

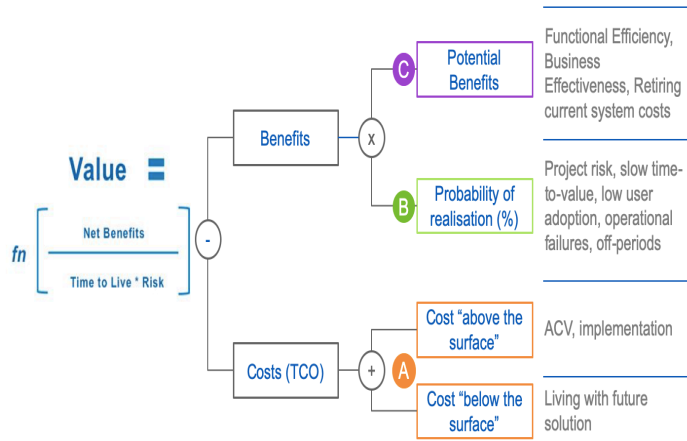


[2019 스마트 엔터프라이즈]
‘구독형 업무 혁신의 미래, 리워크 전략’ 컨퍼런스:
“SaaS로 혁신하라! 일하는 방식이 바뀐다.”

성공하는 혁신기업들은 SaaS솔루션을 어떻게 활용하는가? :

Workday 고객사례를 통한 SaaS HCM 도입 및 활용전략 공유



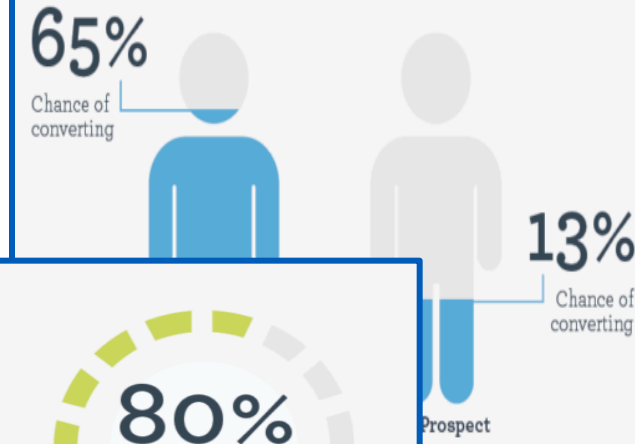


이승희

Workday Inc.

Value Management

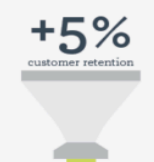
1. Repeat Customers Spend More



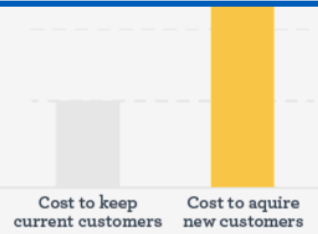
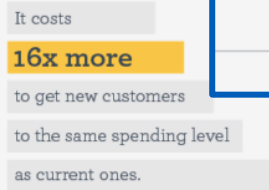
2. Repeat Customers are Easier to Sell to



5. Businesses Are Built on Customer Retention



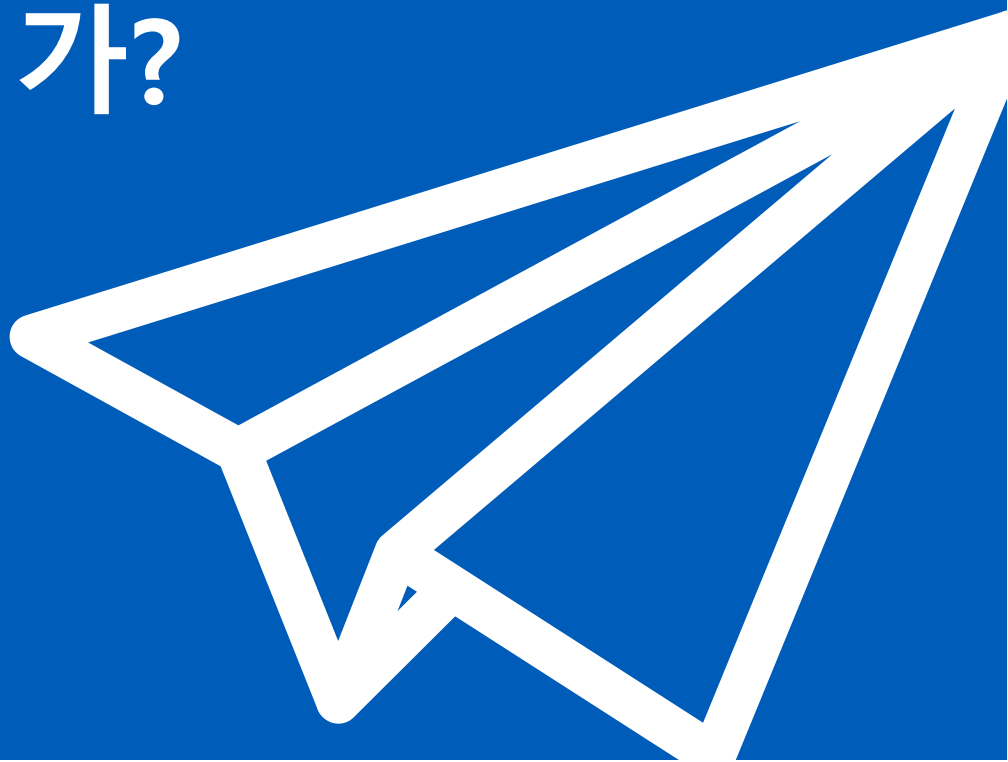
3. New Customers Cost You More



Repeat customers spend **more than one-time buyers.**

4. Repeat Customers Promote Your Business

왜 구독경제인가?



왜 구독경제인가?

