



# The Mile High City Reaches for the Cloud

## VIDEO TRANSCRIPT

### **Karen Niparko**

Denver has changed quite a bit over many years—from being a small Western town up to a pretty thriving metropolis, city and county. In the last few years, we've experienced tremendous growth here in Denver.

### **Chris Binnicker**

We made a pretty bold decision that our ERP move was going to be our first real move to the cloud and that was over eight years ago, and we haven't looked back since then. Prior to Workday, pretty much everything HR or financial-related was done on paper. You wanted to request time off? It was on paper. You wanted to get reimbursed for your expenses? It was on paper. And with Workday, we reduced our paper forms by about 75 percent. It's online versus in-line and that's been a huge benefit to the city.

### **Karen Niparko**

The pre-hire process, before we implemented Workday was a very manual process, it was very slow.

Recruiting was difficult, onboarding employees with any level of consistency. Our goal was 45 days. And within our first year of implementing the Workday Recruiting Module and using those new features, we were able to achieve that 45-day, and in some cases less than 45-day time to fill goal. In fact, we get quite a few compliments from candidates —how quick and smooth, informative, with great communications that they have experienced in the recruiting process with Denver.

### **Chris Binnicker**

We were very lucky to have Accenture as our implementation partner. And that is because Accenture brought the best, the brightest, the most dedicated people to the table who really wanted to work hand-in-hand with city resources and city experts. And they were there to guide us and to help us learn.

**Karen Niparko**

It made such a difference that I couldn't even think about going through that process without them. It's hard to imagine now, going back, to thinking about the way we used to process things because it is now so efficient, it allows us to spend our time as HR professionals and leaders on the work that really matters for the city. We were designated as one of the top 10 employers in Denver by Forbes magazine. And that meant a lot to our employees. It's very exciting and obviously, as you can tell, we're very proud of that fact.

**Chris Binnicker**

Workday has had a huge impact on how CCD serves our employees. The data was not available when they wanted it. They had to often come to technology services to ask for things. And imagine, we have over 13,000 employees in the city, so that put a hefty load just back on city resources. So, the immediate impact for the was the ability for our employees to really use the system themselves.

Most of the things that they do now are automatic and they're automatic in a system that's available, that's fast, that's secure, that's user-friendly.

**Karen Niparko**

So, employees can go in on their own, change their address, change their phone, change their beneficiary. And it goes right into the database, and it is accessible to the benefits team and the other teams that need to know that information.

**Chris Binnicker**

We now at our fingertips can self-serve in Workday when we want to run a report, when we need access to data and analytics. We are able to do that on our own. Really Workday has changed everything in the city

and county of Denver. And Accenture was a big part of helping us roll that functionality out and making that work for our employees in the city. And while Workday isn't necessarily a resident-facing application, at the end of the day, if city resources can get their jobs done faster and better, Denver residents feel that impact directly.

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