

ABOUT SCMP



South China Morning Post

- 1,000 employees across offices in China, Singapore and the United States
- Headquartered in Hong Kong, China



CHALLENGES

South China Morning Post (SCMP) is a leading global news company that has reported on China and Asia for more than a century. Founded in 1903, SCMP is headquartered in Hong Kong, where it is the city's newspaper of record, with a growing correspondent staff across Asia and the United States.

Prior to Workday, SCMP had been relying on outdated legacy systems for Human Resource (HR) functions that compromised the user experience for all employees.

Whenever employees had to update their personal information or apply for leave, hard copy forms were the only means. That meant additional time required for form-filling, which would then have to be entered manually into respective systems manually by the HR team. For employees based overseas, this was even more complicated. HR processes were time-consuming, slow and inefficient for everyone.

Managers also had to rely on the HR team to provide them with records on employee data like salary, years of service, or career history, so they could complete the annual performance reviews.

WHY WORKDAY

ANSWERING SCMP'S NEEDS WITH A SINGLE SYSTEM

The previous system was 14 years old. It had been running on a defunct database and programming language and had issues with browser compatibility. It also couldn't keep up with SCMP's changing business needs. They reached a point where it was very difficult for their legacy system to support the business.

With these challenges in mind, SCMP sought a system that covered most HR functions in a single system and minimized the need for add-on modules from other vendors. They also wanted something forward-looking that would enable them to continue to enhance the user experience.

“ We chose Workday because it provides our employees with a consistent user interface across all modules and allows HR to seamlessly consolidate all staff data into one single source of truth.

—Mildred AuYeung, SVP, People

BENEFITS

With the new system, employees no longer need to fill in hard copy forms and wait days or weeks for the HR team to manage their requests before they see a change. For the HR team, it has greatly reduced the administrative workload and saved on costs previously spent on HR tools and modifications to the system. This has given them more time to focus on strategic tasks and initiatives that support the business.

Other benefits include:

- Workflows can be configured to specific needs
- Data-based reports improve decision making
- User-friendly interface for enhanced user experience
- Manage team absences easily

WORKDAY APPLICATIONS



Human Capital Management



Performance



Absence

RESULTS

SCMP adopted a “big bang” approach and launched Workday across the entire company in only five months.

In addition to training sessions by Workday consultants, employees also got their queries answered by the in-house launch team over several “help desk” sessions that were held.

EMPLOYEES ARE EMPOWERED

Applying for leave or making changes to their personal information can now be completed within minutes, and managers are no longer reliant on the HR team for access to employee data or data-based reports to make informed decisions.

They can also create their own management reports to discover new insights to improve their team performance.

With the HR team freed from manual processes, they are able to support more strategic needs, such as developing talent and training employees.

“ Workday is now our single platform for HR functions across all our offices. The enhanced user experience has been warmly welcomed.

—Mildred AuYeung, SVP, People

MANAGE PEOPLE AND DATA FROM EVERYWHERE

With data available in the cloud, employees can access the system whenever they need to, from wherever they are, via their mobile devices.

Furthermore, with a single platform to unify employees across the various offices, managers are able to better manage team absences.

“ Our journalists are always out and about covering events across the world. The Workday tools, available anywhere and any time, really help with people management. We can also get instant feedback in real-time, so it’s really very helpful.

—Mildred AuYeung, SVP, People

LOOKING FORWARD

SCMP began its digital transformation more than two years ago. According to culture surveys, “employee experience” is among the top areas where employees would like enhancements to focus on, and the company is always looking for ways to continuously improve engagement.

It is also leveraging the Workday Community for information. The Workday Community is a space where users share useful solutions to issues and best practices from other customers.

SCMP has already gained some ideas on how to further enhance the system for its employees.

“ Workday’s mobile access and its user-friendly interface has helped us improve the efficiency of our processes and the productivity of our employees.

—Mildred AuYeung, SVP, People



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