



Workday and the State of Nebraska:

Ease of Use Brings Unity and Cost Savings



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Nebraska State Government, with 80 agencies and 18,000 employees (22,000 in the summer), went looking for a talent management solution. What they found was Workday Human Capital Management—and a way to streamline their HR processes into one easy-to-use, cost-effective system.

The state's legacy ERP system was "very costly," according to Dovi Mueller, HR administrator for the state, who led the search for a new system. "In times where economics play a big part in what you do, especially in the public sector, we're always looking for ways to lower our cost and get a better product."

In addition, the state needed a single system everyone could use and rely on. "I visited every state agency, and it seemed that we were doing repetitive work, and we really needed to get an integrated system so we could depend on one way of doing business," she continues.

Finally, the state did not have a clear enough picture of its workforce, a critical need as the state prepares for the future. "Over 10,000 of our employees are age 47 or over," she says. "We need to start working on developing our younger talent and preparing them for leadership roles in the future."

Looking for a Simpler System

That's what led to Mueller's original search for a talent management solution and a way to better track the job seekers the state will need. Nebraska's 10-year-old on-premise ERP system was not up to the task. "We didn't really focus on HR when the system was implemented," Mueller says. And employees avoided it. "They don't understand it," she says. "It's difficult to use. Even with a lot of instructions, it's still something they complain about."

And so Mueller attended the HR Technology Conference looking for a solution that employees would actually use.



State of Nebraska Case at a Glance

Population 1.8 million

Gross state product of \$89.9 billion

18,000 state employees

Workday Solutions

Human Capital Management (HCM)

Cloud Connect for Benefits

Why did Workday catch her eye? “It was customers—people who have signed up and are using Workday—that demonstrated Workday [at the conference],” she says. “I could talk to somebody who had just gone live, maybe three or four months ago, and they could answer all my questions. I was very impressed with that.”

Cost, Service, and Technology Benefits

As they implement the Workday Human Capital Management (HCM) system, the multitude of benefits for the state are rapidly becoming apparent—from cost savings and improved service for their employees to an always-current and more efficient technology.

Workday’s Software-as-a-Service (SaaS) model means there is no hardware or software to buy and maintain. Instead of costly, time-consuming upgrades that may not offer new functionality, Workday delivers updates three times a year, which means all customers are always on the latest version. The software is never out of date, and the state benefits from having the most innovative approaches to HCM.

Mueller and her team have found the updates simple and undisruptive. “We went live with our applicant tracking system on a Friday. We got our first update on Saturday, and we didn’t really notice on Monday when we came back to work,” she says. The new functionality was simply there and ready to be used.

“We’ve been through two updates now with Workday,” she says. “It is very seamless, very smooth, happens over a weekend, and then the next time you turn on your computer, you’ve got new functionality. And it’s not something that is costing the state a ton of money. It just comes with your subscription fee.”

Additional savings will come from re-allocating technology resources. “Our staff works night and day to support our ERP system,” she says. “Workday will require many fewer people. We’re looking forward to reallocating those resources to something more necessary to the state of Nebraska.”

Focusing on the User

Another aspect of Workday that has impressed Mueller’s team is the solution’s simplicity. “The focus is not on the technology,” she says. “The focus is on the end user, on the people who actually use and interact with the system.”

“If you want to find out something about yourself, you go to the **All About Me** page. If you want to create a new position, you put in **Create Position**. The ease of use is a big win for us,” she continues.

“If employees and customers don’t utilize the system, you get nothing out of it. With Workday, we see that will not be an issue. The ease of use of Workday will allow us to continue to grow in the area of HR technology, something that’s often put on the back burner in the public sector, and offer better service to everyone.”

Previously, managers needed to go to a software developer to run a report they needed for a legislative session. With Workday, they can run their own reports anytime without going to a technical resource. “So if they wanted to know how many people had gone through the open enrollment process up to a specific date, for example, that information would be available to them,” Mueller says.

In addition, Mueller has discovered the benefits of being part of a broader group of Workday customers who are all on the latest version. The Workday Community, a private resource available to customers and partners, offers a way to communicate and collaborate about a broad range of issues as well as share assets like integrations and reports.

“I do really, honestly believe it is a community,” she says. “It’s people across the United States and abroad who are using the system and learning things that they share. I can put a question out there, and 10 people will send me an email about it. I appreciate having that connection.”

Coming Together as One

Finally, the process improvement Workday offers is helping the government gain a bigger, more unified picture.

“Workday helped us move in the direction of looking at state government as a whole, instead of as 80 different agencies. And we are now starting to come together with one process for recruiting, one process for open enrollment, one process for how we do payroll,” she says.

“It’s really bringing us together as a state,” she concludes.

“And that will save, not only in time efficiency, but also in dollars, and we can be a better service to the taxpayers and the employees of the state of Nebraska.”



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