Benefits > Costs

테크놀러지



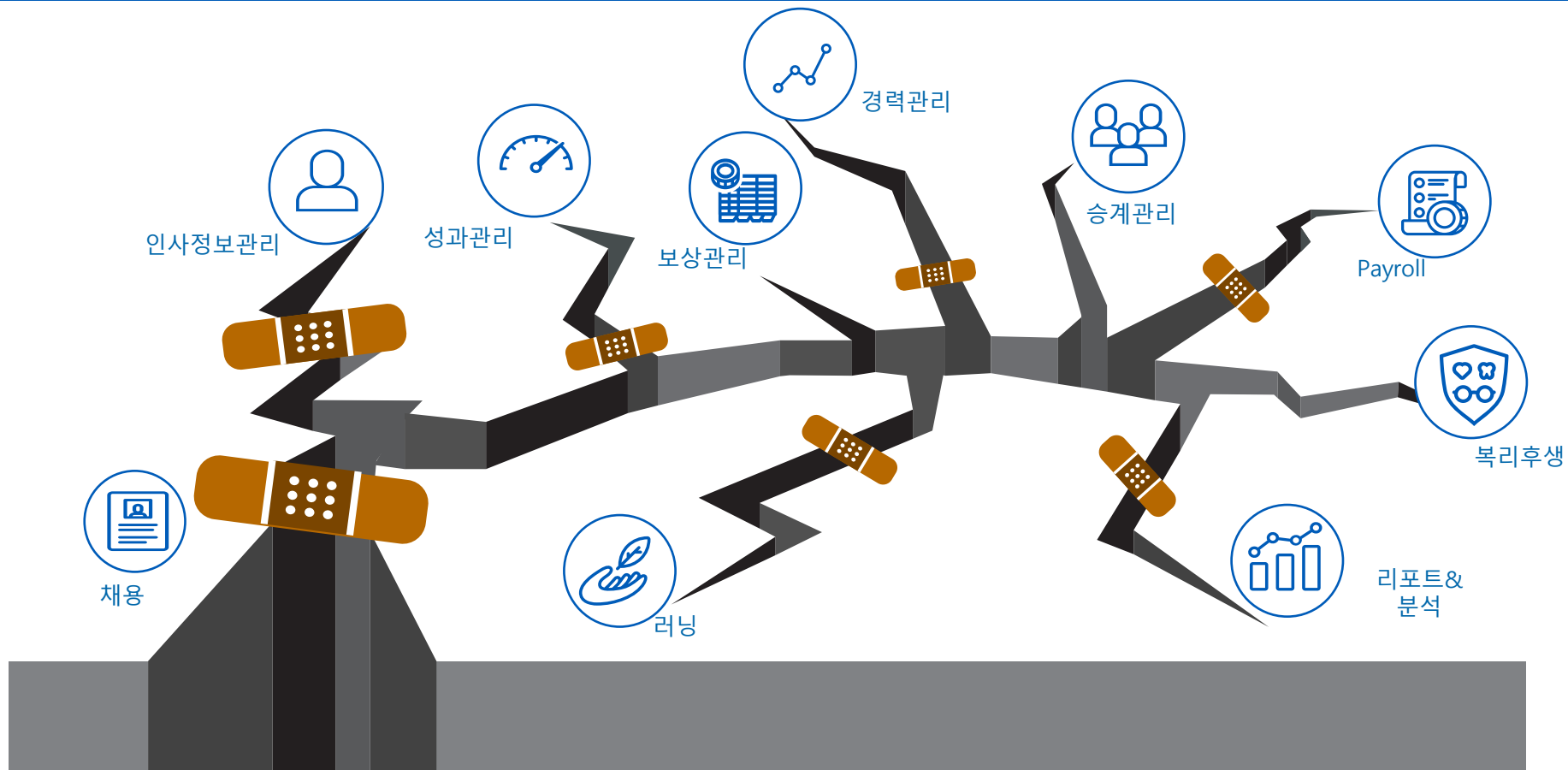
시장의 요구

왜 인사솔루션도 구독경제인가?

Benefits > Costs



우리가 현재 경험하는 인사는?



About Workday



글로벌 시장에서 인정받고 있는 Workday



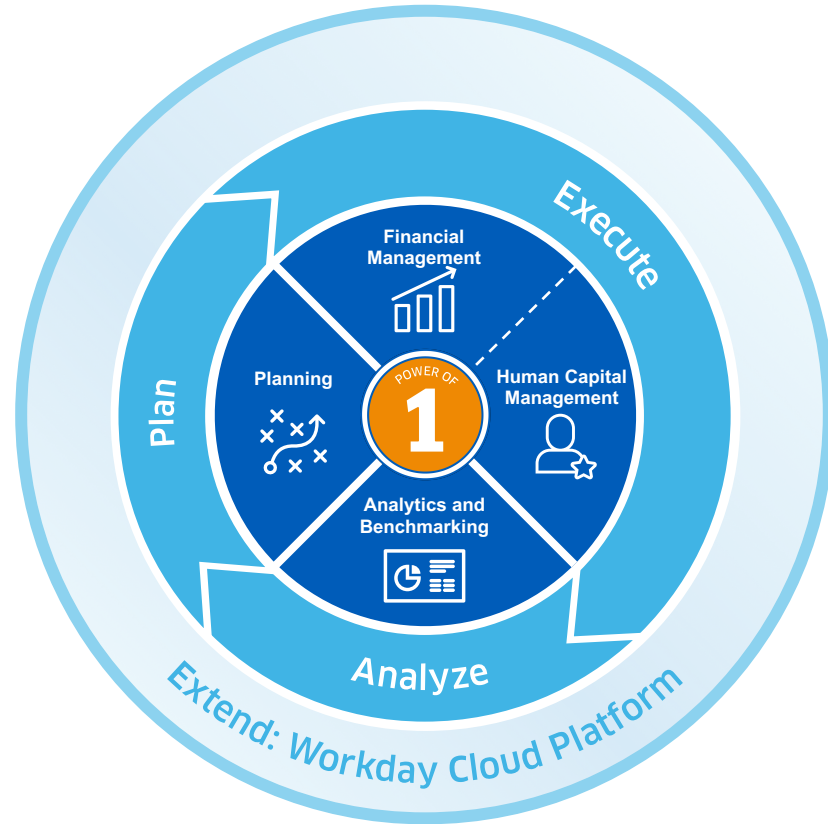
THE TOP 10

- 1 Workday
- 2 Weibo
- 3 ServiceNow
- 4 Ctrip.com International
- 5 Vipshop Holdings
- 6 NAVER
- 7 Vertex Pharmaceuticals
- 8 Netflix

