

## Driving Performance by Creating Happier Humans

RXP Group successfully deployed Workday during COVID-19 to automate its end-to-end talent and performance management processes, transforming the user experience, driving efficiencies, improving reporting and visibility, and uplifting career development.

### Challenges

After a decade of rapid, acquisitive growth, RXP Group's employee experience was very disjointed. Multiple, disconnected systems meant people had to open different applications for different tasks, with data constantly being rekeyed. RXP's processes were clunky and outdated, unsuitable for its complex digital transformation projects. Executives were concerned that systems weren't capturing the right data to support sophisticated financial management and planning. On project services automation, RXP's rudimentary finance system was not tightly integrated to its project tracking and time sheeting systems, making it very difficult to track and manage projects. Finally, and most importantly, RXP lacked the systems to support career development, which had been flagged as an issue in exit interviews.

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Workday is delivering enhanced performance and career management for RXP people, including career coaching and organization-wide feedback and recognition.

**Ross Fielding**  
Chief Executive Officer

### Why Workday

#### Strong Product Capability and a Clear Innovative Roadmap

According to Jared Hill, Group Executive - Digital Services and Delivery, Workday stood out from the pack from a holistic end-to-end experience view. Built as a single system with a single source for data, single security model and single user experience, Workday supported career development with competency management and real-time feedback.

RXP Group was also impressed by Workday's innovation roadmap, "We had faith that, in a 3-5 year horizon, Workday would give us more of what we wanted than any other vendor," says Jared.



## rxp group

### Overview

- End-to-end digital services consulting group
- 600+ people in Melbourne, Sydney, Hobart, and Canberra

### Benefits

RXP Group has used Workday to create a digital foundation that delivers a contemporary, unified employee experience, and operational excellence. It's also an important contributor to 'Making Happier Humans' – RXP's brand promise to businesses wanting to deliver meaningful customer experiences. Key benefits include:

- Integrated project automation and reduced manual handling
- Cohesive, modern employee experience
- Performance management tools and career coaching
- Project profitability planning, tracking, and reconciliation

### Workday Applications

- Human Capital Management
- Financial Management
- Professional Services Automation
- Time Tracking
- Procurement
- Learning

## Unified, Modern Employee Experience

Workday has created a cohesive employee experience that supports RXP Group's diverse workforce. People value having digital onboarding, timesheets, leave and absences unified in one place, with co-located policies, all accessible on their device of choice.

"Giving our people a better experience, which makes their work easier and ensures admin takes as little time as possible, demonstrates our commitment to our 'Making Happier Humans' philosophy," explains Jared. "Our team knows we're investing significant money and effort into building the best employee experience we can."

## Faster Finance Reporting and Performance Visibility

Workday has integrated, best practice finance, human capital and project services automation, reducing manual handling and removing data disputes. This leads to more accurate profitability reporting and faster time to bill projects and cash conversion.

According to RXP Group Financial Controller, Chris Norris, "Having a single source of live data has been a real game changer for us." RXP Group has significantly reduced its billing cycle by as much as 50%, and has shortened its month end close process including management reporting.

"We have seen the obvious efficiencies in not having to perform mundane data transfer tasks, or numerous checks and balances to ensure data accuracy. The most pleasing aspect has been our people have spent the time saved focusing on the many business processes that feed into the finance systems," says Chris. "With Workday we are able to provide an environment for our people to do something meaningful with their time that both adds value to the business and builds their own capabilities."

## Dramatic Uplift in Career Development Capabilities

Workday provides RXP Group with a comprehensive picture of individual skills and career interests and the ability to conduct continuous performance reviews. This enables the ability to provide a more structured professional development and new career pathways for their employees.

"We're looking forward to standardized career paths, the ability to measure professional development and behaviours, rating people year on year and benchmarking them against their peers. We've never had the ability to standardize or report on that before. It's a significant benefit of Workday's true HCM system – an order of magnitude improvement of what we could do before," says Jared.

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Career coaching and talent development is critical in retaining in-demand technical skills. Workday now provides RXP a comprehensive platform to plan, monitor and coach all our staff, and provide visibility of ongoing feedback and progress.

**Jared Hill**  
Group Executive - Digital Services and Delivery

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With the integrated project automation to our finance functions, our finance teams now have the ability to generate invoices faster, which means we also get to receive cash faster. This has been a massive benefit to the organization.

**Jared Hill**  
Group Executive - Digital Services and Delivery



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