



## Transforming Workday Operations with ERPA — P.F. Chang's Journey

### Background

P.F. Chang's is a renowned Asian Bistro concept with over 300 locations and 14,000 employees across the United States. In 2020, P.F. Chang's embarked on a journey to implement Workday, selecting it as their platform of choice to manage human capital management (HCM), payroll, and financial processes.

### Problem Statement

P.F. Chang's faced challenges when implementing Workday amidst the pandemic, which delayed their timeline and forced the project to be completed remotely. They struggled with balancing internal resources while needing expert guidance on managing sensitive areas like payroll and security. Additionally, P.F. Chang's lacked a support partner after going live on Workday, relying on a traditional ticketing system that left their team without consistent assistance or in-depth knowledge of their unique setup.

### Solutions & Strategies:

P.F. Chang's partnered with ERPA to address a range of challenges following their Workday implementation and to ensure the platform's long-term optimization. ERPA provided comprehensive support across multiple key areas, offering tailored solutions that empowered P.F. Chang's to optimize their operations and move from reactive problem-solving to a proactive, strategic approach.

## Personalized Support with Named Contacts

Before engaging ERPA, P.F. Chang's relied on a traditional ticketing system, where issues were handled by different agents each time. This lack of continuity made it difficult to build a deep understanding of the system's complexities. ERPA introduced named contacts—dedicated support individuals who consistently worked with P.F. Chang's, learning the specific nuances of their Workday configuration.

Donna highlighted this critical shift, noting, **"We felt like we were hitting the lottery when we worked with ERPA because they provided the same people who knew our system inside and out."** This approach ensured that P.F. Chang's didn't waste time re-explaining issues and allowed for quicker resolutions based on a deep understanding of their platform.

## Expertise in Managing Critical Areas

P.F. Chang's faced unique challenges in managing critical areas like payroll, workforce scheduling, and security within their Workday platform. These were sensitive components that required expert knowledge to ensure smooth operations, particularly as the company grew.

ERPA provided strategic decision-making support to P.F. Chang's by helping them determine which areas could be managed internally and which required the assistance of a Workday partner. Additionally, ERPA stepped in to

support the payroll and workforce scheduling components, offering specialized expertise.

Donna described this collaboration as follows: **"ERPA's support allowed us to not only keep up with day-to-day tasks but to think more strategically about our Workday platform."** By ensuring that sensitive areas were handled with care and expertise, ERPA enabled P.F. Chang's to minimize risk and optimize performance across critical functions.

## Transitioning from Reactive to Strategic Support

One of the most significant transformations facilitated by ERPA was helping P.F. Chang's shift from a reactive approach to a proactive, strategic support model. Before ERPA's involvement, P.F. Chang's internal team constantly managed day-to-day issues, preventing them from focusing on more long-term, strategic initiatives.

ERPA's hands-on approach and deep technical knowledge empowered P.F. Chang's to take control of their Workday

platform more strategically. By handling the heavy lifting of troubleshooting and system optimization, ERPA allowed P.F. Chang's team to focus on big-picture objectives rather than getting bogged down in the day-to-day.

Donna noted the impact of this shift, emphasizing that **the ability to plan ahead and think strategically enabled P.F. Chang's to anticipate potential issues** and fully leverage Workday's capabilities to drive long-term success.

## Building a Collaborative, Long-Term Partnership

The strength of ERPA's partnership with P.F. Chang's lies in its collaborative approach and commitment to ongoing support. ERPA provided not just technical solutions but also acted as a strategic partner, helping P.F. Chang's consider the future of its Workday platform and the next steps to ensure continuous improvement.

Donna shared her experience, explaining that **"ERPA's expertise was invaluable in helping us stay on track and move from tactical fixes to thinking about optimizing our platform long-term."** Whether advising on cloud migration, supporting workforce scheduling initiatives, or helping with future planning, ERPA's role as a trusted advisor became essential to P.F. Chang's success.

## Providing Future-Proof Solutions with Cloud Migration Expertise

One of the key forward-looking solutions provided by ERPA was their guidance on cloud migration. P.F. Chang's needed to migrate their Workday tenant to AWS to improve uptime and ensure that their system could handle the demands of a growing, 24/7 operation. ERPA's extensive experience with cloud migrations provided P.F. Chang's with the confidence they needed to execute this complex process.

Donna explained, **"We expected we would have to figure this out on our own, but ERPA had already done this before and provided us with invaluable guidance."** ERPA's firsthand knowledge of Workday migrations to AWS helped P.F. Chang's successfully plan and execute the move, ensuring minimal disruption and maximum operational efficiency.



..... **KEY QUOTES** .....

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**Donna Matteucci**

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“ERPA’s support allowed us to not only keep up with day-to-day tasks but to think more strategically about our Workday platform.”

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“The consistency and expertise from ERPA’s team helped us move from being reactive to proactive in managing our Workday operations.”

**Donna Matteucci**

**Conclusion**



P.F. Chang’s partnership with ERPA transformed their Workday operations by providing personalized, consistent support and strategic guidance. ERPA’s approach enabled P.F. Chang’s to optimize Workday after go-live, manage complex areas like payroll and workforce scheduling, and transition from a reactive support model to a proactive, strategic approach. This case study highlights the value of having a managed services partner like ERPA, capable of delivering technical solutions, long-term partnerships, and strategic insights that drive operational success.

