Cloud Software as a Service (SaaS) solutions offer limited to no ability to customise the product. Where there are unique requirements that cannot be fulfilled through the product's configuration, clients have adapted their operating model (processes, policies, roles) to meet the needs.

KPMG’s Powered Enterprise for Workday is our unique and proven approach to HCM transformation. KPMG’s Powered Enterprise fuses decades of our HCM functional experience, leading HCM practices and future HCM trends to develop pre-configured deliverables, most notably a pre-validated Target Operating Model (TOM) for HCM, roles, job catalogue, leading practice business processes with embedded controls, test scripts and scenarios. All these pre-configured assets are aligned to Workday, providing you with 80% of the model answer allowing the program to focus on the remaining 20% that is unique to your business and what will make you competitive in the market.

Success in this program cannot just focus on the Workday technology and End-User Training, it requires a broader Change Management capability in order to embed new ways of working and there needs to be a focus on the Service Delivery Model optimised to drive benefits from the Business Case. Even on a “minimum viable scope” for Workday, the implementation requires a focus on people, process, data, integration, and culture in order to deliver on the business outcomes and employee experience.

We know that even the best technical solution is only successful with appropriate engagement, prototyping, testing, and training. We will apply our tried and tested methodologies to secure buy-in to the case for change, deliver against end-user requirements in the Solution Design, promote ease-of-mind during implementation and generate user uptake of the end solution, enhancing the user experience.

Managing the people and change impacts will be critical to success and will need to be a significant focus for the project. At KPMG, we understand that change is personal; individuals experience change to different extents and process change at different speeds. The impacts and changes to the ways of working will be experienced very differently across HR and employees and people managers across [Client]. Leveraging KPMG’s ‘Powered Change and Deployment’ methodology, which is embedded within our KPMG Powered Enterprise, we address the personal needs and look at a holistic solution to manage business change, drive business readiness and maximise change adoption to deliver against required business outcomes. Although only training is assumed to be in scope at this stage, we are keen to leverage our assets, described in the value-adds. At the heart of our approach, Change and Training must work together, and we will ensure that KPMG Training and [Client] change work shoulder-to-shoulder as one team.