



TOKIO MARINE KILN

VIDEO TRANSCRIPT

Transforming finance, human resources & procurement in just over 6 months with Workday

Nick Hutton-Penman, Deputy CEO, Tokio Marine Kiln:

Tokio Marine Kiln is a Lloyd's insurance operation, and we write about 2 billion pounds worth of premium income.

Integration throughout the enterprise

But it was clear as we went through it that having an integrated approach to the whole HR piece, procurement, accounts payable, and the general ledger would be a big win for the company and a key part of our target operating model.

A People and Culture fit with Workday

When we initially started the work, we were really focused on the human resources side, so the people and culture side, and Workday is an industry leader in that regard, and it was one of the primary softwares that we looked at.

Implementation in a little over 6 months

We had a pretty fast implementation. I would urge anybody who's implementing Workday to push hard.

Streamlined by Workday's launch methodology

We followed the Launch process, which is a standard Workday methodology for delivery. It really does give a very strong implementation focus, and it allows you to follow a well-trodden path that's well known by the SI partners and certainly very well known by Accenture Workday. And you get a lot of confidence because they know through that path exactly where you should be at any point in time.

HR reimaged

So, you know, Workday for us was a very significant step forward.

Data accessible and actionable with minimal manual processes

We no longer need the same level of staffing in our procurement and our accounts payable team than we historically have because we have integration and automation that has reduced the amount of manual effort that takes place.

Finance and procurement fully integrated and automated

We have clear data flows and integration, and we reduced the amount of effort it takes us as an organization to get information to people's fingertip, be it from the underwriting side, from the cost side, or from the human resource side.

ESG governance enhanced

And Workday and the procurement process that we have implemented allows us to much better understand our suppliers, their credentials, and how we interact with them, and the benefit that gives us from an ESG perspective.

All of Tokio Marine Kiln will run on Workday

We have subsequently rolled out the Workday human resources, procurement and accounts payable and general ledger to our office in Singapore and integrated that office into our London processes. And we are now working with Accenture to deliver Workday with those same modules to our U.S. offices around the U.S. At that point the whole of Tokio Marine Kiln will be on the Workday platform.



Collaborating with Accenture to unite global teams

For me dealing with the Accenture Workday Business Group gave a good combination of both a small boutique feel in terms of the importance they placed on the relationship between Accenture and TMK.

Confidence | Reliability | Collaboration

They gave us confidence that we knew that were we to say a date that we would hit that date. And that was vital. That partnership between our two organizations, and the continued partnership today between our two organizations has been really important in our success.

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