



Navigating Complex Acquisitions with ERPA – Flexera’s Success Story

Background

Flexera Software, located in Itasca, Illinois, is a leader in technology value optimization, enabling IT, finance, and procurement teams to improve cost management, compliance, and risk assessment. Flexera is known for its innovative solutions and flagship product, InstallShield, which is installed on millions of computers worldwide. With a strong history of growth through acquisitions, Flexera needed a reliable Workday partner to support its expanding technical and operational needs.

Problem Statement

As Flexera grew through acquisitions, the complexities of integrating new teams, systems, and regions increased. Flexera required a partner with technical Workday expertise and a collaborative approach to ensure seamless transitions and continued operations. Flexera partnered with ERPA to gain dedicated resources, technical know-how in Workday, and a truly supportive relationship.

Solutions & Strategies:

ERPA provided a comprehensive Workday support solution tailored to Flexera’s specific requirements, allowing Flexera to manage growth and system integration effectively. ERPA’s unique approach, including named resources and hands-on assistance, became integral to Flexera’s ability to handle rapid transitions and complex acquisitions.

ERPA as a Strategic Partner:

Jennifer Matsuoka, Senior Director of People Strategy and Analytics at Flexera, highlighted the importance of ERPA's dedicated resources. **"The named resources at ERPA are core to our team. I know I can rely on them without having**

to reintroduce our processes every time," she shared. This approach enabled Flexera to move beyond a standard support model, fostering a relationship with Workday experts who understood Flexera's systems, culture, and evolving needs.

From Acquisition to Integration:

During one of Flexera's more challenging acquisitions, ERPA played a key role in meeting regulatory deadlines and handling specific regional requirements. Jennifer recalled, **"We had to integrate our UK team by April 1st, just three weeks after starting the project, to meet**

compliance standards. ERPA managed the configurations and staged the project, allowing us to meet this critical timeline." With ERPA's support, Flexera successfully brought new team members into Workday while ensuring payroll and benefits systems were fully operational.

Empowering Teams through Customized Training:

As Flexera acquired new HR and reporting staff unfamiliar with Workday, ERPA created a tailored training plan using Flexera's own test environments. By conducting module-specific sessions, ERPA enabled the new team members to quickly gain confidence in

using Workday. Jennifer noted, **"ERPA crafted training that made complex topics accessible and immediately relevant to our new hires,"** demonstrating ERPA's dedication to Flexera's success.

ERPA's Relational Approach:

Throughout these projects, ERPA's commitment to understanding Flexera's needs and providing tailored support stood out. When ERPA's Jeff Miller inquired about the impact of ERPA's relational approach, Jennifer echoed this sentiment, **"Working with ERPA feels like working**

with my own team. We can rely on them even for last-minute needs without the stress of starting from scratch." This consistent support eliminated inefficiencies and strengthened Flexera's operational capabilities.

Conclusion:

Flexera's collaboration with ERPA shows how dedicated support and a personalized approach can drive success in acquisition processes, integration challenges, and team empowerment. From handling strict timelines to facilitating smooth transitions and customized Workday

training, ERPA has been instrumental in helping Flexera manage growth. This case study highlights how ERPA's commitment to understanding client needs and providing consistent resources can lead to positive outcomes in complex organizational transformations.



KEY TAKEAWAYS:

Dedicated Resources for Seamless Integration:

ERPA's named resources allowed Flexera to integrate new teams smoothly, minimizing disruptions.

Adaptable Solutions:

ERPA's flexible approach helped Flexera meet challenging deadlines and address complex needs efficiently.

Training and Knowledge Transfer:

ERPA's customized Workday training sessions for newly acquired team members enabled a smooth onboarding experience, building confidence and system familiarity.

Relational Partnership:

ERPA's personalized support model fostered a reliable, collaborative relationship that went beyond typical managed service interactions.

KEY QUOTES

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This case study showcases how Flexera's partnership with ERPA enabled the company to handle complex acquisitions, streamline operations, and establish a dependable support network, demonstrating the value of a proactive, dedicated managed services partner for Workday.