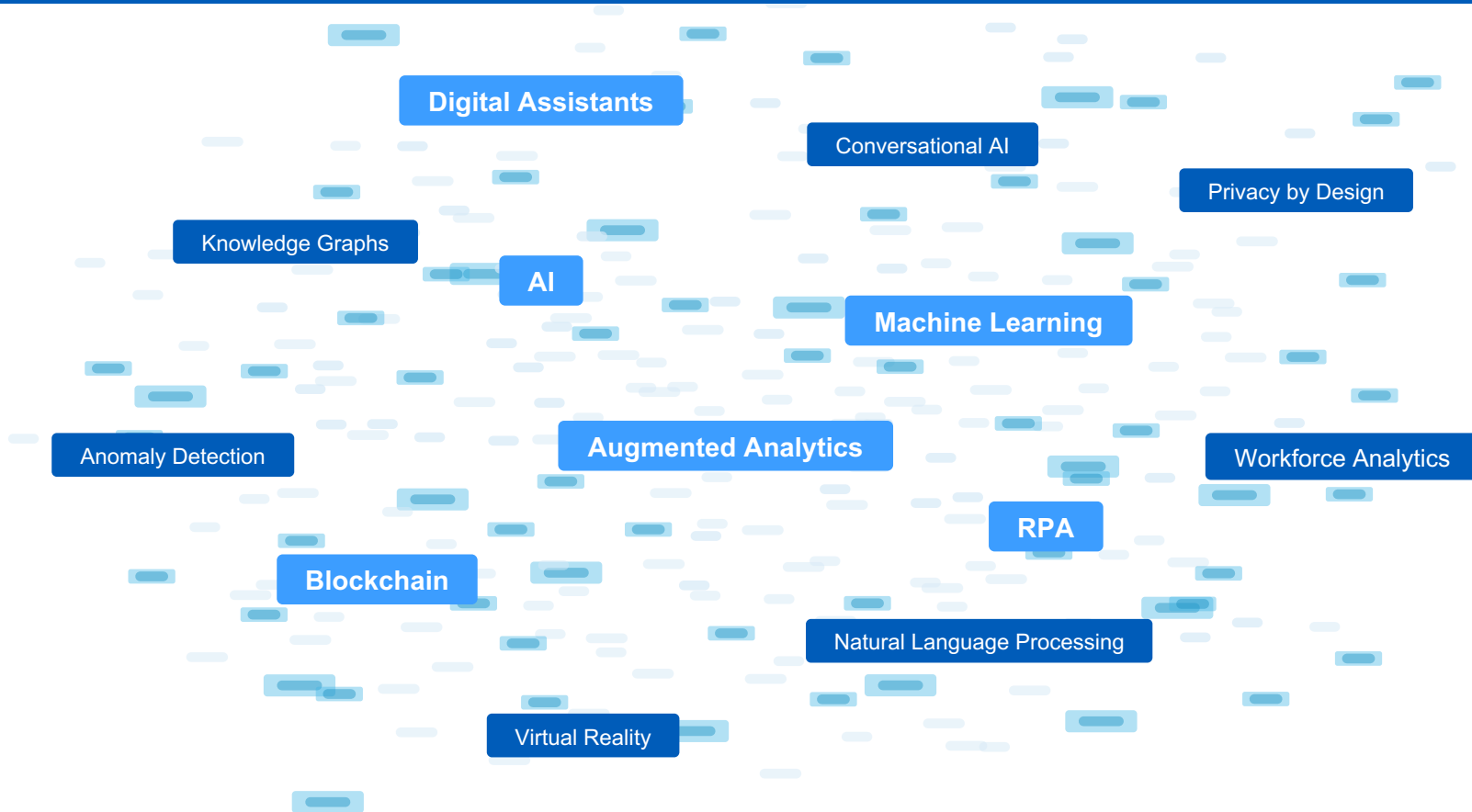


Rank	Company
#1	ServiceNow
#2	Workday
#3	Salesforce.com
#4	Tesla
#5	Amazon.com
#6	Netflix
#7	Incyte
#8	Hindustan Unilever
#9	Naver

