

Enhancing the employee experience to complement a customer-first core value

Using the Workday People Experience and Workday Extend applications, Sun Life engages employees in more intuitive, personalised ways to put them first in everything they do.

Challenges

Sun Life sought to mirror its client-first strategy internally with employees. Rigid, time-consuming and error-prone manual processes existed for many business protocols and employee programmes.

The company found opportunities to reduce employee frustrations in finding answers to HR questions. It also wanted to streamline workflows associated with key areas of importance to employees, such as performance management and total rewards.

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We want to get information into employees' hands before they even know they need it.

Emily Schur
Senior Vice President, Global Talent

Why Workday

Trusted tools to help Sun Life to put employees first

An early Workday adopter, Sun Life had deployed Workday Human Capital Management (HCM) years before. Over time, the two firms built a trusted strategic relationship, with Sun Life playing an active role in the Workday Community and Workday Rising user events. So, when Sun Life wanted to improve the employee experience to strengthen engagement and productivity, they turned to Workday.

Workday People Experience and Workday Extend fit the bill. The former delivers a personalised, intelligent employee experience to improve efficiency, knowledge sharing, and collaboration across any device, from desktop to tablet to smartphone. With machine learning, it curates experiences for each user, boosting productivity. By predicting what employees want and offering quick access to what they need, Workday People Experience saves them time and reduces stress. Workday Extend enables Sun Life to build apps that extend their existing Workday applications to meet the company's unique needs.



Overview

- \$1.02 trillion in assets
- 22,000+ employees
- Founded in 1865

Benefits

Workday People Experience and Workday Extend help Sun Life to put employees first by enhancing their working experience and employment journey, wherever they are working and across any device they may be using. It uses machine learning to curate unique task and action recommendations for every user. Other benefits include:

- Automates 98% of student loan repayments
- Enhances employee engagement
- Improves productivity
- Saves time and resources

Workday applications

- Human Capital Management
- Extend
- People Experience
- Recruiting
- Time Tracking

Results

Enhances employee engagement

Workday People Experience helps Sun Life to engage employees in more intuitive and personalised ways, putting them at the centre of everything they do. They gain easy access to their most used applications, inside and outside of Workday. Plus, with machine learning, it suggests tasks, apps and announcements tailored to each employee's needs.

The application also combines Workday and non-Workday tasks, learning and third-party content into one concierge-style interaction for each employee. To complement this and its other capabilities, Sun Life also deployed Workday Extend, a toolset for enabling Workday to access external systems, exchange data and automate processes.

Improves employee productivity

By personalising tasks and actions for each Sun Life employee, Workday People Experience reduces the time spent navigating Workday. In fact, users can easily interact with it by voice using their virtual Workday Assistant. This way, they can focus on more value-adding tasks, boosting their productivity and enhancing Sun Life's entire organisation, too.

Whether Sun Life employees are in the office or working remotely, if they need quick answers, guidance or other help, they can do it from one place: Workday People Experience. It's available on their desktop, tablet or smartphone, as well as within common workspaces, such as Slack or Microsoft Teams. Now they can access support whenever they need it.

Saves Sun Life valuable time and resources

Sun Life used to have a paper-based, manual student loan application and repayment process that required layers of approvals and hard copies. With Workday Extend, Sun Life built an app that completely digitalised the process.

Now, 98 per cent of its student loan repayment applications no longer need manual interventions. This saves valuable time and resources, creating capacity for Sun Life to focus on further enhancing the employee journey.

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At Sun Life, the strength of our ongoing partnership with Workday really comes down to trust.

Emily Schur
Senior Vice President, Global Talent

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Workday's vision aligns with ours to deliver extraordinary people experiences.

Emily Schur
Senior Vice President, Global Talent

