

University medical center is transformed with Workday

Workday Student and Supply Chain helped a large US university medical center gain oversight into its student population and urgent supplies



Call for change

Partnering for progress

To remain competitive for staff and better serve students, a large university medical center in the US wanted to bring as many everyday activities as possible on to one unified system. The medical center decided to team up with Accenture to completely overhaul its system with leading HR and finance cloud applications provider Workday, deploying Workday Human Capital Management (HCM), Payroll and Financials. The medical center then sought a modern platform for student administrative activities that was capable of supporting the ever-changing landscape of higher education. Some of the key features it required included a unified academic and student financial

platform with real-time data available to all stakeholders, the ability to accommodate multiple academic calendars, a mobile-friendly platform, and robust reporting capabilities. The medical center chose Workday Student.

With these new efficiencies and ways of working, and the fact that its current Enterprise Resource Planning (ERP) version support was about to expire, the medical center also decided to move its supply chain to Workday. When the COVID-19 pandemic struck, it was far enough along in the implementation and, bolstered by a successful HCM and Payroll go-live, made the bold decision to deploy Workday Supply Chain as scheduled in April 2020.

In an unprecedented scenario, Accenture and Workday worked to add new reports in real time to support the medical center's supply chain needs during the crisis, helping to keep it on the frontline of the COVID battle.

The medical center had the confidence to move forward with the transformation at a time of great pressure because of its trusted partnerships with Accenture and Workday.



When tech meets human ingenuity

Virtual design and deployment

Accenture hit the ground running with the Workday Student and Supply Chain deployments, having already reviewed many activities during the HCM, Payroll and Financials project. Since Workday had already been deployed in other parts of the business, the medical center had an instant Workday community of users to tap into for feedback. The deployment pivoted to a fully virtual operation during the pandemic, including training, testing and change management. It was a smooth transition, thanks to the already strong partnership between the teams. Accenture's change management team worked with the medical center's to create a flexible training program that evolved according to needs, attendance, and restrictions imposed by the pandemic.

Beginning with Workday Student, Accenture and the medical center designed a solution that had the potential to track students through their entire educational journey, with an initial focus on Workday academic foundation, admissions, and recruiting for the first go-live. Accenture had to be creative in its configuration of the Student system, given the solution had to work for several different schools' unique requirements. Each school, for instance, had a different grading system and different academic calendars, all of which had to be served by one Workday solution.



When tech meets human ingenuity

Next up was Workday Supply Chain. The medical center and Accenture helped document and design any changes that would need to be made—particularly on the inventory side—to the existing Workday offering. Workday's own developers established a close working relationship with the medical center. Working within the Workday ecosystem, Accenture helped define supplementary reports that would meet its needs—including urgent ones that emerged during the pandemic. For example, additional accounting units were configured to handle the ordering of Personal Protective Equipment (PPE), with the

approvals system and ordering structure amended to ensure it was as efficient as possible as demand spiked. As a result of ongoing pandemic pressures, Accenture did not put a freeze on Supply Chain configurations ahead of the go-live, as would be standard. Instead, Accenture supported updates, testing, and the addition of newly released Workday functionality right up to the go-live and beyond. The team even found a way to accomplish a "soft go-live", moving away from the legacy third-party supply system at close of business and over to Workday by the next morning.

The first supply restock orders passed successfully through Workday to the suppliers and transactions were flowing days before the official go-live. This allowed the team to deliver uninterrupted supply orders to stock rooms across the hospital. The entire go-live was deployed virtually using video conferencing and other tools to manage the workflow.



A valuable difference

Securing supplies in a crisis

Workday Student and Supply Chain were deployed on time, despite the ongoing pandemic, instantly streamlining the medical center's processes, engaging the campus community with a centralized, more efficient way of working and eliminating disparate applications.

With Workday Supply Chain, activities that once took weeks can now be completed in hours. Previously, patient overpayments would take several weeks to be reviewed, loaded in the system, and paid back. Now that manual processes have been eliminated, the process takes just 24 hours. Approvals for purchase orders are also streamlined, and with added cloud functionality, everything takes place virtually with no need for manual signatures for approvals. Increased automation and integration with

Workday HCM and Finance means teams have analytics at their fingertips and no longer need to manually retrieve, review and format data. Instead, anything that is entered into Workday can be automatically captured, viewed and processed.

With everything in one system, the medical center enjoys new supply chain operational efficiencies. Previously, it had no easy way to gain an overview of inventory. With Workday, it can instantly see where inventory is, where the demand is, and what is required for patient care—an advancement that proved essential during the pandemic. Weighing mechanisms in supply storage units alert Workday when supplies reach a specified level. New orders are then automatically placed, with full oversight thanks to a Workday integration with inventory system Par Excellence.

The system was adjusted during the pandemic so that urgent supplies such as PPE, ventilators, gowns, and gloves were ordered before supplies became too low. **The medical center saw real benefits in real-time, delivering reports to the Chief Supply Officer in the pandemic response command center who could then report on back-orders, supplies being shipped and current inventory levels.**

With Workday Student, the medical center's different schools leveraged both delivered and custom reports and dashboards to gain access to valuable institutional data. **When Workday Registration went live, for example, it took just ten minutes to create a report on the number of live registrations—something the medical center team had never had oversight of before.**



A valuable difference

Additionally, historical student records were loaded with 100% accuracy on the first try, due to Accenture's proprietary data conversion tool. The tool reduces the cost and effort of data conversion by 25%, internally and externally. The medical center is on track to implement Workday Prism, which will enable even greater analytical powers.

With the launch of Workday Student, the medical center now has a branded central location where prospective students can go to learn about school programs, request information, sign up for recruiting events and even apply to the institution.

Communications with students and parents are now far more engaging with streamlined onboarding processes and a mobile app that allows students to manage their records anywhere and from any type of device.

Every time Workday modules were added to the medical center's system, including New Student Onboarding, Student Records, Financial Aid and Student Finance, more and more efficiencies were realized, edging it towards one universal solution. In tandem, Workday is learning from the medical center and adding new functionality to its offering.



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