

## Case Study



FOUNDATION *for* CALIFORNIA  
COMMUNITY COLLEGES



**Industry:** Education



**Employees:** 700+

### Company Summary:

The Foundation for California Community Colleges (FoundationCCC) is the official nonprofit partner to the California Community Colleges, the largest and most diverse system of higher education in the nation.

FoundationCCC works to reduce barriers to opportunity, strengthen communities, and accelerate paths to economic and social mobility for all Californians.

## THE CHALLENGE

FoundationCCC recognized that its task routing process within Workday could benefit from a more nuanced approach to assigning invoice and expense report lines. The growing complexity of the organization's task volume provided an opportunity to explore an innovative approach that would reduce potential for duplications, increase clarity, and ensure tasks were assigned to the most relevant approver. FoundationCCC sought to improve this system to align with its high standards for accuracy and efficiency.

# kog

## THE SOLUTION

Working with FoundationCCC, Kognitiv's security experts developed a tailored routing framework using specific worktag combinations. This refined structure ensured tasks were routed to the most relevant accountant. The solution's framework ensured complete coverage by assigning each task using the appropriate combination of worktags, and by incorporating mutually exclusive conditions, the system also streamlined task routing.

This partnership resulted in a robust framework that seamlessly integrates FoundationCCC's organizational needs, ensuring coverage for every scenario, and delivering efficiency gains across its business processes.

## THE IMPACT



Through this collaborative effort, FoundationCCC has sped up the approval chain of six business processes, ensuring tasks are delivered and approved on time. **Tasks now move even faster through the approval chain, saving an average of 30 minutes per task.** With hundreds of tasks submitted weekly, FoundationCCC now conserves countless hours and experiences increased productivity.



Additionally, the refined system has reduced inbox clutter and ensures tasks are directed to the most relevant individuals. These improvements reflect FoundationCCC's proactive approach to operational excellence and commitment to efficiency and collaboration.



By transforming the complex task routing system into an optimized, seamless process, FoundationCCC and Kognitiv demonstrate the power of partnership and innovation in achieving impactful results.

