

Anglian Water implements the Workday HR system

Through its ongoing partnership with Capgemini, Anglian Water transitions from a legacy system to Workday, to shift control of personal information and data into the hands of its employees

Overview

Client: Anglian Water

Region: UK

Sector: Energy and Utilities

Client Challenge: Anglian Water wanted to introduce a modern HR system to ensure a greater understanding of its workforce and give its employees more control of their information

Solution: Working with Capgemini, Anglian Water introduced the Workday HR system to enable its employees to manage their own information and data while reducing the manual work needed from its HR team

Benefits:

- Greater visibility of employees
- Reduce manual work to maintain HR records
- Easier management of information and data



Making HR operations flow smoothly

Water treatment and management is one of the most essential services a company can supply and affects all people from every walk of life. Anglian Water, one of the largest suppliers of water services in the United Kingdom, understands how important its role is and how essential it is to always find new ways to operate more effectively. Processes at every level of its organization impact the lives of 4.6 million customers who depend upon the company for drinking water and the more than 6 million people who need it to collect used water. And so, since 1989, Anglian Water has made innovation a key part of its identity.

When the organization took stock of its existing HR systems and processes, it understood that it presented an opportunity for improvement. Up until that point, Anglian Water had relied upon its HR team to manage employee information and data manually, which required a significant time investment. In addition, the business wanted more visibility into their Alliance workforce, for example expanding its ability to track those workers as they moved around within the organization. Anglian Water understood that in order to improve itself in this area, it would need to shift some of this responsibility from the HR teams to the employees themselves. In addition, the organization wanted to make it simpler for business leaders to manage employees.

Designing a modern HR system

To launch this project, Anglian Water partnered with Capgemini - which already had a thorough understanding of the organization due to their existing relationship and could draw upon an extensive history of successful HR transformation projects, and went through an extensive review of the requirements against options in the market. At the end of this exercise Anglian Water selected the Workday HR system as the solution that would best fit to Anglian Water's needs and regulatory requirements.

After building a team possessing extensive expertise working with Workday technology, Capgemini and Anglian Water designed a delivery plan that was tailored to the unique requirements of the project. Due to the existing processes and methodology within the organization, the partners ultimately decided upon a three-phased implementation

approach that would support an aggressive timeline that required a go-live after only a few months. This process began with Capgemini and Anglian Water modifying and customising the Workday HR system to fit the particular needs of the project. Following this, the partners broke down the deployment of the designed solution into two phases so that each rollout met crucial deadlines.

Putting the power in employee hands

With the introduction of the Workday HR system, employees throughout Anglian Water were able to take up a substantial portion of the information and data management burden. With this new solution, workers gained further access to self-service options to take care of viewing pay payslips, update their personal information, and emergency contacts. For additional flexibility, these services were made available over mobile devices, allowing employees to manage their information at their own convenience.

This freed up HR representatives to focus on more demanding tasks while enabling workers through the organization to have more control over their own information and data. Meanwhile, manual efforts were less necessary as a new set of tools and processes made the use and organization of this information simpler. These new processes also made onboarding simpler and faster, ensuring that new employees could be brought up to speed faster than before. Finally, managers gained a greater level of information related to their workers, ensuring that teams across the company were better coordinated and more effective.

Together, Capgemini and Anglian Water designed and delivered a new HR system upon an incredibly aggressive timeline in order to introduce high quality technology that has a potent impact upon the organization. Once again, Anglian Water has enhanced its own operations and, as a result, will be better equipped to support its employees in their pursuit of superior water maintenance services.



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