

# A TEAM APPROACH TO CHANGE MANAGEMENT

## Get Ready for Change

Getting your company up-to-speed for organizational transition calls for a proactive and well-executed Change Management roadmap. Our experiences with Workday – as a partner and customer – reinforce the importance of structured change management throughout implementation. Collaborative Solutions has a proven record of success, the right tools, and the expertise to communicate project goals and meet key objectives. We work closely with key stakeholders to assess the readiness of your organization and implement a CM Plan tailored specifically to your people and your process.

## Think Change

Our consultants have years of experience with design and delivery of large-scale enterprise CM plans. We use a finely tuned methodology to create awareness, enthusiasm, understanding, and acceptance among the end-user community. We help you develop and distribute CM materials pre- and post-Workday implementation. We have the right tools to navigate the challenges of end-user resistance, and we work with you to ensure full engagement of the end-user community.

## A New Workday

This is not implementation as usual. We combine a technical and practical vision with a flexible, methodical approach. When paired with our comprehensive CM plan, Workday deployments are seamless and less disruptive, with managers and employees taking ownership from the start. Our CM team is actively involved in the project because we want you to achieve the most value from Workday's HCM, Payroll, and Financials solutions.

## Our TEAM Approach

### Think

Think change. Think people. Think process. Our CM strategy creates a unified and consistent approach to the project. We determine process flow, assess project bottlenecks, analyze impacts, and outline roles and responsibilities.

### Educate

We educate users on the who-what-why of your project. Using training sessions, toolkits, and clear communication, we build understanding and acceptance of new business processes, and foster buy-in of the end-user community.

### Adopt

We align business outcomes and vision with results achieved from implementation. We define a technological solution to support employees and business strategy, creating accountability and ownership.

### Maximize

We provide support and guidance during your organizational change to leverage Workday's best practices. We offer post go-live support, evaluation of end-user performance, and refresher training to increase employee proficiency and maximize the value of your investment.

Want to Know More? Call: 888.545.5387 or Email: [TGIWorkday@collaborativesolutions.com](mailto:TGIWorkday@collaborativesolutions.com)

## COLLABORATIVE CUSTOMER SPOTLIGHT: EQUINIX



Equinix provides global data center services across North America, Europe and Asia-Pacific. They chose Workday to streamline manual processes for HR, Compensation, Performance Management, and Stock Administration for its 2000+ employees. Leveraging our CM Approach, we performed a business process assessment and determined a need for automation, efficiency, and adoption of best practices. After business process redesign was complete, we worked with business process owners to ensure understanding of new roles and responsibilities. Throughout implementation, training materials and communications were developed and shared to prepare end-users for successful adoption of new Workday technology.

"If you're looking for a true partner for a Workday implementation, look no further than Collaborative Solutions. From the start of the engagement they were responsive and reliable. Their solutions-oriented insight into our processes showed their command of the Workday technology and its functionality. As a result of the initial project's success, we continue to work with Collaborative on the next phases of our deployment."

**Brian Lillie**  
Chief Information Officer, Equinix

### Why Change Management?

- » It reduces resistance and maximizes end user performance
- » It effectively communicates "who, what, why" and "what's in it for me"
- » It keeps employees engaged and aware
- » Our TEAM approach aligns with Workday methodology
- » Project success rates are higher with a CM plan

### Why Collaborative?

- » We've been there, done that – we have years of CM experience
- » We have an in-house CM practice
- » We have a proven track record of success
- » A Workday partner since 2007, we have experience with over 120 deployments
- » We have a 100% customer success rate

### About Collaborative Solutions

Collaborative Solutions is a go-to Workday consulting partner with an exceptional track record of customer success. Since 2007 we have executed over 120 successful Workday HCM, Payroll, and Financials deployments – priming over 70 – for global Fortune 500 companies, medium-sized businesses, and education and government institutions. We put the work in Workday.