



WHY WORKDAY FOR GUEST SERVICES

Guest Service's Objectives



Plan for future Growth

Enable Executives and Field Operators

Automation & Efficiency

Build a Solid Foundation

Why Change Now?

- Disparate and inadequate technology landscape means Finance & HR are burdened with manual processes
- Continued growth will only exacerbate current state challenges and limit GSI's ability to scale, ultimately leading to additional personnel spend
- PeopleSoft is outdated. No new product features, high IT support costs, deprioritized support from Oracle, elevated security/compliance risk
- Lack of data/analytics available to executives and field operators hinders ability to manage business in real-time

Why Workday?

- Equip decision makers with relevant, contextual financial and HR insights from one system
- Redeploy Finance and HR to strategic business analysis
- Integrate and leverage real-time Point-of-sale ("POS") and Payroll data
- Drive a faster, more efficient financial close process
- Reduce overtime and procurement spends
- Improve talent acquisition
- Foster improved employee engagement and communication

THE VALUE OF WORKDAY FOR GUEST SERVICES



Technology Simplification



Process Improvements



Benefits	
Decommissioning of Existing Systems	Remove ~10 disparate systems, maintenance of integrations, and improve IT support model.
Improved HR & Finance Efficiency	Automate workflows across Finance and HR with superior manager and employee self-service.
Improved Spend Controls	Multidimensional analysis of costs, expense trends with configurable controls improves spending discipline.
Optimized Compensation Budget	All employee performance, compensation, and retention risk data in one system to facilitate better compensation decisions and allocations.
Improved Close & Reporting Process	Simplify chart of accounts & automate accounting journal entry
Improved Payroll Efficiency	Data seamlessly fed downstream to payroll for retro pay changes and analysis.
Reduced Compliance Risk Exposure	Increased FLSA compliance via automatic regulatory updates, always-on audit, alert-based employee flagging, automatic out of compliance alerts
More Efficient Audit Process	Always-on-audit and defined auditor security profiles to avoid paper & electronic paper dumps reducing time spent on audit prep and fees
Increased Communication and Engagement	All employees will have access to one system for all their needs. Employee profiles, department organizational charts and key contact information will all be in one place.



THE VALUE OF WORKDAY FOR GUEST SERVICES (CONT.)



**Business
Impact**

Benefits



Improved Management Insights & Analysis	Unified analytics for revenue/expense/operational data trends, real-time P&L with budget vs actual and granular drill-down capabilities
Improved Employee Productivity	Manager and Employee self-service from any device drives engagement
Reduced Controllable Overtime	All employee performance, compensation, and retention risk data in one system to facilitate better compensation decisions and allocations.
Reduced Voluntary Turnover	All employee performance, compensation, and retention risk data in one system to facilitate better compensation decisions and allocations.
Eliminate Payroll Calculation Errors	Time Tracking unified with HCM modules. Configurable calculations based on Pay-Rules & alerts for out-of-policy events, reduces payroll inflation and leave-related financial liabilities.
Expedited Hiring	Track hiring success by manager, unit, etc., analyse top sources of hires, secure top candidates through increased 100% digital, streamlined hiring process
Faster Onboarding	Increased new hire readiness and time-to-value through automated onboarding and training activities.

PROJECT GOALS

The Goal for the Workday Implementation is to update our systems and business processes by employing best practices to provide a system that is accurate, efficient, easy to use, and reliable. To fully achieve our goals, we desire the following outcomes:

- **Process Improvements**
 - Reduce administrative burden from field operators
 - Streamline activities and automate manual processes
 - Utilize built in digital automated workflows and approvals within the Workday ecosystem
- **Business Impact**
 - Increased insights and analysis with simple drill downs and reports
 - Gain access to real-time revenue, payroll, and other financial data
 - Faster, more efficient hiring and on-boarding process
 - Streamlined budgeting and forecasting process
- **Technology Simplification**
 - Reduction in number of supported systems
 - Reduction in overall costs to maintain IT infrastructure and security

