

Workday and the Wounded Warrior Project

Keeping Up with a Mobile Workforce

The men and women of the U.S. military forces make huge sacrifices to protect our country, and many of them arrive home seriously injured. That's where the Wounded Warrior Project comes in.

The mission of Wounded Warrior Project is to honor and empower wounded warriors. WWP takes a comprehensive approach to the healing process and focuses on the warrior and family as a whole.

Created in 2003 to provide programs, services, and events for veterans injured in the conflicts following 9/11, Wounded Warrior Project is one of the fastest-growing veteran nonprofits in the U.S. "The number of warriors we're serving keeps going up. When I joined two years ago, we were serving about 10,000 warriors and their families. We're now at 55,000, approaching 60,000. By 2017, we'll be serving 100,000 warriors."

Legacy System Causes Growing Pains

As the Wounded Warrior Project grew, its previous human resources (HR) processes couldn't keep pace with its rapid expansion. "We started out as a small company doing everything on paper," says Addie Poudrier, executive vice president of Human Resources. "But as we grew and grew rapidly, it quickly became apparent that we needed to modernize our HR system. We were onboarding about 20 employees a month on average using very old-school, handwritten paperwork. So we knew that we needed to implement something that we could base online, where we could hire employees, and they could log into the system and complete their new hire documents."

At the same time, the organization needed an easy, efficient way to perform the administrative tasks involved in supervising its team members. "Many of our managers are on the road five days a week," says Poudrier. "And it was very critical that they could access time sheets, payroll information, organizational charts, and performance management reports from their iPhone or their iPad."

To address these challenges, Wounded Warrior Project looked at a number of different Human Capital Management (HCM) vendors. After performing due diligence, it chose Workday. "Workday's values were very much in line with



Business Case at a Glance

- 500 employees in the U.S. and Germany
- Nonprofit organization
- Headquartered in Jacksonville, Florida

Workday Solutions

- Human Capital Management
- Payroll
- Time Tracking

Summary of Business Benefits

- Increased employee productivity
- Improved business efficiency
- Global and mobile capabilities to match rapid growth
- Continuously updated software without costly upgrades

the Wounded Warrior project's values," says Poudrier. "It was very evident very quickly that the Workday solution would fit our culture and would fit the organization very well."

Simple, Intuitive User Experiences Provides Big Value

With no hardware to install or interfaces to build, the Workday deployment went smoothly. Then things really took off. "The adoption rate was very high," says Poudrier. "Managers and teammates were very excited to begin using the Workday solution. We have found that productivity has increased, engagement with human resources has increased, and overall it truly has been a tremendous asset to the HR department."

Jonathan Pruden, Wounded Warrior Project's director of alumni, praises Workday's ability to deliver real-time, reliable workforce insight via simple, at-a-glance dashboards. "Workday allows me to manage my employees' time off effectively and quickly," he says. "I can easily see where they are in their key performance indicators and how their performance evaluations are developing. It allows me to help set goals. It's just a one-stop tool where I can manage a whole array of human resources functions."

Mobile Capabilities for On-the-Go Workforce

"I have the most dedicated and passionate team of professionals, and they're all focused 100 percent on taking care of our warriors and their families," Pruden continues. "And anything that we can do to make their job easier and to make my job easier so that I can support that is essential. Workday provides a platform for managing my team remotely when I'm on the road, allowing me to ensure that they have the resources to manage their teams, as well."

Today, Wounded Warrior Project is a more productive, efficient charity. "The bottom line for the organization is more efficiency, which for us translates to a better use of donor dollars, and we're going to have more time to serve the warriors," says Poudrier. "And that's what we're all about. Time that we're not spending on routine administrative tasks are times that we can be spending, either in our division raising more money to help warriors, or if you're on the program side actually engaging with warriors to help them more."



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