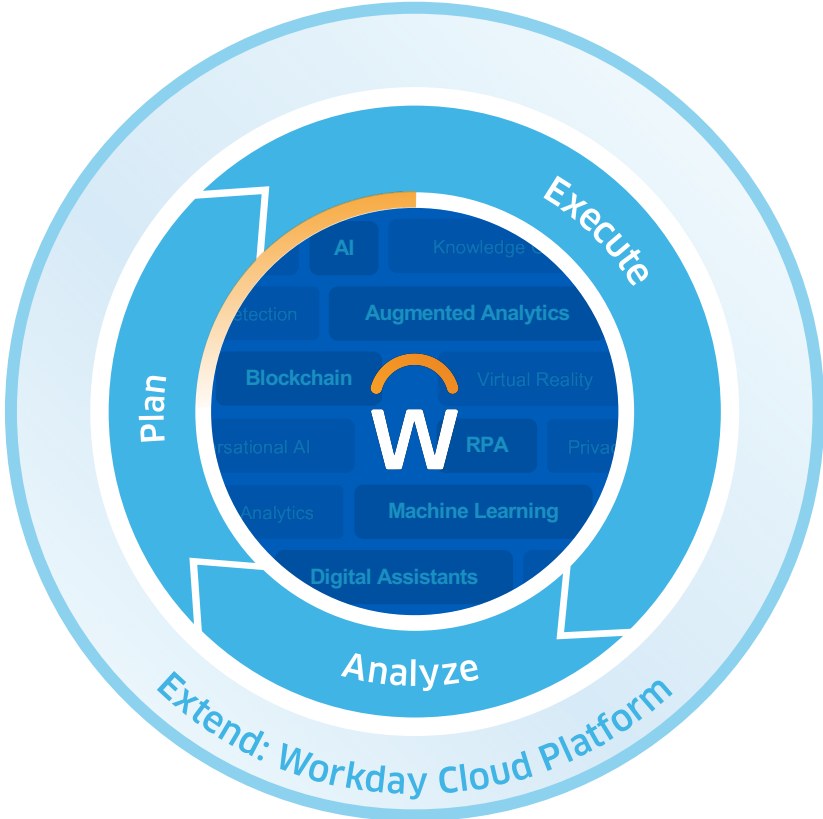
파이낸스 & 인사관리를 위한 SaaS

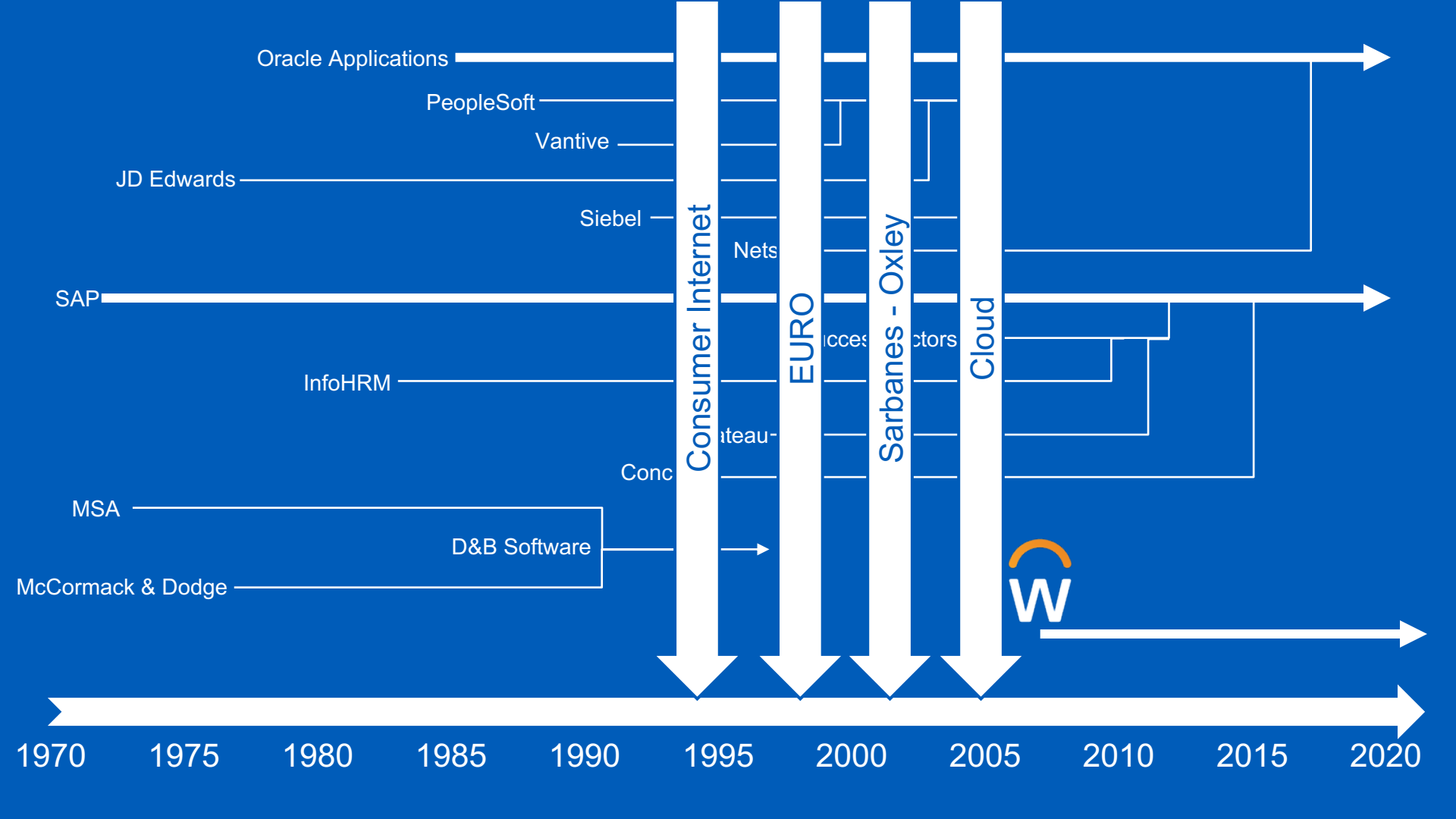


미래 기술을 적용한 솔루션



Your Partner for the Future





Workday Customers

Workday Customers (제조)



SIEMENS



CANADA GOOSE®

C-H GUENTHER
& SON, INC.



flex

FUJIFILM
Value from Innovation



GOODYEAR
MORE DRIVEN

HITACHI
Inspire the Next

HUNTSMAN
Enriching lives through innovation



Johnson
Controls



DELPHI



LEVI STRAUSS & CO.



marel

MAXAM



NISSAN



Panasonic
Panasonic Avionics Corporation



Phillips
PHILLIPS PLASTICS CORPORATION™



SONY



THALES

TIMEX GROUP



US
FOODS



Veritiv

Workday Customers (에너지/화학)



Workday Customers (기술/IT)



Workday Customers (컨설팅/전문 서비스)

acxiom

alight



appen

ACCA Think Ahead

assurity
IMPROVE. TRANSFORM.

