

Case Study

Collectors

**Industry:**

Collectibles Grading and Authentication

**Employees:** 1,000+**Company Summary:**

Collectors is the global leader in authentication and management of collectibles, with offices in Los Angeles, New York, Seattle, Hong Kong, Shanghai, Tokyo, and Paris.

Collectors provides hobbyists and alternative asset investors with best-in-class products, tools, and services that power the collectibles industry. Collectors brands include leading authentication and grading services PSA (trading cards and memorabilia), PCGS (coins and currency), and WATA (video games and pop culture), as well as online collectibles marketplace, Goldin.



THE CHALLENGE

- ✓ As Collectors rapidly expanded, the company sought to modernize its HR and Talent processes by transitioning from paper-based tracking to Workday as its HRIS. However, the organization faced challenges in assembling a project team unfamiliar with system-based processes, cloud-based enterprise applications, and the fast-paced Workday Launch Implementation approach.
- ✓ The team required guidance in understanding Workday's capabilities, translating business requirements, and asking the right implementation questions. Additionally, the accelerated timeline demanded immediate ownership of data gathering and alignment with the new system.
- ✓ A key challenge was coordinating integration vendors within the short implementation timeline as they required structured planning and execution to finalize integration requirements, conduct thorough testing, and ensure external system readiness by the Go-Live date.



THE SOLUTION

- ✓ Kognitiv provided expert guidance and hands-on support to ensure a successful Workday Launch Implementation for Collectors. Their Project Manager equipped the team with the necessary knowledge of the implementation timeline and expectations, enabling smooth project execution.
- ✓ Kognitiv's Integrations Consultant worked closely with Collectors and vendor partners to quickly refine requirements, address risks early, and develop a robust testing strategy for key integrations. Their expertise ensured seamless execution despite the project's accelerated timeline.
- ✓ The Kognitiv Solutions Architect leveraged deep Workday functional knowledge to guide the Collectors team through requirements, prototype reviews, and testing. Additionally, they provided best-practice recommendations and took ownership of critical out-of-scope configurations, ensuring all essential business needs were met before Go-Live.
- ✓ Through this partnership, Kognitiv empowered Collectors to navigate the complexities of Workday implementation, optimizing processes and ensuring long-term system success.

We knew our implementation would be a challenge given the quick launch timeline and our lean internal team without an HRIS Manager. While other consultancies we considered were focused on the risks, Kognitiv had a flexible and solutions-oriented approach that left us confident we'd be able to hit our go-live target.

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- Rachel Rose,

Director of Talent Acquisition Programs and Operations at Collectors Holdings, Inc.

