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Learning reimagined

An innovative engineering firm puts a new spin on enterprise learning with Workday and Deloitte

“Our strategic priority was employee experience: our workers needed the freedom to create their own learning pathways to aid in their career growth.”

Subashree Raghavan
IT Project Manager, Aurecon

The Aurecon Group (Aurecon) is not your typical engineering firm. Self-described as an engineering, design and advisory company, “but not as you know it,” Aurecon takes pride in collaborating with its clients to shape and design a better future. The company is also known for its ability to rethink traditional processes—or to “reimagine engineering.” With ambitious growth objectives, management realized that Aurecon’s ability to remain on the leading edge largely hinged upon digital transformation. Such a transformation would require implementing global, standardised, cloud-based platforms for everything from design processes to HCM functions. With operations across Australia, New Zealand, Asia, the Middle East and Africa, it would also call for empowering 7,500+ employees in 26 countries to learn whatever skills they needed in the moment, anywhere and on any device.

The challenge

The existing learning management system (LMS) was a bottleneck to growth in many respects. It lacked mobile and self-service capabilities, was difficult to use, and it didn’t align with the proactive and self-driven operating model that HR leaders sought to achieve. Even more, it wasn’t integrated with the Workday HCM suite that the company had recently implemented as the foundational platform for its people journey.

“We recognise that we can’t deliver on our aspirations around our client experience unless our employee experience aligns with that vision.”

Liam Hayes
Chief People Officer, Aurecon

Without a fully integrated, modern LMS, Aurecon could only go so far in reimagining the employee experience and in optimising the returns from its Workday-enabled transformation. In short, the company needed to “make the complex simple” by delivering great learning as part of a single, unified people system.

The solution

Workday Learning is the LMS solution of the Workday HCM platform. Beyond the clear advantage of seamless integration with the company's chosen HCM solution, Workday Learning is well-suited for Aurecon because it:

- Offers an engaging, intuitive user experience
- Delivers learning to employees anywhere in the world
- Allows employees to select curated learning paths or to create their own
- Empowers people to drive their own career paths and build skills for internal moves.

“This Workday-enabled transformation gives Aurecon the ability to become more proactive and self-driven.”

Chris O'Halloran
Director, Deloitte Australia

These capabilities, when combined with those of the Workday HCM platform, would allow Aurecon to undertake a significant cultural shift. Rather than being reactive and regulatory-driven, the organisation would now have the tools to become more proactive and self-driven.

The transformation

The company's HR leaders firmly believed that learning happens in the flow of work. In other words, employees shouldn't need to set aside big blocks of time to go through lessons. Nor should they have to access a separate system to find learning modules. Rather, they should be able to log onto the LMS anytime, anywhere and easily find the training they need. Aurecon selected Deloitte to assist in its Workday-enabled transformation, largely because Deloitte's HCM consultants shared that belief. Deloitte also had global capabilities,

extensive experience with the Workday HCM platform, and in-depth process knowledge, all of which were critical in helping HR leaders to reimagine what the learning experience would look like within the new LMS.

Together, the joint engagement team:

- Envisioned a new way of learning within Aurecon
- Implemented Workday Learning as part of unified, global Workday platform
- Introduced simple, standard and holistic learning processes
- Enabled employees to “learn within the flow of work” anywhere in the world.

Though the technology was important, seamless collaboration was cited as the main ingredient in the project's success. The company's business, HR and IT leaders worked effortlessly with Deloitte practitioners—and vice versa. Team members on both sides noted that it was hard to distinguish between who was an external consultant and who was an Aurecon employee. The close relationships forged during the project allowed the team to proceed with confidence, knowing it had the problem-solving power to overcome any obstacles.

The results

The new Workday Learning system was delivered on time and on budget. According to Subashree Raghavan, IT Project Manager, Aurecon, the take up rates on the new system were exceptional, with more than 6,000 enrolling within three weeks of go-live. Today, Aurecon employees are excited to have everything

“The take up rates have been exceptional, exceeding not only our expectations at Aurecon but also those of our Deloitte partner.”

Sam Fernando,
Global Talent Development Leader,
Aurecon

at their fingertips. For instance, they can check their leave balances, review their pay slips, and do their coursework, all within the same system, which can be accessed anywhere from any device. They also have the ability to create their own lessons and share their knowledge.

Now that Aurecon has Workday as its full HCM platform, including recruitment and learning, the company plans to further leverage the system to continue to improve its people experience. This potentially involves exploring analytics capabilities, so business and HR leaders can obtain even more benefits from having employee data all in one place—ultimately using those insights not only to empower people in new ways but also to reimagine the future of work.

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