ATS

BNB
BUSINESS NETWORK BUILDERS

Booz | Allen | Hamilton

CACI
EVER VIGILANT

CapTech

clearlink

CLEARY GOTTLIEB

COLLABORATIVE
SOLUTIONS

DAYMON
INTERACTIONS
CONSUMER EXPERIENCE MARKETING

ICF

Linklaters

MERRILL
CORPORATION

northhighland
WORLDWIDE CONSULTING

npd

PAUL
HASTINGS

PLEX
THE MANUFACTURING CLOUD

promerit
TALENT TO TRANSFORM

&

Schiff
Hardin

SNC • LAVALIN

SOM

STV

TGS

tieto

AECOM

URBAN
INSTITUTE

VENCORE

Weil

wework

Cardno
Shaping the Future

Workday Customers (커뮤니케이션)



ATLANTICMEDIA



Workday Customers (금융 서비스)

Bank of America 

THE CARLYLE GROUP

VISA

Flagstar[®]
Bank

AIG

AAA
Mid-Atlantic

AON

ING 

EatonVance
Investment Managers

EQUIFAX

AGF

Brown
&
Brown
INSURANCE

Amerisure
Insurance
The Advantage of Partnership

MARSH & MCLENNAN
COMPANIES
MARSH GUY CARPENTER MERCEZ OLIVER WYMAN

Morgan Stanley

charles
SCHWAB

MasterCard

NATIXIS

INFINITY.
Auto | Home | Life | Business

Brickstreet[®]
INSURANCE

EXIN.
GROUP

SUNTRUST

Westfield

FICO[™]

EVERCORE

Endurance

ARBELLA[™]
INSURANCE GROUP

HISCOX

citi[®]

Scottrade[®]

EllieMae[®]

CWB | CANADIAN
WESTERN BANK

Prudential

assurity
IMPROVE. TRANSFORM.

RGA[®]

Deutsche
Bank AG

LP
T LIBERTY
PROPERTY
TRUST

CUSHMAN &
WAKEFIELD

KeyBank 

MassMutual

Humana.

