



CASE STUDY – SPEAKING MY LANGUAGE:

How Deploying and Utilizing Workday Has Clarified LanguageLine’s Business Processes

THE COMPANY

California police officer Jeff Munks was inspired to create LanguageLine Solutions as a way of bridging the language gap between San Jose’s rising minority population and first responders like himself.

Working with Michael McFerrin, he created a communication solution that, today, provides a variety of interpretation and translation services in over 240 languages, from video and face-to-face interpretation to American Sign Language, localization, translation, and testing and training.

As the world’s third-largest language service provider, LanguageLine leverages a vast workforce with over 12,000 interpreters to provide 24/7 support to nearly 30,000 clients.

Based on their continued success, LanguageLine needed to replace their dated human resources solutions with a unified alternative that could scale with their company’s growth—and they needed a partner that could help them deploy it efficiently.

FINDING AND DEPLOYING A ONE-STOP SHOP HUMAN CAPITAL MANAGEMENT SOLUTION

When Frank Perry started working at LanguageLine as the vice president of human resources, he immediately pinpointed a major challenge with their HR process.

“We had seven very antiquated systems,” he says. “To onboard an employee, we had to input data into more than four different systems. The whole process was inefficient and time-consuming, especially with the volume of interpreters we employ.”

So in the summer of 2017, LanguageLine began searching for a new human capital management system capable of providing a full range of HR functionality, including manager self-service, harmonized recruiting, onboarding and hiring capabilities, and could scale with their company’s growth.

Project Overview



ESTABLISHED
1999



INDUSTRY
Service



HEADQUARTERS
Monterey, CA

PROJECT TIMELINE



FUNCTIONALITY DEPLOYED

- Human Capital Management
- U.S. and Canadian Recruiting
- U.S. and Canadian Benefits
- U.S. Absence
- U.S. Time Tracking
- U.S. Payroll
- Integrations

“Because we have over 6,000 attributes that go into an interpreter’s skillset, we created a detailed RFP process developed by a team of ten people,” Perry says. “We were then able to narrow our options down to a shortlist that included Workday, which ultimately came out on top.”

As a global, cloud-based enterprise application, Workday surpasses legacy systems through features like real-time reporting and analytics, empowering companies to make better business decisions.

OSV Deployment Lifecycle



WHY WORKDAY AND ONESOURCE VIRTUAL?

LanguageLine invited all three short-listed vendors to their headquarters to present their solutions. After the vendors' demonstration, LanguageLine was able to eliminate one solution, leaving two on the table.

"It came down to a very, very close horse race between Workday and another prominent vendor," Perry says.

But ultimately, LanguageLine chose Workday.

"Workday's reputation in the industry was a big factor in choosing them," says Perry.

As a global, cloud-based enterprise application, Workday surpasses legacy systems through features like real-time reporting and analytics, empowering companies to make better business decisions.

When it came time to choose a deployment partner, OneSource Virtual (OSV) was a natural fit. As a service partner dedicated exclusively to Workday, the organization was more than equipped with the certified expertise and automated tools needed to help LanguageLine succeed. Plus, OSV was competitively priced.

The implementation project began in February 2018. And over the next 13 months, OSV worked closely with LanguageLine to deploy their 6,000 attributes, including their 240 languages, the different skill levels of each interpreter, their country of origin, and all of LanguageLine's various tests, assessments and training criteria.

And that is a single testament to OneSource Virtual's dedication to being Workday experts.

"OSV did a great job. They provided constant communication. Our updates were very structured, and we had agenda for meetings that kept us on track."

Prior to kicking off their deployment, Perry had a conversation with top-level executives at OSV who assured him they would be assigned a team of top talent, and that the same team would remain in place for the duration of the project.

