# workday®

## CUSTOMER


UNUM®

## BUSINESS CASE AT A GLANCE

- Headquartered in Chattanooga, Tennessee
- 9,000 employees worldwide
- Revenue of $11.046 billion in 2016
- #258 on *Fortune*'s 500 list
- Traded on the NYSE under the symbol UNM
- Leading provider in the insurance industry

## WHY WORKDAY?

- One system that combines finance, expenses, procurement, and HR
- Real-time insight
- Flexibility to adapt to change
- Innovative technology

## WORKDAY APPLICATIONS

| Financial Management | Human Capital Management | Payroll | Time Tracking | Procurement | Expenses | Learning | Recruiting |
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## OVERVIEW

Unum is a market leader in group and individual disability, group life, and voluntary insurance in the U.S. and UK. Before Workday, Unum used a home-grown procurement system with limited service requisitions and limited ability to capture indirect spend. The system was difficult to use and required manual processes from requisition approvals to matching. Unum also used a separate system for employee expense reporting that required significant customization. As a result, the organization knew that it needed to simplify its technology to have better control over spend.

After Unum selected Workday Financial Management and Workday Human Capital Management, Workday Expenses and Workday Procurement were the next natural step.

**Live on Workday Procurement and Workday Expenses in October 2014**

## WORKDAY PROCUREMENT AND WORKDAY EXPENSES IN ACTION

Workday Procurement has improved Unum's control and visibility over total indirect spend—including insight into who has purchased what and from where—without any involvement from IT. This means access to more-advanced reporting and analytics in a simple drill-down format. Now the organization has fully automated processes for spend, such as requiring a purchase order for payments ("No PO, No pay") and routing invoices to the appropriate approver.

Using Workday Expenses has reduced Unum's expense report cycle times from three weeks to less than one day. With an on-the-go salesforce, mobile functionality has also been critical.

**$550 million in spend managed in Workday**

## REALIZING VALUE

Reduced expense report cycle time from **3 weeks to less than 1 day**

**100%** Automated PO process

Reduced requisition-to-PO cycle time by **86%**

Improved on-time payments by **38%**

Processes **50,000 invoices a year**

**90%** invoice-only spend → **83%** of spend under PO