

# Stabilizing O.C. Tanner's Workday Operations Post-Go-Live

Strengthening Workday through proactive support and continuous improvement.



## Location

Salt Lake City, Utah



## Workday Footprint

HCM, Benefits, Advanced Compensation, Recruiting, Time Tracking, Absence, Payroll, Learning, Integrations, Reporting



## The Groove Service

AMS Post-Production Support

## THE CHALLENGE

As a new Workday customer preparing for a September go-live, O.C. Tanner was working within a compressed hypercare timeline and needed fast, dependable support across complex HCM, benefits, payroll, and integration scenarios. They were looking for an experienced partner who could ramp up quickly and provide steady, hands-on continuity through their transition.

## BENEFITS



### More Predictable Operating Rhythm

From issue-by-issue fixes to dependable, governed operations



### Reliable Post-Production Support

Quick, timely fixes and configuration changes that keep operations moving



### Building Internal Capabilities

Teach-as-we-go enablement builds internal Workday capability

## THE SOLUTION

The Groove partnered with O.C. Tanner just after kickoff, resolving critical issues, supporting through the benefits annual enrollment and merit compensation cycles, and establishing a strong foundation for long term success. Through a flexible Application Management Services (AMS) model, The Groove supported the organization's full Workday ecosystem.

By combining rapid issue resolution with proactive optimization, The Groove resolved data flow challenges, streamlined business processes, and improved reporting accuracy. Rather than addressing symptoms alone, the team identified and corrected root causes while providing clear knowledge transfer and practical guidance, empowering O.C. Tanner's team to confidently manage and optimize their Workday environment moving forward.

***"The Groove has been a fantastic partner. When we found an issue with how holiday pay was treated for differentials, they dug deep to find the underlying cause and corrected the configuration. They also gave us step-by-step instructions so we could create differentials ourselves next time."***

**- Dana Rogers, Vice President, People & Great Work Operations, O.C. Tanner**

