

CASE STUDY

# Driving a Successful HR Transformation Rollout for a Large Consumer Organisation

Bringing quality to the table for a nationwide HR transformation

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## Summary

A large, multi-location consumer-facing organisation set out to modernise its HR systems by implementing Workday's Human Capital Management (HCM) platform.

With a distributed workforce across multiple locations, ensuring a seamless transition without disruption to core HR operations was critical.

Phase 1 focused on implementing core HCM modules, requiring robust validation of key functionalities and integrations to support business continuity from day one.

Planit was engaged as the Quality Assurance partner to bring structure, control, and confidence to a complex and high-risk rollout. Beyond test execution, we improved test coverage, introduced governance, and addressed inefficiencies in existing tools to keep delivery on track.

## Key Outcomes:



**Smooth and successful go-live** of Workday HCM Phase 1



**Reduced delivery risk** through structured and risk-based testing



Improved confidence in **system stability and readiness**



**Enhanced visibility** and governance of test activities



**Clear roadmap** for future improvements, including test management tooling

# Unpacking the project challenges

The program faced several early challenges that introduced delivery risk:

- ⚠ Requirements from the platform vendor lacked structure and prioritisation, creating ambiguity in testing scope
- ⚠ Complex integrations required thorough validation to avoid downstream operational issues
- ⚠ Existing tools used for test design and defect tracking limited scalability and visibility
- ⚠ Time zone differences impacted stakeholder alignment and workshop participation
- ⚠ Absence of prioritised test scenarios delayed early execution






Given the scale of the rollout, any delays or defects at go-live could have led to operational disruption, increased costs, and loss of stakeholder confidence.





## A strategic approach from day one

Planit quickly embedded into the program and established a structured testing approach:

-  Defined a clear testing roadmap aligned to business priorities
-  Applied a risk-based testing strategy to focus on critical scenarios
-  Identified and addressed gaps in requirements early to reduce rework
-  Enabled real-time collaboration through structured communication channels
-  Managed integration validation and triaged issues proactively

We also recommended transitioning to a more robust enterprise test management tool to improve traceability, visibility, and scalability in future phases.

A hybrid onshore–offshore delivery model ensured strong stakeholder engagement while maintaining execution efficiency.

# Delivering results with precision and partnership

Planit's role extended beyond execution to include governance, stakeholder alignment, and continuous quality oversight.

This approach enabled a controlled and successful Phase 1 go-live, with no disruption to core HR operations.



900+ unit test cases designed to support structured client execution



800+ end-to-end test scenarios designed and executed by Planit



Sustained execution velocity during peak testing cycles



Clear and detailed test documentation enabling seamless internal adoption



Improved visibility and governance across test activities



## Key outcomes

- Smooth and successful go-live of Workday HCM Phase 1
- Reduced delivery risk through structured and risk-based testing
- Improved confidence in system stability and readiness
- Enhanced visibility and governance of test activities
- Clear roadmap for future improvements, including test management tooling

## Tools & Technologies Used

- Workday (HCM platform)
- Enterprise test management and collaboration tools

## Services delivered

- Smooth and successful go-live of Workday HCM Phase 1
- Reduced delivery risk through structured and risk-based testing
- Improved confidence in system stability and readiness
- Enhanced visibility and governance of test activities
- Clear roadmap for future improvements, including test management tooling

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Wherever you are in your Quality Engineering journey, we'll provide you with expert advice and guidance every step of the way. Every customer we work with has different needs, from complex software architectures to unique end-user needs. Our Planit framework provides a consistent approach that supports both traditional and modern development methodologies, and is flexible enough to adapt to changing practices and requirements.

Find out how we can optimise your lifecycle:

