Workday and Symantec
Value Comes from the Cloud

As a legendary provider of security, storage, and systems management solutions—and the home of the iconic Norton security brand—Symantec has long placed an emphasis on effective, innovative technology.

When Symantec started looking into updating its IT infrastructure, company leadership declared a "Cloud First" IT strategy, which requires the company's IT organization to look first to Software-as-a-Service (SaaS) offerings when they are evaluating new products and services. And that's what led the company to Workday, with its modern approach to enterprise software built from the ground up for the cloud.

"We've found that with a cloud solution, we typically will lower our total cost of ownership, increase agility for the business, and free up our resources internally to focus on the strategic use of IT to solve additional business problems," according to David Thompson, group president and CIO at Symantec, who led the Cloud First strategy.

As a global software company with more than 20,000 employees in more than 50 countries, Symantec faces an increasingly complex and fast-paced business landscape. This environment requires Thompson to find ways to make the business more agile with technology. "Cloud First has allowed us to enable our business better than we ever have before," he says. Symantec's previous strategy of on-premise solutions required significant up-front investment, a major allocation of resources, ongoing maintenance, challenges in keeping the technology current, and "a lot of headaches" for IT and Symantec's employees and managers.

The move to the cloud has been positive. "Now we can focus on what the business is truly trying to solve as a business problem and deliver the solution. So, our business has been quite happy with our 'Cloud First' strategy," Thompson continues.

Symantec Business Case at a Glance

Global data security leader

Headquartered in Mountain View, California

20,000 employees in more than 50 countries

24 million customers worldwide

$6.2 billion in revenue (2011)

Workday Solutions

Human Capital Management

Cloud Connect for Third-Party Payroll

Summary of Business Benefits

IT and financial resources freed up for other strategic work

Lower total cost of ownership

Increased HR and workforce productivity

Greater visibility into workforce and company performance

Continuous innovation and faster rollout of new services

Workday Deployment Locations

North America: United States

Asia Pacific: China

'Many, Many Steps Ahead'

Symantec's on-premise HR solution was at the end of its life when the company began to search for a new way. Thompson characterizes the earlier system as a "world-class HR solution that had over time become antiquated." The company was looking for the next-generation solution, one that would provide global workforce management, self-service, talent management, and compensation management.

Symantec was also looking for increased employee productivity and a reduced total cost of ownership. And because of its Cloud First strategy, the company was looking at SaaS solutions. Workday rose to the top.

"We very quickly saw that Workday, from a functionality perspective, was going to be a good fit for Symantec," Thompson says. "Our IT resources can stay focused on other strategic value for the company, while Workday focuses on our human capital management system, updates, and capabilities."

The team also saw Workday as a leader in innovation. "Workday was many, many steps ahead," he says. "We saw the ability to roll out capabilities much faster with Workday than with an on-premise solution, or even with others who provide technology in the cloud. We felt Workday was very focused on innovation, quick delivery, and Symantec as a customer."

In addition, they found Workday's self-service capabilities to be a "significant improvement" over what the company had with its on-premise solution. With the Cloud First approach and Workday, they have empowered employees and managers to do things themselves instead of always turning to IT or HR.

Resources Before and After

Thompson and his team have been especially pleased with their ability, after the Workday launch, to redeploy IT resources elsewhere in the company where they have additional strategic value.

"If I look back on our on-premise HCM system," he says, "we had a resource pool of about 12 who were dedicated to the support and maintenance of that functionality, in addition to some support from a third-party partner."

And after Workday? "We're looking at a redeployment of those resources to other solutions that add value or are strategic to our business users, like our e-commerce platform that drives additional revenue for us or to work on our customer service solutions," he says. "So, we're doing more with the same or more with less."

He continues, "Workday takes fewer and fewer resources from an IT perspective, and our business users are empowered. And it's fun to see our business users understanding the system, being able to control the configuration, and engaging
in a partnership with IT in running this new capability."

The same sense of empowerment has come to the HR team, Thompson believes. Symantec uses a shared services model, which Workday supports. "Workday also gave us the ability to empower our end users—the individual employee or manager who is engaged with that solution. With Workday, more and more information is provided electronically so the individual doesn't have to call the shared services center for help," he explains.

"Now our HR resources are focused on driving strategic input, a more high-value support for our business, and the transactional capabilities are put more and more in the hands of the end user. So, we've seen a real benefit in that change in HR processes and in the optimization of our HR resources," Thompson concludes.

Thompson and his team also have been impressed with the protection Workday offers for its sensitive HR data. "As we began looking under the covers of the technology, we became very comfortable with the third-party audits and certifications that Workday was providing," he says. "They had the things we were looking for: system availability, security, data loss prevention, and important things we needed to satisfy our global regulatory requirements."

Another plus was Workday's capabilities in disaster recovery. Thompson says, "Workday was capable of plugging into that process with us and had already thought through how they would work with companies if they had a disaster and needed to get back online quickly."

Visibility Drives Performance

Symantec is leveraging Workday HCM for global workforce management, talent management, on-boarding, and off-boarding. Using the Symantec "Agile Deployment" methodology, the company is able to bring all its global workforce resources online quickly.

"We're really excited to have a new talent management solution in place," Thompson says.

Workday's unified platform provides visibility into the data and insights that empower Symantec to analyze the success of key talent policies like pay for performance. As Thompson explains it, now two things have changed for Symantec in how it's able to better manage its workforce. "The first is changing how we were doing compensation and rewards for performance. And the second is that we're now using a solution that's giving us much more visibility into the benefits and results of that solution."

"Now with Workday," says Thompson, "we can see how our pay for performance policy is truly making a difference."

The bottom line for Thompson? "By using a SaaS-based solution with Workday, we are able to free up financial and human resources to focus on things that drive significant additional value for Symantec," he says.

"The entire company and our shareholders benefit."

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