



# Integrating Oomnitza with Workday to Improve Employee Experience

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## Introduction

As the global talent war heats up, employees are increasingly incented to switch jobs more frequently. Employers seeking to better attract and retain top workers are putting more focus on making jobs more enjoyable. This means improving what is now called the Employee Experience (EX). The term is similar to the concept of Customer Experience, in that customers hate to wait, deal with red tape, or face confusing instructions. Modern employees are the same. In the past decade, work of all stripes has become technology-saturated. Across industries and professions, from low-level jobs to CEO roles, the use of technology has vastly expanded. In knowledge work, technology is used for every minute of every day to complete every task.

Thus, the Digital Employee Experience (DEX)—a pleasant and smooth interaction with technology and IT—becomes a critical and even dominant component of EX. The DEX starts prior to onboarding a new employee and continues through the entire lifecycle of the IT assets they use to perform their work, by enabling an efficient and timely work experience with the right equipment and services. Different aspects of DEX include addressing tech support needs, refreshing and upgrading hardware as necessary, and quickly procuring IT assets—software, hardware, SaaS and cloud - required by employees. The research on the benefits of providing a great employee experience are well documented. According to Glassdoor research, strong onboarding can improve [new hire retention by 82%](#). Far too many companies focus most or all of their employee experience energies on onboarding, forgetting that employees, accustomed to top grade consumer technology, will continue to expect improvements in enterprise technology for the duration of their employment.

Until now, IT service processes related to employee experience—from onboarding to asset help desk tickets to self-service procurements and requests for new hardware—have relied on multiple disconnected systems. Those systems were rigid and challenging to modify once configured. Some enterprises built custom workflows to automate IT service processes to improve DEX. This usually required custom coding that is expensive to build and maintain. Because changing the workflows was complicated, the business often outgrew these automations and either stopped using them or grew to dislike them.

Modern enterprise technology management (ETM) systems, like Oomnitza, are designed to provide a flexible integration layer for connecting technology systems that were previously siloed. Because managing IT assets is closely related to managing employee experience, integrating Oomnitza with HRIS and HCM solutions can elevate DEX and let employees focus on their work, not their technology. Oomnitza integrates with Workday in minutes and enables even non-technical Workday users to leverage the power of ETM to eliminate manual steps, drive efficiencies, save time and create customized onboarding and other workflows to automate bottlenecked processes for employees.

## Workday for Managing Employees and Their Needs

[Workday](#) is a leading provider of enterprise cloud applications for [finance](#) and [human resources](#), helping customers adapt and thrive in a changing world. Workday applications for human resources have been adopted by thousands of organizations around the world and across industries—from medium-sized businesses to more than 50% of the Fortune 500. Workday makes solutions for the full spectrum of human capital management (HCM) requirements including: recruiting, employee management, employee experience, employee education, people analytics and workflow automation for HR processes. Workday integrates directly with leading SSOs and employee directory software. The Workday API makes data in Workday accessible to other enterprise systems in order to facilitate cross-platform integration.



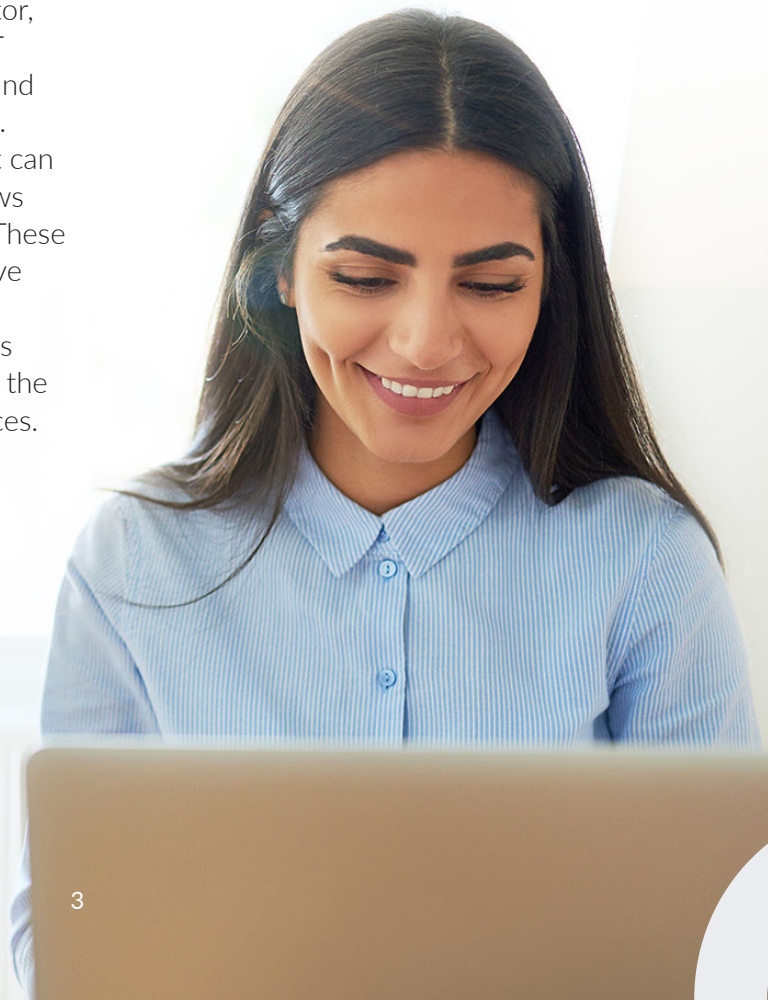
## The Value of Oomnitza Enterprise Technology Management for HR and DEX

Oomnitza is an ETM solution that provides a holistic view of all IT assets in a single system and empowers IT and security teams to manage the full lifecycle of assets and devices across all classes from a single pane of glass. An agentless solution with a REST API and extensible Python-based connector architecture, Oomnitza is pre-configured to connect directly with the Workday API; the connection can be configured in minutes and data can be pushed from Workday to Oomnitza on a near real-time basis to ensure timeliness and accuracy. The connection is also bi-directional, so any updates in Oomnitza to records and information associated with people and information stored in Workday will automatically be updated.

Using sophisticated algorithms, Oomnitza acquires, cleans and reconciles data from other agents as well as from SSOs, employee directories, and other ITAM, SAM or CSB systems. Using the Oomnitza multi-connector, anyone can link together multiple systems across IT management and support, IT security, compliance and audit, finance, operations and procurement and HR. Oomnitza has an easy-to-use workflow builder that can create detailed, multi-step and conditional workflows that automate tasks across departments and silos. These workflows eliminate repetitive manual tasks, improve accuracy, and boost efficiency. In short, Oomnitza improves security, increases compliance, streamlines and simplifies logistics, reduces costs, and supports the design and delivery of superior employee experiences.

## Integrating Oomnitza and Workday to Improve Employee Experience

By linking Oomnitza and Workday, multiple tedious steps in employee onboarding and offboarding can be quickly automated. This includes locking access to critical systems or verifying that MFA (multi-factor authentication) is in place before system access is granted. Using Oomnitza's Python-based connector, IT teams at enterprises that use Workday can connect the two solutions in a matter of minutes, unlocking a new world of productivity and agility in employee experience. With a Workday integration, associating any employee with the IT assets they use is as simple as a search query. Oomnitza has pre-configured dashboards set up to accomplish or track HR tasks around onboarding and equipment repatriation. This helps IT teams keep on top of important HR-centric processes and empowers HR teams to see at a glance what is happening in any IT-facing process, such as onboarding or hardware upgrades.





Oomnitza ETM and Workday together can deliver the following benefits:



**Acquire and unify asset and employee data from multiple tools to create a single source of truth.**

The unified repository is a deduped and reconciled set of data that includes all asset data present in connected company systems.



**Support bi-directional integrations with HCM, SSOs, employee directories, ITAM, SAM, and other relevant tools.**

This is key to breaking down silos between HR, IT and procurement and allowing them to benefit from data updates and automation.



**Create automated workflows for tedious multi-step processes.**

The workflows can save IT and HR teams considerable time, and reduce chances of error, meaning an employee shows up for their first day and avoids finding they don't have all the right accounts or gear. A common workflow automation is codifying the steps needed to prepare all the IT assets required for a new hire.



**Reduce resolution times of help desk tickets and deliver more responsive IT support.**

By removing the manual work required of setting up tickets or data entry when recording incoming assets, the Oomnitza-Workday integration can enable support processes that are more employee friendly, transparent and faster.



**Enable DIY procurement for employees.**

The integration allows employees to easily request a new asset that is already in stock in the enterprise's asset management system and arrange for that item to be shipped to their location. More modern companies enable employees to purchase new items from internal company stores or portals. The Oomnitza-Workday integration makes it incredibly easy to set up DIY procurement.



**Higher levels of automation.**

Smoother and more enjoyable employee onboarding with less manual data entry for both employees and IT teams running onboarding.



**More efficient tracking and forecasting of asset and device refreshes and replacements.**

Through integration with IT asset management systems and ERP, Workday can feed hiring plans and expected need for additional devices into Oomnitza to create a more intelligent view of running asset refreshes and IT asset purchase planning.

## Conclusion: Elevating Employee Experiences with Smart Integrations

To win and retain the best employees, enterprises must leverage technology to deliver a stellar employee experience. Modern ETM can help by automating much of the repetitive manual data entry and lookup work, creating workflows that make behind-the-scenes IT work and collaboration between HR and IT more efficient. By creating a work experience that minimizes interactions with IT and improves the speed and responsiveness of IT support, ETM can boost employee experience. By integrating Oomnitza with the Workday HCM solution, IT and HR teams gain a broad new canvas on which to reengineer DEX as more human-centric and more personalized, albeit powered by smarter automation and integrations.



### About Oomnitza

Oomnitza offers the industry's most versatile Enterprise Technology Management platform that delivers key business process automation for IT. Our SaaS solution, featuring agentless integrations, best practices and low-code workflows, enables enterprises to quickly achieve operational, security and financial efficiency leveraging their existing endpoint, application, network infrastructure and cloud infrastructure systems. We help some of the most well-known and innovative companies to optimize resources, mitigate cyber risk, expedite audits and fortify digital experience.

Learn more at [Oomnitza.com](https://www.oomnitza.com).