

## Case Study



# simplepractice



**Industry:** Tech / Healthcare



**Employees:** ~500

### Company Summary:

SimplePractice, the leading practice management software for behavioral health helping simplify everything from admin work to clinical care was founded out of necessity for a beautiful, practical, and intuitive business solution in private practice.



## THE CHALLENGE

SimplePractice faced the intricate challenge of separating its workforce into a new Workday tenant while ensuring uninterrupted payroll continuity, seamless operations, and successful integration runs across both the new and existing tenants. With an accelerated cutover timeline driven by payroll processing deadlines for salaried and hourly employees, the project required precise coordination across multiple integration vendors. Recognizing the complexity of the task, SimplePractice turned to Kognitiv for its proven expertise and unique copy-and-purge methodology to navigate the divestiture and ensure a successful transition.

# kog



## THE SOLUTION

Kognitiv delivered a comprehensive solution that not only addressed the complexities of SimplePractice's divestiture but also ensured seamless execution and lasting value. By leveraging a clear, well-defined methodology, we confirmed configuration requirements, allowed for thorough testing, and achieved a smooth cutover. Our unique team model, featuring cross-functional expertise in HCM, Data Conversion, Benefits, Time Tracking, Absence, Payroll, and Integrations, enabled us to manage downstream impacts and deliver the project on time.

Collaborating closely with SimplePractice's payroll team, Kognitiv was able to successfully tailor the cutover plan to meet their specific needs, while our extensive Workday experience ensured the tight timeline was met without compromising quality. With our client-centric approach, SimplePractice was able to achieve stabilization, ensuring successful payroll and integration runs and a foundation for long-term operational success as Kognitiv will continue to provide any relevant project support beyond stabilization for any unique considerations that come along with a tenant split.



## THE IMPACT



Expert guidance and seamless support for cutover activities allowed SimplePractice to perform their payroll just **three days** after receiving going live to production.



Kognitiv's continued support provided before and after the project has reduced the risk of knowledge transfer gaps and has been critical to ensure **zero delays** in support of SimplePractice's recurring business events, such as Open Enrollment.



Kognitiv's unique payroll approach ensured continuity for retro items and year end payroll reporting, eliminating the need for historical payroll data conversion.



Kognitiv's Clone and Purge Methodology provided SimplePractice with the foundation to immediately and adjusted to best meet their needs.