ONEDIGITAL
HEALTH AND BENEFITS

SaaS

Software

as a

Service

Product

Service

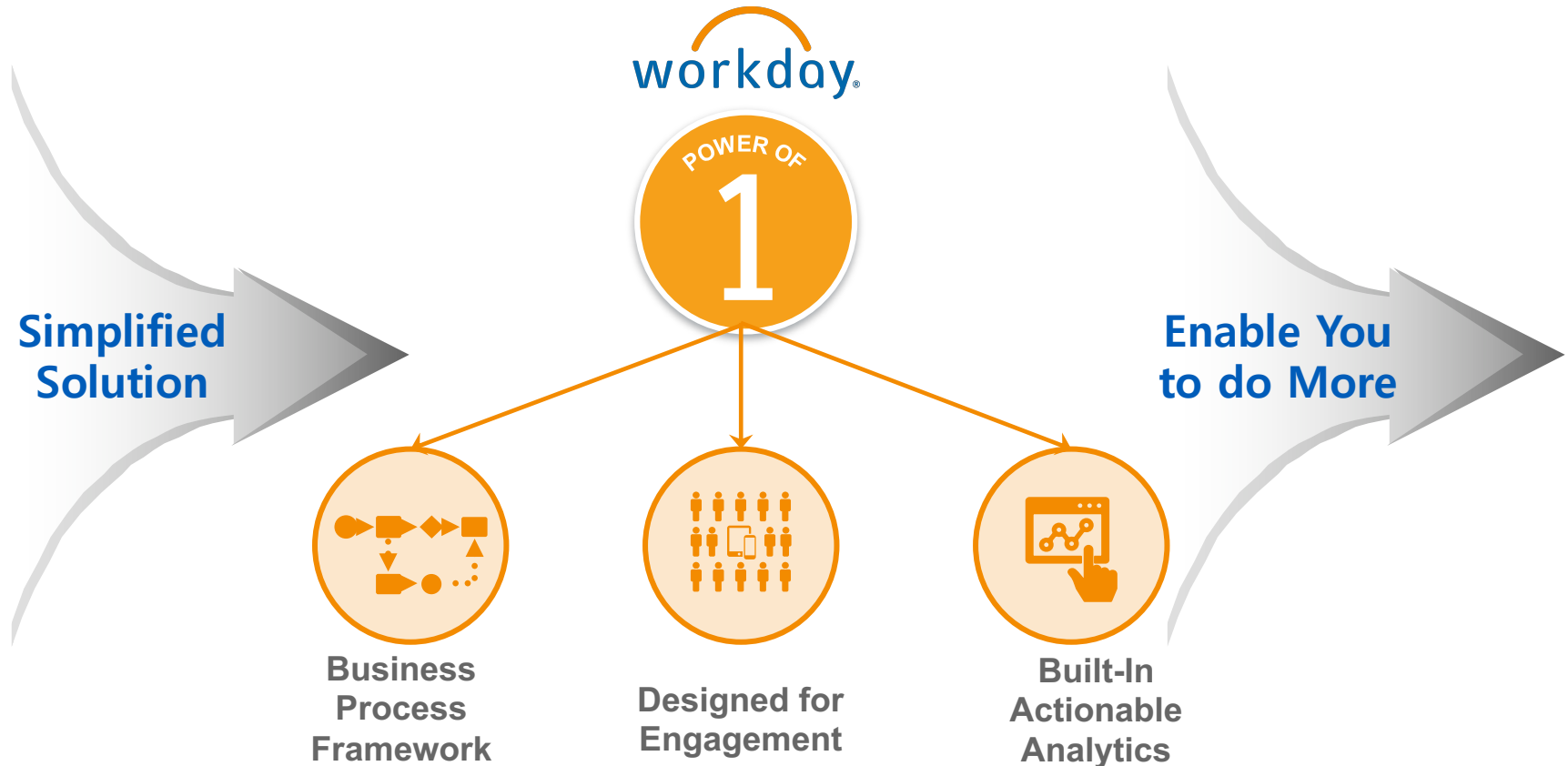
Customer

Experience

Workday Difference



Workday Fundamental Difference

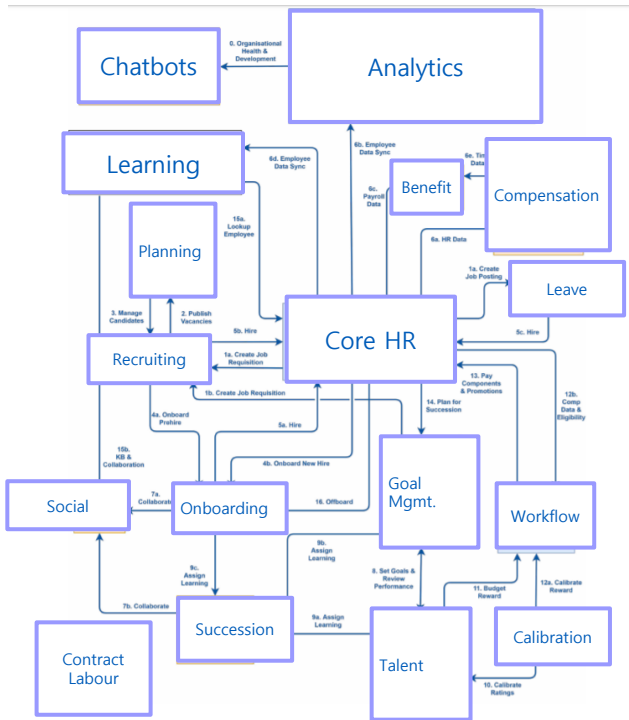




Power of One

타 클라우드 솔루션

WORKDAY



One Source for Data | One Security Model | One Experience | One Community

One Platform

Business Process Framework

Object Data Model

Reporting and Analytics

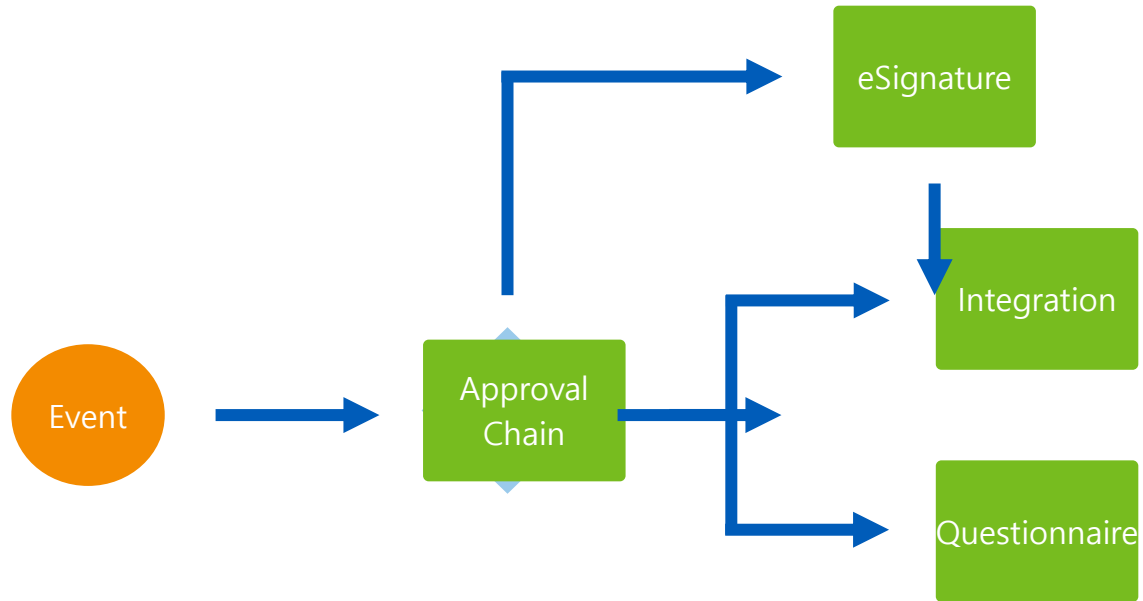
Security

Machine Learning

Integration Cloud



Business Process Framework (BPF)





