



Healthcare Provider Customer Stories

ROCHESTER REGIONAL HEALTH



Human Capital
Management



Benefits



Merit



Compensation

Rochester Regional Health, an integrated health system serving 8 counties—1.2 million area residents within 4.3 thousand square miles—was using a traditional HCM system that kept it from scaling with rapid changes in healthcare. Disconnected systems, fragmented processes, and redundant data entry prohibited Rochester Regional from focusing on strategic business initiatives.

Workday was instrumental in a successful merger at Rochester Regional and improved decision-making of the combined organizations. Rochester Regional shifted the HR organization from a transactional to a strategic business partner. With Workday, Rochester Regional is now more prepared for the changes that healthcare will continue to experience over time.

CITYMD NEW YORK'S URGENT CARE



Financial
Management



Human Capital
Management



Expenses



Payroll



Procurement

CityMD experienced explosive growth—from just a handful of urgent care centers in 2013 to 52 by the end of 2015, which led the company to explore new applications to support this growth. CityMD suffered from a lack of insight into its talent workforce, leading to high turnover and wasted resources.

CityMD believed the Workday vision aligned with its goals to have a strategic platform designed for growing progressive businesses. With Workday, CityMD has been able to manage talent better with clear results of reduced turnover. CityMD can now generate site-level P&Ls quickly—even after M&A activity—and adjust midmonth, thanks to real-time data instead of waiting for end-of-month results.