



Client Bio

Industry
Technology

Employees
3,000+

Rubrik got its start in 2014, pioneering Zero Trust Data Security™ to help organizations stand up against anything that threatens their data. Rubrik currently employs 3,000+ employees in 22 global offices.

Rubrik Security Cloud is a comprehensive data security platform that delivers complete cyber resilience with both data security posture and cyber recovery. It's built on a modern, zero trust architecture powered by machine learning and was designed to keep data secure, monitor data risks, and quickly recover data, wherever it lives

The Challenge

In 2018, Rubrik embarked on the implementation of Workday, facing a range of practical hurdles. Fast forward to 2023, and with operations spanning multiple countries, the need for seamless coordination became evident.

A central challenge emerged: to streamline processes, enabling managers, employees, and administrative teams to complete tasks with just one interaction or less with the People Team—an efficiency goal that posed considerable complexity.

“Kognitiv has been our key partner and Workday support partner for all key Workday projects. This SelfService project was one of the key projects in 2023 and nothing better comes to mind than Kognitiv.”

- Nazir Siddiqi, Director People Technology



Simplify, globalize & optimize People business processes using existing technology and industry leading best practices.



Drive ownership from managers and employees and enhance employee experience.



Empower managers with data and analytics via self-service reporting.



Increase user adoption of self service. [~5% -> 50% -> 90%]



The Solution

Throughout the process, approximately 16 workshops were conducted by Rubrik and Kognitiv with Center of Excellence (COE) leads to meticulously scrutinize transaction requirements. These workshops specifically targeted transactions characterized by high volume and the highest value-added potential.

Valuable feedback was collected from COEs regarding the business impact and level of effort required to facilitate implementation. Subsequently, the People Technology Team estimated the necessary effort for building, configuring, testing, and launching these transactions. Additionally, high-level change management requirements were identified for each transaction, ensuring alignment with overarching guiding principles.

“The best thing we have in our partnership with Kognitiv on this and other projects are quality and very knowledgeable Workday resources who are willing to listen to customer needs and help with adopting as per changing requirements and aggressive time line while advising us along the way with best industry and workday practice and solution”

- Nazir Siddiqi, Director People Technology

To streamline Workday business processes, the following actions were undertaken by the Kognitiv and Rubrik teams:

✔ **Transaction Updates:**

Initiators, reviewers, and approvers for all transactions within scope were updated to align with requirements identified in workshop sessions. Additionally, help text and notifications (totaling 250+) were customized as requested by COEs.

✔ **Role-Based Report Dashboards:**

Collaborated with COEs to develop customized report dashboards for each persona or role within the organization. These dashboards provide relevant insights and data visualization tailored to the specific needs of each user group, facilitating informed decision-making, and streamlined operations.

✔ **Enable Self-Service Functionality:**

Workday’s self-service capabilities were enabled and promoted for various user roles:

Employee Self Service (ESS):

Access to functionalities such as onboarding, personal information updates, contact changes, time off and leave management, payroll details, and more.

Manager Self Service (MSS):

Capabilities including voluntary termination, job transfers, flexible work arrangements, work schedule assignments, recognition bonuses, and more.

People Team Self Service (PSS):

Self-service options for HR partners, including functionalities like involuntary termination, job transfers, title changes, compensation change requests, probation period management, leave administration, and more.

HR Coordinator:

Tools for managing contingent worker details, compensation changes, stock grant requests, visa editing, conditional payments, and more.

COE Admin:

Functionalities tailored to absence partner, compensation partner, finance partner roles, and more.



The Impact



Operational Efficiency and Cost Savings:

Simplifying and optimizing People business processes using existing technology reduced time and resources, leading to significant cost reductions.



Enhanced Engagement and Accountability:

By promoting ownership among managers and employees, there was a notable increase in productivity and job satisfaction, fostering a positive employee experience.



Informed Decision-Making and Performance Improvement:

Empowering managers with self-service reporting tools enabled data-driven decision-making, resulting in improved performance and better business outcomes. This, coupled with the substantial increase in self-service adoption rates, drove continuous improvement throughout the organization.