliable Workday support from the Kainos Application Management Service (AMS) team.

"Working with the AMS team at Kainos is easy because of the trust between our teams," says Alen. "I have total confidence in the Kainos AMS team; I know that once I raise a ticket, Kainos will work to fix the problem or will work with me to scope out all the potential solutions. A great partnership is based on trust and working with Kainos throughout the Workday implementation we built up that trust. And now working with a wider team within Kainos, that trust has carried over and our relationship with Kainos continues to strengthen."





Contact us to find out more about Kainos

Visit: kainosworksmart.com

Email: workdayinfo@kainos.com

