



Modernizing Healthcare Operations with Workday and UKG Upgrades

Challenge

A large not-for-profit healthcare organization needed to transition from a legacy ERP to Workday while simultaneously upgrading its UKG environment for time tracking. The deployment presented several obstacles:

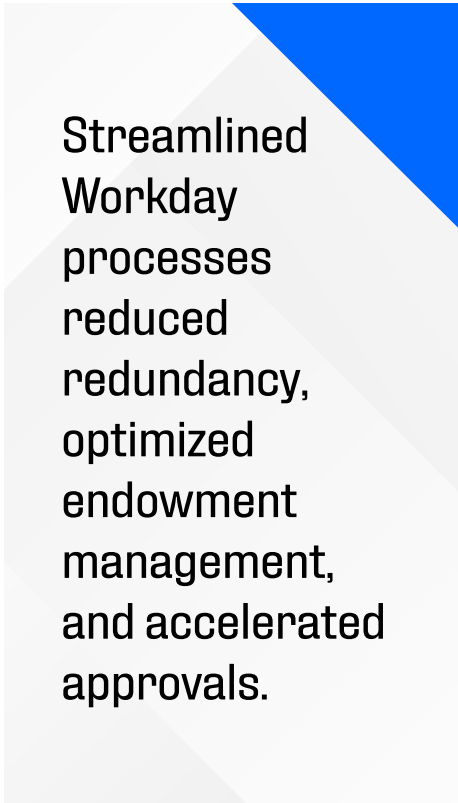
- Internal IT teams struggled to manage the volume of service tickets.
- The organization lacked expertise to customize Workday to its business processes.
- A payroll manager resigned mid-project, creating a leadership gap.

These issues had placed the project at risk and jeopardized the organization's ability to complete the transition efficiently.

Solution

INSPIR Solutions partnered with the healthcare organization to stabilize operations, fill critical resource gaps, and accelerate the Workday implementation and UKG upgrade. Our approach combined strategic leadership, technical expertise, and process transformation to ensure a successful transition.

Our team began by providing leadership continuity and hands-on management across the payroll and ERP workstreams, ensuring that there would be no disruption to daily operations. We then embedded specialists across key functional areas handling Workday Financials, Payroll, Grants and Endowments, Integrations, and UKG Dimensions to strengthen configuration, testing, and optimization.



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In addition to tactical execution, INSPYR Solutions served as a trusted advisor to help the client reimagine business processes, enhance user adoption, and establish a roadmap for long-term success.

Solution Highlights:

- **Stabilized Operations:** Backfilled key leadership roles, including the Payroll Manager position, to maintain project momentum.
- **Integrated Expertise:** Deployed 14 specialized consultants across Workday, UKG, and Tecsyes to align technology with business goals.
- **Process Optimization:** Streamlined financial, HR, and time-tracking workflows to reduce manual effort and improve accuracy.
- **Knowledge Transfer:** Delivered customized training sessions and hands-on guidance with SMEs to empower internal teams.
- **Strategic Planning:** Developed a one-year roadmap emphasizing the deployment of Workday Help and Workday LMS to enhance system adoption and user engagement.

Outcome

The engagement delivered measurable improvements across operations, workforce efficiency, and system performance:

- **Payroll Accuracy:** The INSPYR Solutions UKG experts successfully launched the upgraded system, trained internal staff, and ensured timely, accurate payroll cycles.
- **Efficiency Gains:** Streamlined Workday processes reduced redundancy, optimized endowment management, and accelerated approvals.
- **User Empowerment:** With structured training and guided adoption, employees became proficient in the new systems faster, improving productivity across departments.
- **Leadership Continuity:** Filling the Payroll Manager role ensured consistent oversight and accountability during a critical phase of the project.
- **Future-Ready Roadmap:** A clear strategic plan was established for ongoing Workday enhancements, laying the foundation for sustained growth and operational excellence.

Client Profile

The client is a not-for-profit healthcare organization employing approximately 30,000 people across hospitals, clinics, and specialty care facilities in the Southeastern U.S.

Technologies Supported

UKG, UKG Dimensions, Tecsyes, Workday Help, Workday Learning Management System (LMS)

About INSPYR Solutions

Technology is our focus and quality is our commitment. As a leading expert in delivering flexible technology and talent solutions, we strategically align industry and technical expertise with our clients' business objectives and cultural needs. Our tailored offerings include a wide variety of professional services, project solutions, managed services, and talent resources, all bolstered by our strategic partnerships with cutting-edge technology services. By always striving for excellence and focusing on the human aspect of our business, we work seamlessly with our talent and clients to match the right solutions to the right opportunities. Learn more about us at www.inspyrsolutions.com.