

# Woodard & Curran

Improves Efficiency,  
Adds Capacity and Eliminates the  
HR Team's Administrative Burden  
with **Workday** and **OneSource Virtual**



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**- Rowena Holden,**  
Project Manager, HRIS Implementation,  
Woodard & Curran

Woodard & Curran is an 800 person, privately held, integrated engineering, science and operations company that serves a diverse clientele nationwide. The firm was founded in 1979 on a simple business concept: "Provide an enjoyable place to work with opportunity, integrity and commitment, and we will attract talented people." That concept has proven to be true.

The firm grew rapidly, in revenue, footprint and employees. However, its supporting technology just couldn't keep pace.

"By 2011, we had amassed a variety of different systems that operated as their own islands. This created a huge administrative burden," explained Rowena Holden, Project Manager, HRIS Implementation, for Woodard & Curran. "Our payroll system didn't integrate with our HR system or our financial management system. So, we weren't just doing double entry, but triple entry and quadruple entry."

Company leaders agreed that it was time for a change, and were committed to finding the most qualified solution. The firm created a task force with representatives from HR, finance, and IT, as well as the Executive Team to research available options. "Being thorough was important to us, because, frankly, we didn't know what was out there," Holden said. "Initially, we planned to look at eight vendors. But, when we saw how far technology had come and realized the capabilities available, we knew that the right solution wouldn't just house HR information, and integrate well with our other systems, but it would help facilitate aspects of our strategic plan in the areas of people talent and development."

The team expanded its search, diligently reviewing 18 different vendors over a 30-month period. "We wanted integration and capacity, but we also needed a system that was simple to use for our employees without a lot of training," Holden said. "We wanted talent management capabilities and integration with our finance system. We also needed great support during implementation and after."

After researching the options, the Woodard & Curran team chose Workday as its new HRIS, and One Source Virtual (OSV) for implementation, Premier Support, and payroll and tax processing services.

"Workday met all of our criteria, hands down," Holden said. "We knew that it would free our Payroll and HR staff to actually work with people again, instead of performing tasks and chasing down paper."

### **Orchestrating a Successful Implementation**

Of course, the firm would have to implement the system first. "We understood that we played a critical role in the success of this implementation," Holden said. "With the support of our executive sponsor, David Remick, the CFO, they put together a carefully selected project team with functional leads from IT, accounting, benefits, absence and HCM. This core group worked with the OSV project team and regularly reported progress to the HR director and CFO."

Although well organized, the implementation process was new to the group, so no one knew exactly what to expect. "When we sat down with OSV, we were pleasantly surprised," Holden said. "Their implementation lead met with us for three or four days, explained how the process worked and what they would need from us. She really set the tone for what was to come."

From January 2013 through June of that year, the team worked together to get everything ready for the initial go-live of payroll, benefits and basic employee self service. "Many, many times, OSV caught us when we were about to fall. They always let us know when we were about to make a decision that would negatively impact other modules, and they were determined not to let us go down the wrong path," Holden said. "That's a testament to OSV's customer ethos."

According to Holden, the OSV team was flexible enough to adapt Workday to Woodard & Curran's unique needs. "For example, our union staff pays dues and has a different vacation plan than our non-union employees. To compound the challenge, that vacation plan was scheduled to change in March of 2014," Holden explained. "Not only did OSV set us up for this year, but also set us up, prior to implementation, for the anticipated change in 2014. That was impressive."

The team even overcame what was seemingly an impossible obstacle: delays in getting the first-quarter history from the outgoing payroll processing provider. "It took about a month to get that information from them, and we thought that delay would put us behind,"

Holden said. "But, we actually went live with benefits and payroll two weeks early. That speaks to OSV's to get that information from them, and we thought that delay would put us behind," Holden said. "But, we actually went live with benefits and payroll two weeks early. That speaks to OSV's and our internal team's dedication. It was a two-team implementation and the way we worked together made all the difference."

### Living Up To High Expectations

The biggest test came with employee training. Would Workday prove as simple to use as Holden and the other team members hoped? "We started by asking our employees to go into Workday and review their benefits, just so they could get familiar with the system," Holden said. "Most started using the other system features right away. We gave them one task to explore and they were comfortable enough to use almost everything. That told us we made the right decision when we went with Workday. That proved it really was intuitive to use."

Although, at this writing, Woodard & Curran has been live with Workday and OSV for just a few months, the firm is already seeing productivity benefits. "We just had our fourth quarter open enrollment and, with Workday, our HR staff got everything done in 80 percent less time," Holden said. "That's huge."

It has also streamlined the company's performance review process. "We have a 360-feedback model, in which managers add employee comments back into the original review," Holden said. "Before Workday, we didn't have one place for all of these reviews to go. Our HR staff spent their time calculating how many



*Pictured: Tara Marquis, HCM Lead. Lauren Pasquali, Payroll Lead. Aaron Jordan, IT Lead. Rowena Holden, PM. Taylor Roy, Payroll Specialist.*

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With Workday, everything feeds into one place, so they're going to be able to spend their time looking at the reviews comprehensively and identifying patterns, providing leadership with training assessment needs, etc, instead of running around collecting paper."

While she's sold on the Workday system, Holden is equally impressed with the service she gets from OSV. "I am always impressed by good customer service because, let's be honest, in this day and age, great service is typically the exception, not the norm," Holden said. "OSV's support is fantastic. The people are knowledgeable and responsive. It really is a partnership."

To date, everything about this relationship has been a success, from the way Woodard & Curran's project team worked with OSV for a smooth implementation, to employee rollout, to the time savings Workday has already delivered – with more great things to come. "We are all very happy, from the CEO on down," Holden said.

### Woodard & Curran

- 800-person integrated engineering, science and operations company founded in 1979.
- Rapid growth left firm with multiple, disparate, outdated systems.
- Wanted to remove crippling administrative burden without adding headcount.
- Needed an integrated, scalable system that enhanced talent management efforts, provided great metrics and could aid in workforce planning - as well as support other HR and payroll needs.

### Benefits:

- Easy-to-use system embraced by employees quickly.
- Eliminates administrative burden on HR personnel, so they can spend their time working with employees, not performing paper-based tasks.
- Integrates with financial management system for seamless information exchange.
- OSV, working in lock-step with the Woodard & Curran team, ensured a smooth transition to the new system.
- Reduced time HR spent on open enrollment by 80 percent.
- Enabled HR staff to spend time on people rather than completing tasks or chasing paper.

### OneSource Services Used:

- Payroll Services
- Garnishment Processing
- Tax Services
- Workday Premier Support
- Workday Administration

### Workday Technology Solutions Used:

- Workday HCM
- Workday Benefit Network
- Workday Payroll
- Online Tax Portal

### About OneSource Virtual

OneSource Virtual is an exclusive Workday partner supporting enterprises with a game-changing convergence of technology and Cloud-Sourcing services that was once out of reach. OneSource Virtual is an established, strategic partner dedicated to delivering dynamic solutions to improve our customers' business through SaaS-based, future-proof technology and efficient processes. Growing and global companies along with business leaders partner with OneSource to best manage, analyze and grow their business' value.

For more information on how we can help your business, visit [www.onesourcevirtual.com](http://www.onesourcevirtual.com).

