



eBook

Five Technology Myths That Hold Government Entities Back

Introduction.

A digital transformation to a cloud-based enterprise resource planning (ERP) system is a big step forward for any organisation. For small and medium-sized cities, counties, and special districts, it can be game-changing. Increased operational efficiency and transparency, improved employee engagement and retention, and maximising services provided to citizens are just some of the benefits governments have experienced.

However, there are many common misconceptions about cloud-based technology and ERPs for local governments. We look at five myths that prevent public organisations from adopting new technology and driving toward modernisation—and the realities of what is holding them back.



Myth 1.

ERP systems are only for large governments and private sector organisations.

Reality.

Among the 11,000+ Workday customers, 75% have fewer than 3,500 employees.

We've learned a lot about the challenges faced by many small and midsize organisations by working with them. Workday has been named a Leader in the Gartner® Magic Quadrant™ for Cloud ERP which aligns to the Australian Federal Government's position of delivering for citizens.

And while many large organisations have chosen Workday, here are a few of our small to medium-sized global government customers:

- Crown Commercial Service, UK
- Ministry of Health, New Zealand
- New Zealand Transport Agency
- Food Standards Agency, UK

Our proven track record continues down to smaller government Workday customers with fewer than 1,000 employees:

- Western Sydney Airport, Australia
- National Archives, UK
- Future Fund, Australia
- National Gallery, UK



Workday has given us a single source of truth for our finance records and HR systems. We now use that to create executive management team dashboards where we can really see the current size and shape of the organisation.

UK Research and Innovation

Myth 2.

ERP systems are too expensive.

Reality.

An investment in a cloud-based ERP system is an investment in your future.

“Doing more with less” is a well-known public sector mantra. Finance and human resource departments work hard to balance limited resources with everyday demands of a well-run government. However, with inefficient paper-based or manual processes and siloed data, smaller governments lack the ability to plan, analyse, and act quickly in a rapidly changing environment—putting the future of their strategic goals and funding at risk.

For example, the Crown Commercial Service (CCS) was grappling with outdated, inefficient, and disparate finance and HR systems, which led to significant operational challenges. Their finance and HR teams were spending up to three days a month manually reconciling data, a laborious process that also complicated the agreement of final figures, establishment of headcount, and budget setting. Furthermore, the reliance on paper forms for expense claims and absence reports added to their inefficiencies. A move to a unified, cloud-based solution was essential to modernise operations, enhance security, and streamline critical HR and finance functions.

Using ERP technology to simplify processes can provide the automation and visible insights that often limit human and financial resources. Workday is built to support growth and change, giving you long-term value from your investment and delivering on services—today, tomorrow, and into the future.



CCS has improved the quality of decision-making by having a single source of truth for managers and the leadership team. Finance and HR specialists no longer spend time reconciling data – they can discuss and resolve issues within the system.

Crown Commercial Services (UK)



Myth 3.

ERP functionality is too complicated and more than the organisation needs.

Reality.

While they may seem less complex individually, best-of-breed solutions for workforce and financial management are much more complicated—and often more expensive—to maintain than having HR and finance on a unified platform.

Without one trusted source of data for reporting, these solutions also present risk from a security and compliance standpoint. Workday is a unified system with more than 700 preconfigured processes based on customers' best practices—helping to keep things simple and eliminate the need for a complex array of apps.

Workday also reduces complexity with streamlined processes, automation, and integration and extensibility tools, all on one platform. Data management, analytics, and reporting are all simplified, and organisations gain an accurate and complete picture of operations in real time—inclusive of finance, grants, workforce, and program data—from day one. Additionally, Workday scales as your needs change based on priorities. Workday is what you need now and into the future to help you adapt to the changing funding environment and meet citizens' expectations.



Workday has allowed us to think differently and change our old-world utilisation model.

Head of Finance,
Public Trust (New Zealand)



Myth 4.

ERP systems require expensive upgrades that cause massive disruption.

Reality.

Existing system updates and fixes can quickly eat away at anticipated ROI.

Some even come with sunset dates that require efforts to migrate integrations and customisations, which adds to the price. But a continuous delivery model such as Workday allows customers to adopt new innovation at their own pace without delays, disruptions, and costly measures.

For example, instead of spending \$6 million to upgrade its existing ERP system, Clark County, Washington, turned to Workday to meet its financial and human capital management needs. The flexibility and features of Workday solutions helped the county complete payroll 60% faster, cut unapproved spend by 15%, and save \$1.6 million annually.

All Workday customers are on the same version of our cloud-based software. Updates are released twice a year without negative impact on business applications or disruption to operations. So instead of being burdened with outdated systems or broken integrations, IT can devote more time to building new capabilities. Workday customers report having more than 320% more time for strategic work, a 75% cut in integration time, and an 80% reduction in apps used in manual processes.



Workday's deployment methodology "means you can own and deploy faster in government. This is the most effective, cheapest way to do program delivery..."

CFO
UK Research and Innovation



Myth 5.

ERP implementations are complex and require more resources than the organisation has.

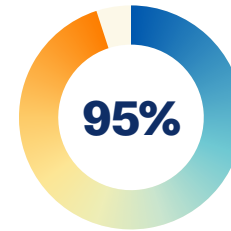
Reality.

For governments dedicated to “doing more with less,” cloud technology is the key to freeing IT and other resources across the organisation from manual, repetitive tasks that take time away from more strategic functions.

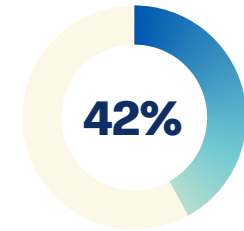
AI and machine learning (ML) are built into the core of Workday. Combining these technologies with self-service provides teams across the organisation with more time to focus on higher-value tasks such as data analysis, risk mitigation, and public transparency.

The flexible Workday suite enables quick and simple deployment for faster time to value—perfect for smaller organisations with resource constraints. Workday helps organisations realize cost savings, process simplification, and improved organisational agility within just 1 year of deployment.

Workday offers low-risk, fixed-fee Workday Launch and Workday Launch Express packages that ensure on-time, on-budget implementation:



of customers go live within 4 to 6 months



faster time to value realised by customers

With a preconfigured approach based on our successful past deployments, Workday Launch and Workday Launch Express get customers up and running in a predictable timeline with limited risk. Once live on our core system, your Workday journey can continue with flexible expansion to fit your organisation's unique and changing needs.

With Workday, governments entities also gain a trusted partner for support. The Workday Community portal provides a collaboration platform for customers, partners, and Workday experts to source best practices from each other. You become a member of a robust community of peers and resources dedicated to your continuous, long-term growth.

To learn more about how Workday addresses the needs of the Australian Federal Government, visit: workday.com/aps