

Workday Integration

ProHance integrates with Workday to allow the organization to have a unified platform in terms of human capital management and financial management applications.

OVERVIEW

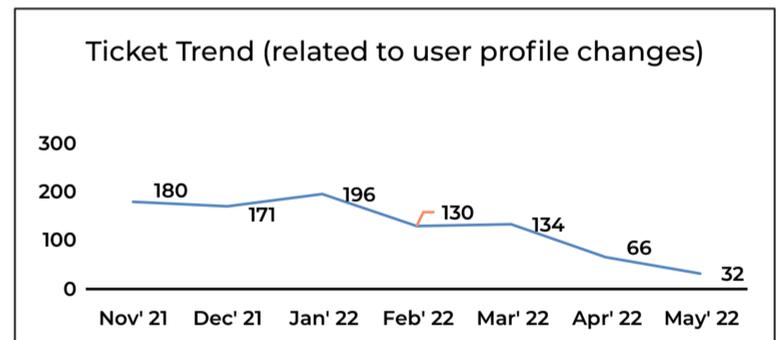
ProHance: It is an Operations Management Platform compatible with multiple operating systems. It enables organizations to drive efficiency while optimizing employee utilization with deep insights on employee and team performance.

Workday: It is the cloud-based software package designed and developed to manage enterprise resource planning, human capital management, and financial management applications.

Integration: This enables the organization to have a united platform which enables leveraging the data captured at ProHance for driving efficiency, payroll along with financial management and resource planning.

CHALLENGES

- There was no platform for payroll processing in Workday. They would take data for ProHance and then process it separately.
- The no. of tickets related to user group changes and changes in user details accounted to an average of 180 tickets: close to 22% of the total.



TECHNOLOGY USED

- There are two kinds of integrations involved here- **Inbound & Outbound:** where time blocks are moved from ProHance to Workday & User details/hierarchy is an input for ProHance from Workday.
- Inbound: Workday is connecting with ProHance API to fetch time data via SOAP UI or Postman. Output file format: JSON Data points picked up: 1st Login, Last logout, Total logged hours.
- Outbound: User Demography data file is shared by Workday Team via **SFTP file access**, which is run in ProHance's HRMS adaptor Data Points: Basic user details, activation and deactivation input.

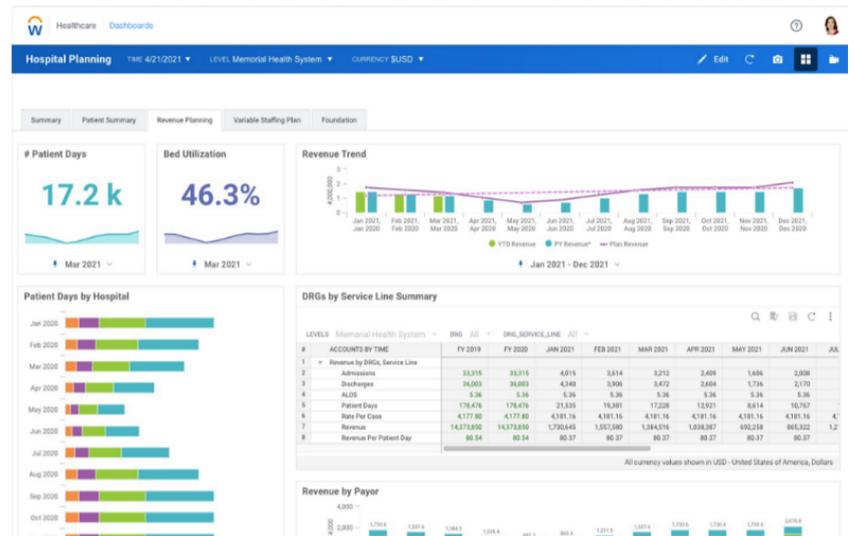


LEARNINGS FROM THE PROJECT

- Implementation Team to be involved from Day1.
- Create a test environment to test the logic of user Demography data file- how data will look once implemented.
- Discuss hierarchy with the client.

Potential Benefits of Workday and ProHance Integration:

- Minimize Unaccounted Absenteeism
- Overtime Cost Reduction
- Schedule Adherence
- Leave Management



What the client has Achieved form the Integration and how ProHance Helped

ProHance team worked closely with the client and Workday Team in driving this initiative over a span of 1 month wherein,

- This integration has helped with providing a **unified platform** for reporting data back to Workday and the organization to have a unified platform for payroll processing and resource planning, better financing and workforce management.
- The **support tickets** related to user mapping/addition/changes have reduced to 4% of the total average of the tickets**
- **Customized adaptor** was built to create data logic for the file being shared by Workday to allow data access by Managers and Team Leads.
- **Regular connects** with Business leaders and Key Delivery managers during the entire process to ensure smooth shift from ERP to Workday.
- **Better communication and Easy Data accessibility:** With data input from ProHance, it empowers streamlined data flow & data sharing between different functions and hierarchies.

**Calculation Range: November '21- May '22. Average Tickets: 796 per month

The screenshot shows the 'Enter Time' interface for the week of 16-22 May 2022. The grid displays time entries for each day, including 'Excess Hours Work' and 'IND Full Day' with 'Approved' status. A summary on the right shows a total of 53,583,334 hours.

Day	Mon, 16/05	Tue, 17/05	Wed, 18/05	Thu, 19/05	Fri, 20/05	Sat, 21/05	Sun, 22/05
Excess Hours Work	2.41	2.05	10.6	10.4	10.11	0	0
IND Full Day	11.41	11.05	1.6	1.4	1.11	0	0

ProHance

ProHance is a comprehensive cloud-based enterprise workforce analytics solution that optimizes workforce performance and processes. ProHance's robust, intelligent analytics engine combined with its process automation capabilities drives measurable business outcomes, improves decision-making, enables continuous improvement and boost employee engagement. ProHance is used by leading Shared Services, BPO, KPO, and IT Services organizations across the globe.

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