



case study

A CUSTOMER-CENTRIC APPROACH:

Delays in Workday deployment milestones, including a missed go-live date, prompted hospital leadership to seek expert resources to get the project back on track.

Impact Advisors' team of experts understands the unique challenges healthcare clients face during ERP deployment. Unlike traditional implementation partners whose objective is "get to go-live," our customer-centric approach ensures each operational area and its workflows are optimally aligned with the system to maximize functionality and value. Success, without sacrificing timeline, requires a deep understanding of both the system and the people who use it.

FOR MORE INFORMATION ON WORKDAY IMPLEMENTATION & SUPPORT SERVICES:

visit [impact-advisors.com](https://www.impact-advisors.com) or call 800-680-7570

Reviving a Challenged Workday Implementation

Jupiter Medical Center (Jupiter) is a prominent not-for-profit hospital located in South Florida. As the sole independent hospital in the region, Jupiter provides comprehensive inpatient and outpatient care. In the midst of transitioning to Workday's HCM/Payroll ERP solution, Jupiter encountered significant challenges that jeopardized their go-live date.

Key Challenges

Jupiter's implementation partner struggled with both technical aspects and engagement dynamics. This resulted in uncertainties regarding the project's timeline and successful completion. Jupiter needed comprehensive support in evaluating their existing Workday build, supervising project deliverables, and augmenting functional area resources to ensure a successful go-live.

Solution, Objective & Outcome

Impact Advisors was brought in to provide general implementation support, serve as a liaison between Jupiter and its implementation partner, and oversee project deliverables. The goal was to bridge the gaps where the implementation partner fell short and ensure a smooth deployment process.

The team's customer-centric approach—being responsive, joining meetings, offering additional insights and lessons learned—quickly established credibility and trust among Jupiter's employees. Initially contracted for approximately 50 hours of project management office support per month, Impact Advisors' involvement quadrupled to meet new challenges, expanding the team from three resources to ten, providing a range of leadership, functional, and technical production assistance, as well as essential customer service.

Jupiter successfully went live on the Workday HCM/Payroll solution on their revised target go-live date. More importantly, the teams at Jupiter have a solid level of confidence in their Workday system.

"The Impact Advisors team has been responsive and knowledgeable in identifying issues with business processes, not only assisting in correcting the issues but educating the team on the correct set up and business process." - Jerrilynn Marazzo, SHRM-CP, Director Human Resources Total Rewards and Employee Relations