

Education transformation with Workday

Accenture and Macquarie University
futureproof HR





Call for change

Putting people first

Macquarie University is a top university in Australia and home to more than 44,000 students and 3,000 staff. Part of the university, Macquarie University Hospital combines the best of clinical practice with world-class research and new technology. This powerhouse of an institution has invested \$1bn+ in facilities and infrastructure and wants to further invest in its most

important asset—its people—by updating its human resources capabilities. Although its existing IT systems operated effectively, Macquarie University’s highly skilled HR professionals and people managers were spending too much time on form-filling and other manual work. Importantly, the HR department had no overarching human capital management system (HCM), but

rather a collection of siloed systems for payroll, recruitment, talent management and learning. This disconnect meant that to carry out a simple task, such as identifying how many people worked in a particular department, managers had to manually trawl through multiple systems and spreadsheets.



Call for change

Macquarie University was planning a five-year-long, comprehensive digital transformation — and it knew its people had to come first. It required a modern HCM to make the day-to-day HR operations more efficient and to synchronize data in one place. A connected system would help the HR team and people managers make data-driven talent management decisions while also providing Macquarie University's workforce with an intuitive and consistent user

experience. By beginning with an HCM deployment, Macquarie University could support its skilled HR team and help elevate their work from mere transactions to value-based dialogues with the wider business.

Macquarie University chose Workday because of its comprehensive array of HCM functions, intuitive design, easy maintenance and regular functionality upgrades. Like Macquarie University itself, Workday represented a

progressive way of building and innovating for the future. Accenture was the partner of choice, with its deep Workday expertise, its track record of delivering Workday in Higher Education, and its agile and collaborative way of working. The stakes were high — Macquarie University's Workday HCM deployment would also act as a pilot to build confidence and stakeholder buy-in for further digital transformations.

When tech meets human ingenuity

An agile action plan

Macquarie University and Accenture worked together to design the Workday solution, developing a common set of design principles and a standard employee experience across all legal entities and business user groups.

Shortly after the initial design phase, the global pandemic struck, sending the project into virtual planning and delivery mode. Fortunately, Accenture had already developed a close partnership with the Macquarie University team at all governance levels. In order to help ensure this tight collaboration continued, people were matched up to give everyone a point of contact.

Leveraging new virtual ways of working, Macquarie University and Accenture were able to extract and validate more than 250,000 lines of data across the employee population and Workday objects with 99.9% accuracy. Together they designed, built

and tested 29 integrations to connect everything from Macquarie University's on-premises payroll, middleware and finance enterprise resource planning solution to Workday. Using a "just in time" learning approach, whereby people are supplied with the information they need at the exact time they need it, Macquarie University and Accenture created 32 training videos, hosted in Workday Learning, and delivered 27 courses to help users get the most from new ways of working enabled by the Workday HCM deployment.

The go-live went smoothly, and Macquarie University's people were able to use Workday immediately. As an example, on launch day the Vice Chancellor used the Workday mobile app to set up his profile and view personal and organization data — all during his commute.

A valuable difference

Iterating for constant innovation

Macquarie University has embraced the transformation, taking advantage of the freedom, ease-of-use and new capabilities Workday offers. It has been able to retire three legacy applications related to recruitment, performance, learning and attendance. In their place, Macquarie University workers have a single, self-service Workday mobile app for easy access on the go.

Workday immediately brought greater insight to the HR team's

operations. Workers were quickly able to authorize processes, ending the possibility of approvals getting stuck in an individual's inbox. Moreover, an abundance of new information has led to opportunities that the team didn't have before, including automating reporting for self-service by HR, managers and finance end users.

It is also empowering Macquarie University's workforce beyond human resources. For example, managers no longer need to make requests to HR for basic people

data—they can hop on their mobile phones and find the information at their fingertips. The workforce is empowered to make staffing decisions based on real-time, secure data, without error-prone manual steps or administrative delays, allowing them to better recognize and maximize the value of their people.



A valuable difference

The university has increasingly taken advantage of more and more HCM functionality as Workday introduces new features. Together with Accenture they have successfully deployed phase two of the project including: Workday Adaptive Planning, Talent Optimization, Advance Compensation, and PRISM for deeper insights and analytics. Accenture's deployment of Adaptive Planning, in particular, has had a large impact. Macquarie University can now strategically

plan, budget and track its entire workforce using a common approach. Tasks that previously required multiple spreadsheets and significant manual workarounds are now all in one application.

"Higher Education as a sector is different, and you need to select a partner that wants to work and engage in an agile way," said CIO Tim Hume. "We selected a partner that lived up to its promise – Accenture was

there with us in the good and the bad. The result is that we landed this implementation where we hoped."

Together, Macquarie University, Accenture and Workday have stepped up to show what's possible. Armed with that proof, Macquarie University is looking to the future and planning even greater transformations ahead, as it seeks to continuously iterate, improve and deliver for its people.

We wanted a core team and true partnership at every level. That's what we had from day one through to the final day and every day in between. A genuine team, with no differentiation between us and Accenture.

NICOLE GOWER
VP, Professional Services
Macquarie University

