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The Value Proposition of Workday for Canadian Cities

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Preparing Canadian Cities For What's Next

Long before COVID-19 hit, Canadian cities were struggling with a variety of workforce challenges including long hiring & onboarding cycles, high turnover & ensuring diversity and inclusion at all levels of government. City leaders were already managing budget uncertainty and seeking ways to boost efficiency without sacrificing employee satisfaction. To make all this more difficult, many cities are running HR and finance processes with aging technology, a patchwork of disparate systems and/or an ever-growing web of shadow systems - adding complexity and risk to daily operations. Cities without cloud technologies had a harder time shifting to remote work and all that entailed— running payroll, paying invoices, maintaining security, and submitting / tracking time.

Some local governments have increased their use of technology to meet the challenges posed by COVID-19. Research indicates that greater expectations are coming along with the widespread adoption of new technologies. Moving forward, local government leaders expect residents will demand faster response times (53%) increased transparency (48%) and a renewed focus on equity (67%). In order to do more with less, 70% believe software & technology will be required to streamline the operations of public service.

60% *of respondents reported they expect the **use of software and technology will be used to streamline public service delivery** in the future across a wide range of challenges moving forward.*

51% *of respondents **anticipated future software and technology projects** for Public Service workflow*

The New Normal Survey – COVID's Lasting Impact on Local Government - CivicPulse

COVID-19 has increased expectations of local government

Doing More with Less

Local governments face chronic financial strains. The combination of multiple disparate systems, manual / paper-based processes & organizational silos prevent them from maximizing return on limited city budgets. This inability to adapt quickly and drive efficiencies reduces opportunities to invest scarce resources where they're needed most.

Attracting the Right Talent

The Canadian public sector workforce is changing. Millennials are now the largest generation represented amongst public servants (38.4%). Local government offers a compelling employee value proposition but will need better tooling to attract/retain skilled workers looking for innovative, diverse, & engaging experiences.

Managing Risk

While 65% of large (>75k) and 63% of medium-sized (10-75k) local governments expect IT spend to increase, high-profile ransomware attacks on cities like Atlanta & Baltimore have elevated security concerns and forced officials to weigh the potential trade-offs between efficiency and data integrity.

IT Trends in Local Government: A National Survey of Local Decision Makers – CivicPulse Insights (Sep 2021)
Demographic Snapshot of Canada's Public Service (2020)

Technology presents opportunity to streamline public service delivery

↑ Return on Community Investment

Improving employee self-serve and automating core processes (such as onboarding, payroll, invoice mgmt. and scheduling) gives time back to HR & finance professionals. Improved reporting/insights can also allow them to determine which programs, divisions, and people are operating efficiently (and which aren't) to arrive at the right decisions.

↑ Employee Engagement & Retention

The next generation of HCM technology can help cities find the right candidate for every job, provide reskilling opportunities, assess retention risk & employee satisfaction, plan for succession & attrition and quickly fill gaps. Data can now be used to measure how organizations manage talent acquisition, engagement, and morale.

↓ Data Breach Liability

Many cities are forced to develop or implement "shadow" solutions & processes to address unmet needs. This results in an overly complex and difficult to secure environment. Cloud technology can therefore reduce IT liabilities (such as litigation, outside consulting etc.) and allow cities to stay on-top of an ever-evolving regulatory landscape.

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Workday Delivers Value To Canadian Cities

Workday provides enterprise cloud applications for finance, human resources, payroll, and analytics to help Canadian cities operate more strategically, hire and develop top performers, and adapt quickly to change.

Delivers by:

Proven Track Record

Return on Community Investment

- Configurability (i.e., Workday's Business Process Framework) rather than customization drives **increased efficiency**

- **Single source of truth** for workforce and financial data with **actionable analytics and transactions in the same system** enhances decision-making capabilities

- Reliable, real-time data provides **deeper insights into labor costs, capital projects, expenses, program effectiveness, etc.**

60% HR processes automated

25% Faster Payroll processing time

"Workday has given us the ability to invest more of our HR team members time on new initiatives and consulting to our clients."

DENVER THE MILE HIGH CITY

Employee Engagement & Retention

- Talent optimization tools (incl. Learning, Advanced Compensation, Peakon Employee Sentiment) ensure city employees are well-prepared to **deliver on their objectives**

- Workday VIBE helps organizations drive **diversity, inclusion, equity, & belonging initiatives**

- Mobile-first design with robust self-service functionality **provides direct access and transparency**

"Employees will be able to get their information via self-service and won't need to contact HR to update their information. Instead, HR can do more robust employee development programs vs. drowning in paperwork. That's a huge efficiency."

City of Port Orange, FL

Data Breach Liability

- Single, role-based security model ensures **users only see data that is relevant to them**

- Built-in controls, always-on audit for every field, and multi-factor authentication ensure **compliance and transparency** with no impact to system performance

- **100% data encryption** at rest and in transit

- Full compliance **with 3rd party audits and certifications**

"Prior to Workday, we needed a data center, disaster recovery site, and staff to support these functions along with managing maintenance and upgrades. With Workday, we moved to a cloud model, giving us the ability to consolidate a number of these functions and optimize their benefits."

COUNTY OF **Placer**

Trusted by Government Innovators:

CITY OF **Leduc**   CITY OF **BURLINGTON**   **Whitby**

... in addition to **more than 100 other public sector organizations around the world** embracing cloud technology & a new era in public service.

Did you know? It's not just Canadian cities choosing Workday

TD   **Sun Life Financial**   **Hydro**Ottawa   **S** **shopify**

2M+ employees
across Canada use Workday