



# Streamlining HR and Finance Operations with Workday and ERPA – Acenda’s Success Story



## Background

Acenda Integrated Health, headquartered in Glassboro, New Jersey, is a non-profit organization that provides holistic health services throughout southern and central New Jersey. With approximately 600 employees, Acenda strives to deliver comprehensive care to its clients and their families. As the organization transitioned to Workday to unify its HR and finance operations into a single, efficient platform, it quickly recognized the need for a reliable partner for support and tailored solutions.

## Problem Statement

Upon going live with Workday, the organization faced challenges in managing the system’s complexities with limited internal resources and expertise. Crucial tasks like open enrollment and performance evaluations required immediate attention. Acenda needed a partner with technical expertise, a broad range of Workday certifications, and a collaborative approach to ensure smooth operations. They turned to ERPA to optimize their Workday experience.

## Solutions & Strategies:

ERPA’s comprehensive approach, which included module-specific expertise, hands-on guidance, and flexible support options, empowered Acenda to implement open enrollment and performance evaluations seamlessly while building internal knowledge for long-term success.

### ERPA as a Strategic Partner:

Gwen Houldsworth, Senior Vice President of Administrative Operations at Acenda, highlighted ERPA's ability to deliver seamless support. **"ERPA can just jump right into our tenant and immediately start providing ideas or solutions. Their efficiency and professionalism are amazing,"** she shared. This expertise has been key to Acenda's ability to navigate operational challenges with confidence.

### Streamlining Open Enrollment:

Acenda's first major project with ERPA was open enrollment, and the timeline was tight. Gwen explained, **"We handed ERPA our benefits packages and said, 'Open enrollment is in seven days—make it happen.' And they did."** Kim D'Auria, Director of Human Resources, added, **"The process was smooth, and our workforce members complimented how easy it was, thanks to ERPA's setup."**

### Empowering Teams with Knowledge Transfer:

ERPA's approach ensures Acenda's team is empowered to grow their skills. **"When we open a ticket, we're given options—they can handle it for us, guide us through it, or let us take the lead with their support,"** Kim noted. **"This method helps us learn while solving immediate challenges."** Gwen emphasized that this knowledge transfer enabled Acenda to focus on more complex projects as they build internal capacity.

### Collaborating on Performance Evaluations:

Customizing performance evaluations with ERPA's help was a success. **"We included senior leaders and staff to ensure all voices were heard,"** Gwen explained. **"Our ERPA consultant offered creative solutions and worked closely with us to deliver a user-friendly system."** Kim echoed, **"ERPA's suggestions for improvements set us up for future success."**

### Conclusion:

Acenda's partnership with ERPA exemplifies how a dedicated support partner can transform operations, even amidst complex challenges. ERPA has played a pivotal role in Acenda's success by streamlining open enrollment processes, customizing performance evaluations, and empowering teams through knowledge transfer. This case study highlights ERPA's commitment to providing tailored solutions, efficient execution, and hands-on expertise, ensuring Acenda can focus on its mission of serving communities through holistic care.

## KEY TAKEAWAYS:

- **Tailored Solutions for Unique Needs:** ERPA's expertise allowed Acenda to configure and customize Workday to meet its specific requirements, ensuring seamless operations.
- **Streamlined Processes:** From open enrollment to performance evaluations, ERPA's collaborative approach ensured smooth implementation and minimal disruptions.
- **Empowering Knowledge Transfer:** By offering a range of support options, ERPA enabled Acenda's team to learn, grow, and handle future challenges with greater independence.
- **Strong Collaborative Partnership:** ERPA's consultants fostered trust and collaboration, helping Acenda build a strong foundation for ongoing success.

## KEY QUOTES:

"ERPA can just jump right into our tenant and immediately start providing ideas or solutions. Their efficiency and professionalism are amazing." - [Gwen Houldsworth](#)

"The process was smooth, and our workforce members complimented how easy it was, thanks to ERPA's setup." - [Kimberly D'Auria](#)

"Their ability to assess our needs and deliver solutions quickly is unmatched."  
- [Gwen Houldsworth](#)

This case study highlights how Acenda's collaboration with ERPA has empowered the organization to navigate complexities, streamline operations, and strengthen its workforce capabilities—demonstrating the immense value of a proactive and dedicated managed services partner.