



Workday and QinetiQ North America:

Greater Visibility Ensuring an Exceptional Workforce



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Through its products for and services to the aerospace, defense, and security industries, QinetiQ North America uses its people and knowledge to make the world safer. More than 2,000 of QinetiQ's Talon robots have been deployed to Iraq and Afghanistan to locate and disable roadside bombs. The robots also have been used with law enforcement agencies and during natural disasters to search for people. Its stand-off threat detection system is used by the Transportation Security Administration (TSA) at airports and railway stations throughout the U.S. In the services arena, QinetiQ North America supports many federal agencies and departments, including a large population of talent for the Department of Defense.

The talent needed to provide QinetiQ North America's special services is in high demand and rare. The company, built through a series of acquisitions, was without an effective HR system that could help it better manage and nurture its exceptional workforce. That's why QinetiQ North America turned to Workday Human Capital Management (HCM).

Strategic Alignment Supports Business Growth

"For us on the professional services side of the business, the huge majority of our people are revenue producers," according to Gary Bagwill, vice president of human resources technology and compensation systems for QinetiQ North America. "Prior to Workday, we really didn't have full visibility into our talent or where they were located in order to support the most effective bidding for new contracts, winning of new business, and mobilizing of talent inside the company for the best investment," he says.

"We really were starting from square one," he continues. "Our prior systems were not really HR core systems, and the only HR information in there was the employee's basic information, or we relied on data in the third-party databases of our vendors, like benefits. Workday is an investment for our people and will help us to grow the business."



QinetiQ North America Business Case at a Glance

Founded in 2006

Headquartered in McLean, Virginia

5,000 Employees

Revenues over \$1 billion

Workday Solutions

Human Capital Management

The company had no strategic access to the information they really needed concerning employees. “We didn’t have a thorough knowledge of our employees’ skills, abilities, and backgrounds,” says Bagwill. “The manager may have, but the senior level management did not. We needed one system to provide high-quality information while ensuring everything flowed together and was available to those managers higher up in the organization.” In addition, a new system was needed for pursuing new contracts with the government.

Part of the problem was the confusing source and flow of information in the HR systems Bagwill and his team inherited from a series of acquisitions over several years, each with its own HR process, benefits, and employee tracking systems. “We had to streamline and standardize our process and agree on the best way to do business for the whole enterprise,” he says. “And we wanted to eliminate a lot of manual processes and repetitive tasks so our managers and HR professionals could be redeployed for more value added activities. Ultimately, we needed to select one HR enterprise system that incorporates the best practices. The streamlining of our HR business processes is going to have a great impact on our company.

Bagwill and his team also see Workday as a competitive advantage for their business. “Government service contracts are really the people who provide the services,” he says. “The company that has the best people with the right knowledge, skills, abilities, background, education, and experiences will have a competitive advantage. We expect Workday to help us differentiate and grow the business and therefore increase our revenue.”

A Secure Investment

After evaluating different approaches and multiple ERP vendors, Bagwill and his team knew they wanted a solution that would prepare them for the future. “We wanted a system that would provide an excellent rate of return for our company,” he says. “We did not want to invest in another client-server approach, in people and computers and systems that we felt would not be the best direction for total cost of ownership,” he continues. “We determined that the SaaS (Software-as-a-Service) model was where we wanted to go.”

In addition to providing a lower total cost of ownership, SaaS offers greater flexibility to serve a dynamic business. Rather than costly, time-consuming upgrades that may not provide new functionality, Workday’s subscription model provides vendor-managed updates several times a year. Innovation is continuous, and the software is never out of date. “We could see Workday had the leading-edge technology we needed,” says Bagwill. “Technology changes so rapidly, and we felt Workday would keep us up-to-date much better than an on premise client-server environment.”

In addition to talent management, another key concern for QinetiQ North America is security. “We have people embedded in operating forces in war zones,” says Bagwill. “We have people working in Homeland Security, NASA, other places of that nature of security and sensitivity. We wanted to be sure that the information about our employees was very secure. It was a big, big thing for us to be assured we could rely on this control and proper access.”

Workday passed this critical test with flying colors. “We had many of our technology professionals and a very senior-level executive check out Workday,” says Bagwill. “They came away and said that Workday made the grade.”

As a government contractor, QinetiQ North America focuses closely on compliance as well. Workday has made it much easier to audit information about their employees and their role on projects. “Before, the data was difficult to retrieve, and we ran reports which ended up with Microsoft Excel spreadsheets,” Bagwill says. “With Workday, we can bring information up very quickly at any time. Workday has focused on all the mobile tools, like smartphones and the iPad®,” he continues. “We see that as another potential lever that the senior executives will be able to use as they become familiar with Workday capabilities.”

“The strategic direction of HR has changed over the last few years,” he concludes. “It is increasingly a strong strategic partner of the business, helping the company be more successful. Leveraging our talent supported by modern technology is part of that. People coming out of college now expect companies to have these types of tools, and if they don’t, they may go somewhere else.”

iPad is a registered trademark of Apple Inc.

Innovation Now and for the Future

QinetiQ North America went live first with core HR employee information and transactions. Performance management will be next, followed by compensation and employee benefits. Workday is enabling the company to phase out a host of vendors who provided point solutions, in favor of a single unified system-of-record for the whole company. “A tremendous amount of information is now becoming available at the fingertips of the manager and HR professional,” Bagwill says.

“It’s a good journey,” he continues. “With the updates that come out every four months, we will continue to add additional enhancements to make it an even better investment for our people.”

Bagwill believes Workday will help his team set a new direction for HR and better attract and retain new talent, especially those individuals who are used to employing the latest technologies, including the expanded utilization of mobile devices and applications.



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