

## Empowering Teams with Data at Their Fingertips

Bangchak puts people in control with mobile data access and independent report generation that elevates HR to a strategic role

### Challenges

Like many Thai businesses, Bangchak had been using paper documents, Microsoft Excel spreadsheets, and configured IT systems from disparate vendors to manage its employee records. The chain of execution was long and complex, so even simple requests took days to complete. When executives requested a dynamic report on headcount, for example, HR teams had to ask IT, who then approached that system's vendor to create the report. Overlapping systems with conflicting interfaces resulted in frequent bugs that were difficult to trace and fix.

Bangchak's CEO wanted HR to be more strategic and set the example for digital transformation. He advocated a standardized system that would allow employees to better connect and work from anywhere.

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Everything in the old system was difficult to do. Generating reports took a lot of time and money, the employee experience wasn't smooth, and everyone was heavily dependent on the HR team.

**Apiradee Pravinvongvuth**  
Senior HR Specialist

### Why Workday

#### Cloud-Based System Enables Remote Work

Bangchak chose Workday Human Capital Management because it's 100 percent in the cloud, with automatic updates twice a year. Employees can directly access data and HR can create reports independently, reducing their reliance on IT and outside vendors. Apiradee Pravinvongvuth, senior HR specialist, says, "I like Workday because of the look and feel of the system. It's very easy to use and understand."

Company leaders connected with existing Workday customers in Thailand, who readily shared their success stories using the system. They have since created a community of Workday users in the country who often connect to share best practices. HR also values Workday's 24-hour support model.



### Overview

- Thai energy company with 1,200 employees, including refinery staff
- Core business is petroleum refining to supply service stations nationwide
- Socio-environmental responsibility and innovation are central to the business vision, with recent expansions including green power and startup incubators

### Benefits

Implementing Workday Human Capital Management and Workday Recruiting has improved day-to-day operations and long-term planning for executives, HR teams, and employees. With the ability to access their own data and that of colleagues and the business, employees communicate more and can independently complete job-related and personnel tasks.

- Seamless employee experience
- A user-friendly console
- Flexibility to access data
- Minimal cost and complexity

### Workday Applications

- Human Capital Management
- Recruiting

## Results

### Making Data-Driven Decisions

With Workday, employees at all levels at Bangchak can readily access data on the organization and their colleagues from anywhere.

Furthermore, Bangchak has reduced complexity and cost by streamlining its IT vendors. Having one standardized human capital management system from Workday has eliminated the errors that plagued the organization and wasted valuable time. Executives benefit from having real-time updates at their fingertips to make data-driven decisions about headcount, succession planning, and compensation. Results include:

- Achieved 95 percent mobile adoption rate and 100 percent PC adoption rate with Workday
- Strengthened communication and accelerated self-driven career advancement
- Cut the time required to make major changes in the system from five days to two

### Achieving a Remote Work Culture

The ability to review employment information on the go has given Bangchak's employees' greater flexibility, which has become critical during the COVID-19 crisis. Refinery workers used to have to come into the office and wait in line for shared computers to check their pay slips and complete leave paperwork. Now, they can securely access and submit forms from their mobile phones. Likewise, managers can message their teams on their mobile devices to provide real-time updates.

With Workday on the cloud, employees have the necessary tools to work 100 percent from home. Bangchak fully closed its offices during the COVID-19 pandemic, and during that period HR did not receive any phone calls or reports of issues using the system. "Having access to HR information on Workday has become invaluable during these challenging times," says Pannasarn Suthitivanich, senior HR specialist.

### Digitizing the Recruiting Process

Workday Recruiting allows Bangchak employees to view and apply directly for open internal positions, taking control of their careers rather than calling on HR for help.

Pravinvongvuth and the HR team are now working on designing dashboards for executives and ways for employees to "have more fun in the system" with onboarding and mentoring tools. She says, "With Workday promoting transformation within HR, the team is now more strategic and independent."

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It gives us a sense of security that we can always reach out to Workday. We no longer have to wait for different vendors to make time to come and look at our systems.

**Pannasarn Suthitivanich**  
Senior HR Specialist

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Our CEO had the vision that HR needed to change to inspire our people to be ready for digital transformation. By using a cloud-based HR system like Workday, we are in a good position to adapt to continual changes and events such as the COVID-19 crisis.

**Noppachai Nutsati**  
VP of HR Management



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