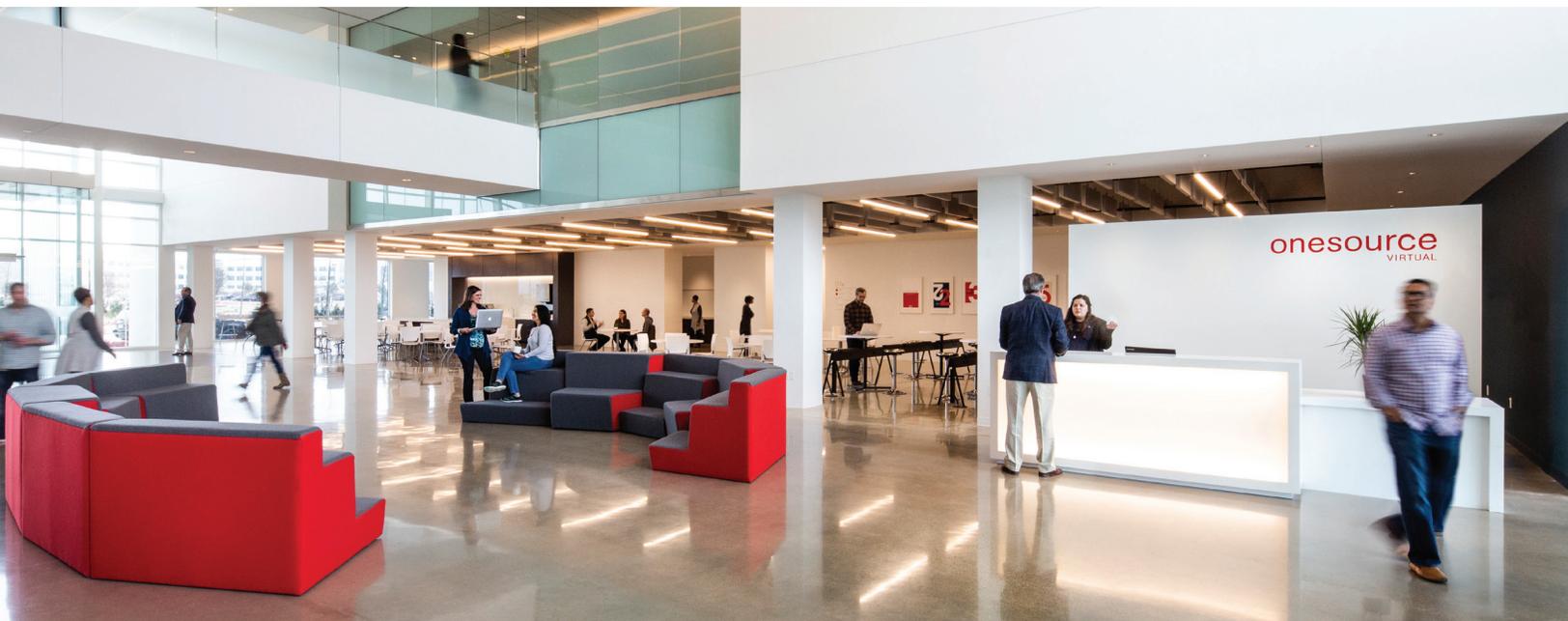
"They definitely delivered," Perry says. "Because we had the same talented team from February 2018 until we went live in March 2019, and they brought the varsity quality and consistency that we wanted."

THE RESULTS

A Single Source of Truth and Expanded Self-Service Capabilities

As a result of deploying with Workday, LanguageLine went from an "eight-track" to a single cloud-based system, allowing them to consolidate all of their platforms into a single source of truth. This has given each management team new self-service capabilities they didn't have before, such as immediate access to the data for their own departments, and information about hire dates and current pay rates for their employees.

"It's also helped with recruiting and application tracking," Perry says. "The applicant tracking system is much easier, and the onboarding process is great for a company like ours, which now processes hundreds of new hires each week."



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FRANK PERRY

Vice President of HR for LanguageLine Solutions

He continues, “As we grow organically and through acquisitions, the implementation of Workday will help control our internal head count, while still performing at a high and efficient level.”

Perry states that no noise is good news following a deployment.

WHAT'S NEXT FOR LANGUAGELINE?

With a successful Workday deployment under their belt, LanguageLine and OSV are continuing their partnership by deploying phase two of their Workday project which consists of advanced compensation, learning, and talent management.

Using these components, the HR team will be able to quickly review the skills and talent needed to meet their clients' business needs and strategically develop learning plans to build a better future for their employees and company alike.

“We’re receiving good feedback, but the mere fact that we’re not hearing a lot is a compliment,” says Perry, “The fact that going live on Workday was almost a non-event is the biggest compliment to both our team internally and OSV.”