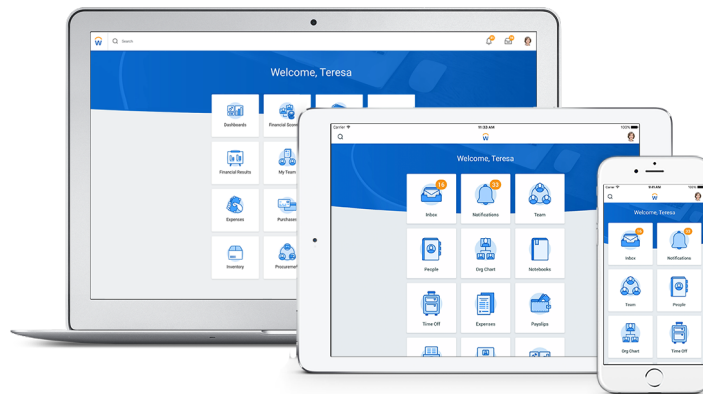
Designed for Engagement – Mobile First



94% user adoption within first 30 days post go-live across **77,000 employees**



75% mobile utilization. 6,500 self-service transactions in 1 month





Designed for Engagement

Employee Engagement Pillars

Culture

My Work Matters

Growth & Development

Transparency

Connectedness

예시

- 경영진으로부터의 환영 메시지

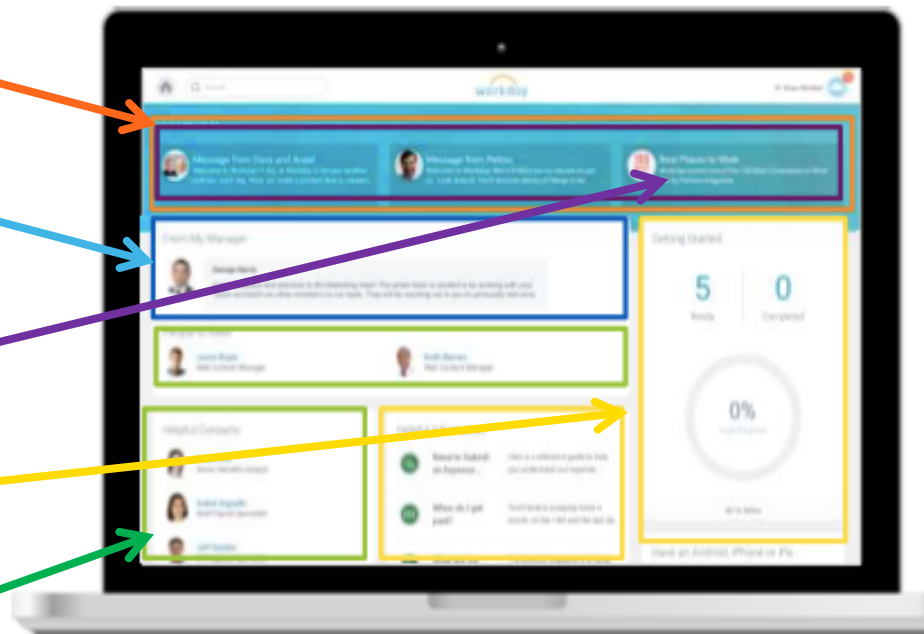
- 매니저로부터의 메시지

- 해당 포지션이 참가 필요한 교육 일정 공지

- 현재 온보딩 과정 진행 상황 안내
- 유용한 정보

- 내가 만나야 할 직원 소개
- 도움될 직원 소개

신규 입사 직원 Onboarding 시의 화면





Designed for Engagement

Employee Engagement Pillars

Culture

My Work Matters

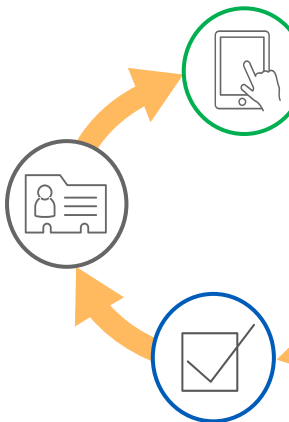
Growth & Development

Transparency

Connectedness

1) Careers, Capabilities, Connections

직원이 주도적으로 업데이트 하는 관심 경력 분야, 스킬, 경험, 내부 네트워크



5) Feedback/Check-In

직원 통합 대시보드에 캡처 된 정보 및 피드백 참고하여 매니저의 체크인 진행

4) Additional Training

연초 교육 수요조사, 매니저의 피드백 및 직원 개인의 관심사에 기반해서 러닝 콘텐츠 추천됨



2) Potential Career Insights

직원의 역할 및 업데이트 정보를 기초로 이동 가능한 경력 경로 등이 제시됨

3) Manager Discussion & Plan

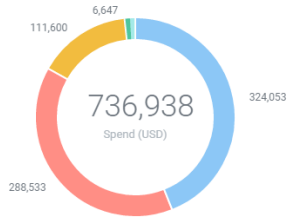
Discussion & Plan

면담 기간 중 별도의 데이터 작업 없이 매니저/직원은 대시보드 상의 정보를 참고

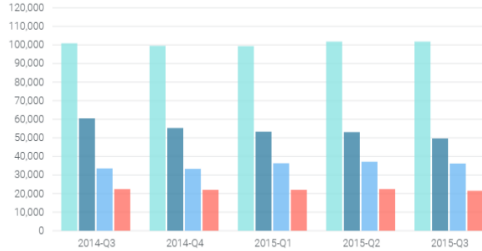




Built-in Actionable Analytics

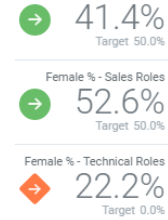


- Global Support - North America Group
- Global Support - EMEA Group
- Global Support Center
- Global Support - JAPAC Group
- Global Support - LATAM Group

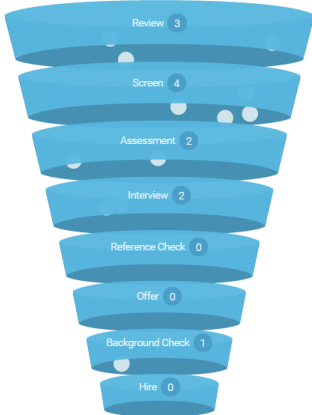


- United States of America
- Mexico
- China
- India

High	Stars 4	Placeholders 0	Transitionals 0
Low	Contributors 0	Detractors 0	Blockers 0
Medium	Workers 7	Latents 11	Emergers 2
	Exceeds	Meets	Below

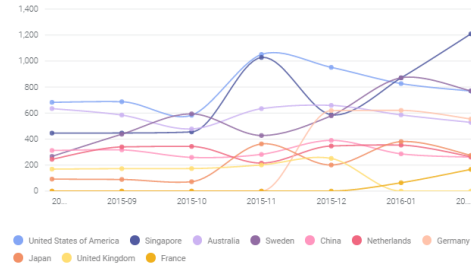
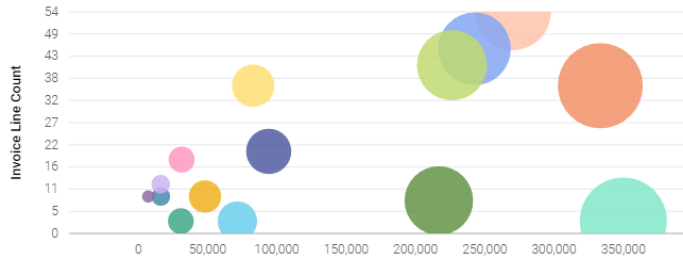


