

Tate & Lyle

Tate & Lyle improves their self-service and Workday adoption rates with OneSource Virtual's Lifecycle Services

Tate & Lyle PLC is a global food and beverage manufacturing company headquartered in United Kingdom. Originally a sugar refining business, Tate & Lyle reshaped its company to meet the needs of consumers seeking healthy, delicious, and convenient food options and today focuses on providing ingredients and solutions which reduce sugar, calories and fat, add fibre, and provide texture and stability in food and drink. However, they didn't just reshape their company to meet their consumers' needs—they also reshaped it to meet the needs of their employees. In 2018, Tate & Lyle partnered with Workday to gain shared insight into their employees' mandatory training and HR processes. And two years later, they leaned on OneSource Virtual to increase their Workday ROI.

Gaining a simplified view with Workday and OneSource Virtual

Tate & Lyle's partnership with Workday wasn't born out of a need for an HCM system but a need for a learning system.

"We didn't have at the tip of our fingers the record of an employee completing their mandatory training at one of our plants," says Mark Dawson, Workday Development Manager at Tate & Lyle. "This was the main driver for us investing in Workday."



■ Used Hours
■ Hours Left

To date, Tate & Lyle has used 200 of their 600 Lifecycle hours.

Overview



Customer Since
2018



Industry
Food & Beverage



Headquarters
London, UK



~4,100
Employees

To implement their new cloud-based enterprise solution, Tate & Lyle partnered with OneSource Virtual. As an exclusive service partner for Workday, OneSource Virtual helped them implement HCM, Talent and Performance, and Learning, as well as over 30 other integrations.

Maximising Workday with Lifecycle Services

Tate & Lyle went live with Workday in January 2020 and continued their partnership with OneSource Virtual by utilising its Lifecycle Services.

"OSV's Lifecycle Services offers much more than your standard Application Management Services," says Anna Kelpie, EMEA AMS Manager for OneSource Virtual. "We operate as a mature, strategic partner — achieving and maintaining the value realisation of Workday's effectiveness and adoption across businesses and employees."

This was critical for Tate & Lyle since they went live mere months before COVID-19 transformed into a global pandemic.

"Demonstrating the benefits of Workday was at the forefront of our mind," says Dawson.

Most customers use OSV's Lifecycle Services to stabilise their recent go-lives. But because Lifecycle hours never expire, Tate & Lyle jumped at the opportunity to maximise their Workday investment.



"Towards the end of summer 2020, we realized we had a large bucket of Lifecycle hours left," Dawson says. "Because we could handle smaller projects in-house, we focused on areas where we didn't have the right technical expertise so we could lean on OSV. From this, we landed on three projects to enhance the value of our Workday application."

One of Tate & Lyle's Lifecycle projects included deploying the Workday Benefits module for the U.K.

"We have about 300 employees in the U.K.," Dawson says. "Currently, they're using another payroll system to view payslips, and they're using SAP to request time off. That means 90% of our U.K. employees aren't utilising Workday. We added Benefits to change that."

The second project was adding time tracking to Poland. With an employee count of over 350, Tate & Lyle's Poland office lacked the proper technology to track, audit, and report employees' time and productivity.

"Initially, this project was further down the list, but Poland is our third largest country and is continuing to grow," Dawson says.

Previously, the time tracking process was done manually by employees. They would enter their time into an Excel spreadsheet, save the documents to a central folder, and send the details to HR every week.

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But because of certain complexities unique to Poland, this process wasn't sustainable. "During our initial call with our Lifecycle specialist, we explained how what time you log off in the evening dictates what time you can log on in the morning," Dawson says. "It's all driven by government regulations."

Tate & Lyle worked with their Lifecycle specialist to come up with various effective solutions.

"Our specialist captured all the information we provided, built out some prototypes, showed us what it would look like, and explained the pros and cons of every solution," says Dawson. "He also gave recommendations of what he thought would be best for reporting and the user experience, which was valuable."

Finally, for their third project, Tate & Lyle worked with OSV to create and automate salary review letters as their merit process could often take weeks to complete.

"We didn't have the expertise to set up the salary and bonus processes, or produce the letters automatically in Workday, so we leaned on OSV to help us complete this project."

The results

Since implementing these modules, Tate & Lyle has seen improvements that have directly impacted their day-to-day business.

"We've seen an explosion of logins into Workday as a result of implementing Benefits and Time Tracking," says Dawson. "In Q4 2020, we had roughly 2,000 logins per month in Poland. We have about 300 employees there, so that isn't too bad. Each person logged in about five times. However, in Q1 2021, we've seen a 160% increase. That's over 5,000 per month."





This means employees have gone from logging in about once every week or two to logging in two to three times a week.

"This is amazing because it means a) it's working and b) we can use this as leverage for the other three countries where we plan to add Time Tracking this year," Dawson explains.

"The primary reason for us implementing Time Tracking in Poland was for employees to add their overtime. But now we see they're also updating their emergency contacts, personal contact information, and adding their goals. So, it's really powerful."

Tate & Lyle have also been able to reduce their compensation process.

"Last year, we had about 2,000 salary review letters go out, and it took us three weeks to create and approve them," Dawson says.

"This year, the reviews will be signed on Friday, and the letters will be available by Tuesday, or no later than Wednesday."

Creating a consolidated view

This year, Tate & Lyle also plans to work with OneSource Virtual and its global payroll solutions partner to streamline their HR systems.

"It takes 30 days to get a new location created in SAP. Whereas with Workday, it only takes 5 or 10 minutes."

"We had over 40 payroll vendors processing payroll in approximately 45 different countries," says Dawson. "For the more populated countries, we used SAP. For the smaller countries, we used Excel spreadsheets or a local payroll provider. But this structure is cumbersome."

To streamline this process, the company plans to move seven countries to Workday by the end of July 2022. Long term, they plan to consolidate most of their EMEA payroll, which consists of around 20 European countries but also includes other countries outside of EMEA.

"We won't get to a position where everyone is using the same provider, but we can consolidate based on geography," Dawson adds.

Through Tate & Lyle's partnership with OneSource Virtual, they're on track to achieve substantial cost savings to make this goal a reality. More specifically, OSV's Lifecycle Services has helped to reduce HR resources, streamline their HR systems with Workday, and empowered their organisation to scale to the needs and goals of the business.