Melody Fassino

Case Study: Scaling Through Automation

Executive Summary

Rapid organizational expansion often places immense strain on core HR and operational processes. To support exponential scaling without diluting efficiency, I deployed an enterprise-wide system replacement and automation strategy, combining a robust **Workday HCM implementation** with customized **Microsoft Power Automate workflows**. The integrated solution drastically reduced administrative overhead, enabling the organization to seamless scale operations during a period of hyper-growth.

The Challenge

As the organization entered a period of rapid expansion, traditional manual processes and systems not intended for enterprise business operations began creating operational bottlenecks. The core HR teams faced two critical obstacles:

- **Scalability Limitations:** Existing workflows required manual intervention, making it impossible to support aggressive hiring targets without expanding administrative headcount.
- **Operational Inefficiencies:** Recurring tasks, data transfers, and lacking or ineffective system approvals consumed significant staff hours, diverting focus away from strategic growth initiatives.

The Solution

To build a foundation capable of supporting hyper-growth, I executed a multi-layered automation strategy leveraging industry-leading enterprise tools:

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1. **Workday Enterprise Implementation**
    a. Modernized the core Human Capital Management (HCM) system to serve as a single source of truth for all workforce data, with customized data configuration to support the operational needs of the company with easy-to-understand data profiles and easy-to-generate metrics and reports that were directly relevant to the business.
    b. Developed comprehensive and effective baseline business processes across onboarding, talent management, and employee records that captured necessary data, validated it against expected inputs, provided effective error messages when necessary, and were as straightforward to use as possible for busy leaders, employees, and HR staff.

2. **Complementary Microsoft Power Automate Integrations**
    a. Developed and deployed targeted Power Automate flows to bridge gaps between Workday, Greenhouse, and external productivity applications (e.g. Teams, Outlook, and SharePoint) and streamline communication with hires during critical touchpoints in their transition from candidate to new employee.
    b. Automated routine notifications, cross-platform data synchronization, and compliance tracking in a strictly regulated, complex business environment, eliminating manual touchpoints and minimizing the risk of human error in compliance tasks and monitoring.

Key Results & Impact

15x
HEADCOUNT GROWTH

The unified Workday and Power Automate ecosystem seamlessly absorbed a **15-fold increase in headcount** without requiring proportional additions to HR and administrative staff.

Automated workflows reduced total manual process time by **over 50%**, drastically shortening cycle times for onboarding, requests, and record updates.

>50%
LESS TIME SPENT

- **Enhanced Operational Agility:** Freed key personnel to focus on strategic workforce planning and employee experience rather than administrative tasks.

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- **Error Reduction:** Systemic automation significantly decreased data entry errors and compliance risks associated with manual tracking.

Key Takeaways

Combining robust and customizable enterprise platforms like **Workday** with agile automation tools like **Microsoft Power Automate** creates a highly scalable core HR technology backbone for fast-growing organizations. By eliminating manual bottlenecks early, I established a repeatable framework capable of sustaining continuous long-term growth for the company.

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