



Streamlining Finance, Procurement, and HR with ERPA - Avēsis' Journey

Background

Avēsis, a dental and vision insurance provider, aimed to align their finance, procurement, and HR processes within one unified system. They turned to Workday, known for its highly integrated platform, to achieve streamlined operations, consistency, and efficiency. Avēsis' pursuit for a proficient Workday partner led them to ERPA, known for its comprehensive expertise and cost-effective solutions. With ERPA's support, Avēsis successfully navigated their journey after implementing Workday, achieving significant organizational enhancements.

Problem Statement:

Integrating a robust system like Workday across multiple areas, including finance, procurement, and HR, can be daunting for any organization. Avēsis, which operates within a complex dental and vision insurance sector, faced the challenge of supporting Workday's vast functionalities. The company's rapid HR deployment, followed months later by Workday Financial Management, demanded seamless coordination and specialized knowledge. Hiring a full-time staff to manage this would have been prohibitively expensive. Thus, Avēsis looked for a proficient and economically viable partner to assist with their ongoing support of Workday.

Solutions & Strategies:

Avēsis chose ERPA as their support partner for Workday. ERPA's experts providing tailored solutions that addressed unique challenges. Collaborative communication, proactive service, and in-depth Workday knowledge were critical components of ERPA's approach.





Steve Gearhart, an integral part of Avēsis' strategy, implemented a broad strategy document that encompassed finance, procurement, and HR integration. He highlights how ERPA's expertise complemented their efforts, particularly in supporting HR management and procurement processes. "ERPA not only helped us with the implementation but continued to guide us through optimizations and updates," Steve noted.

Supporting the Journey:

Ronda-Rhea Nueske, Vice President of Talent Management at Avēsis, applauded ERPA's contribution to their cohesive system. She emphasized the advantage of centralized processes and simplified workflows. "Having everything on one system has made processes far less confusing for staff and provided significant cohesion across various functions," Ronda-Rhea commented. ERPA's use of Studio, a Workday function, to customize functionalities was particularly beneficial. Studio empowered ERPA to expedite requests for Avēsis, ensuring timely and accurate deliverables. This not only improved efficiency but also enabled Avēsis to cater to their specific operational needs swiftly.

Cost-Effective Expertise:

A significant advantage Avēsis gained through their partnership with ERPA was cost savings. Steve pointed out that employing a similar in-house team would be substantially more expensive. ERPA's collaborative approach allowed Avēsis to leverage top-tier expertise without the financial burden of full-time staff. Moreover, the flexible model of resource allocation ERPA provided was crucial. Avēsis could adjust the allocation of time and resources annually based on departmental and project-specific needs. This flexibility ensured that resources were utilized efficiently, maximizing the value derived from ERPA's services.

Proactive Service Approach:

One instance highlighting ERPA's proactive service is their attentive response to Avēsis' procurement needs. Steve cited an occasion where ERPA provided immediate procurement capabilities and guidance, demonstrating their dedication to client success. Such proactive measures underscore ERPA's commitment to turning client challenges into opportunities for improvement.

Relational Service Delivery:

Ronda-Rhea emphasized the importance of maintaining strong relationships and clear communication with ERPA. "The named resources and the understanding of our capabilities made a substantial difference," she highlighted. This relational approach ensured that ERPA's services were not just technical solutions but tailored to Avēsis' unique cultural and operational context.

Knowledge Transfer and Training:

One of ERPA's key strengths is its dedication to knowledge transfer and continuous training. Steve and Ronda-Rhea both underscored the importance of this aspect. ERPA's team consisted of specialists in various Workday modules, consistently training to stay updated with the latest developments. This ongoing expertise assured Avēsis that they were always supported by a knowledgeable and proficient team.



Key Quotes



"ERPA not only helped us with the implementation but continued to guide us through optimizations and updates."

Steve Gearhart

"Having everything on one system has made processes far less confusing for staff and provided significant cohesion across various functions."

Ronda-Rhea Nueske

"The named resources and the understanding of our capabilities made a substantial difference."

Ronda-Rhea Nueske

"I'm totally happy with the relationship we have with ERPA, totally satisfied with resources that I'm working with on a day-to-day basis. I would wholeheartedly endorse ERPA for anybody that's looking for support services in the Workday environment."

Steve Gearhart

"You want to make sure that they're a partner. You want to make sure that they know their space. And we do. We repeatedly choose ERPA, and there's a reason that we do. They've got the depth and the breadth of knowledge, and it doesn't matter who you need to pull off the bench. They've got somebody that can give us the service we need."

Ronda-Rhea Nueske

Conclusion

Avēsis' journey with ERPA exemplifies how a strong partnership can streamline complex systems and optimize organizational processes. ERPA's expertise in navigating Workday, coupled with their cost-effective and relational service model, provided Avēsis with a unified and efficient operational framework. By addressing Avēsis' unique needs and fostering a culture of collaboration and continuous improvement, ERPA has become an integral part of Avēsis' success.