Candidates by Active Stage



46 items

Project							Talent				Cost Bu	
Project	Manager	%Complete	Planned Hours	Hours Reported	Remaining Hours	Initiatives	Goe	Importance	Talent	Retention Risk	Resources	Budget Total
Cyberdyne Implementation T&E		<div style="width: 25%;"></div>	3181	971	2210	Customer Success	Q	★★★★★	<div style="width: 25%;"></div>	■	34	70,980.00
Exotic Fruit T&E with 5% discount on resources		<div style="width: 25%;"></div>	3393	0	3393	Penetrating New Markets	Q	☆☆☆☆☆	<div style="width: 25%;"></div>	■	18	0.00



Performance Reviews



Annual Updates

From Functions to Insights



Meta Data In Memory Microservices Integration Cloud iPhone Android HDFS Machine Learning Analytics Open Platform Natural Language Processing

2006–2013 **2014** **2015** **2016** **2017** **2018** **2019**

One Technology Platform

Workday Community

2700개 이상의 고객, 3100만 이상 사용자의
요구사항은 Workday Community를 통해 공유되고
제품 업데이트에 반영 됨

Co-Evolution (共進化)을 통한 솔루션 성장



W

2005

#191 (2011)
넷플릭스

#785 (2014)
Bank of America

#1500 (2016)
아마존

#2278 (2017)
GE

#2690 (2018)
액센추어

#2871 (2019)
P&G



고객 주도의
Open Innovation

2005 - 2015

2016

2017

2018

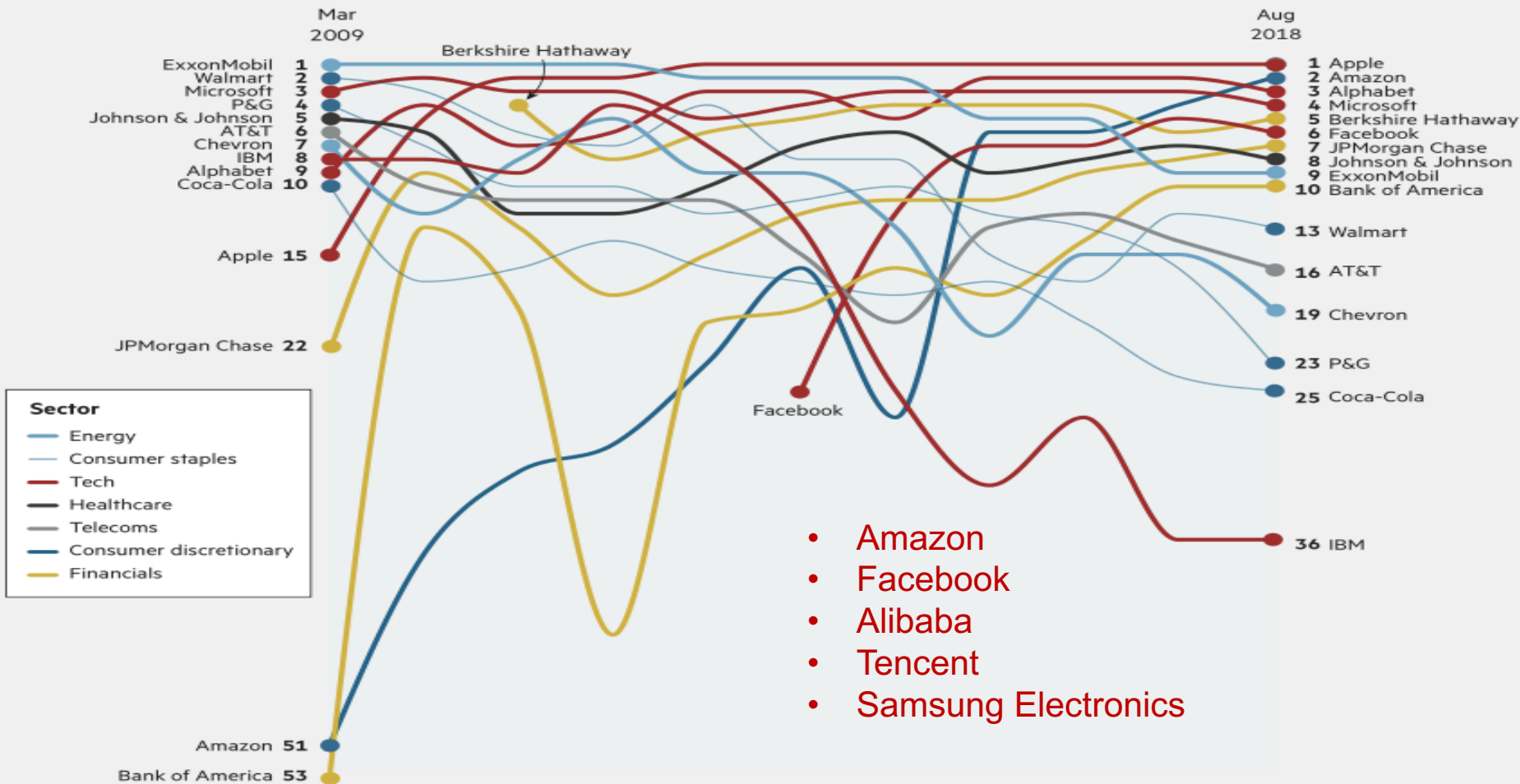
2019

Innovative Companies



S&P 500 leaders reshuffled over the bull run

Largest companies in the S&P 500, rank



VUCA
World

- 불확실
- 급변
- 융합
- 새로운 세대

New
Biz
전략

조직의 변화

- 프로젝트 팀/빈번한 조직개편
- M&A
- 업무 프로세스 변화

Predictive
Analytics

Talent &
Skill 의
변화

- 새로운 직무 생성
- 새로운 스킬 필요
- Double T 자형 인재

일하는
방식의 변화

- 자율 근무
- 상시 피드백, 공정한 성과관리

지속적
성과
창출

- 생산성
- 직원 몰입도



마무리하며...

- **Take-aways**





Thank You!