



It's an ace!

Integrated budgeting, forecasting, workforce planning and reporting at Tennis Australia

Our financials – actuals and plans – are integrated and consolidated. This means no more loose Excel sheets and we have an overview of everything that is being worked on.

We do budgeting, forecasting, workforce planning and reporting on one system. It is so intuitive that we can achieve Tennis Australia and our member associations' strategic outcomes ourselves rather than being reliant on external consultants."

– Nirash Amarasinghe, Systems Accountant, Tennis Australia





Tennis Australia promotes participation and performance in the sport. It also facilitates player development, stages local and international events and invests in tennis facilities around Australia. It organises the Australian Open event and partners with the seven state and territory associations across the country.

Challenge

Tennis Australia recently upgraded their ERP system to Workday Financial and Human Capital Management (HCM).

They were using a legacy, on-premise system for reporting and limited planning. However, based on business requirements, they wanted to replace it with Workday Adaptive Planning which would support their budgeting, forecasting, workforce planning and reporting process.

Tennis Australia selected Workday Adaptive Planning for several key reasons:

- Ease of use – less coding and scripting, more out-of-the-box features with the familiarity of an Excel-like interface
- The existing platform was outdated and hard to use, which resulted in Tennis Australia reverting back to Excel spreadsheets
- Strong scenario modelling and multi-currency planning capabilities
- Integration with Workday Financial and HCM so they could have everything on one platform

Solution

Everything integrated and consolidated, in real-time

When working from Excel, there is always the issue of how to manage the integrity and credibility of the data despite best efforts.

With everything integrated, data now flows seamlessly between Workday Financials and HCM, and Workday Adaptive Planning. No CSV files or Excel sheets need to be collated and then manually entered or uploaded into each system. Everything is unified between both platforms.

Business users are able to work on things simultaneously with the most up-to-date data, collaborate on their plans in real time and track progress. Importantly, the CFO, finance directors and finance business partners can oversee the process and step in when needed.

Simplified yet powerful multi-dimensional planning

With 100+ cost centres, planning in Excel was incredibly complex and simply not viable. There was too much room for error and version management was difficult to control and maintain.

With Workday Adaptive Planning, Tennis Australia was able to achieve multi-dimensional planning which include ledger accounts, spend and revenue categories, cost centres, events and projects.

Tennis Australia and their Member Associations' finance business partners were able to conduct what-if scenario planning in relation to multiple currencies to understand strategic impacts on both actuals and plans based on exchange rate differences. This was achieved by leveraging out-of-the-box features that Workday Adaptive Planning provides without any customised coding or setup.

The models were configured in a way that let executives set strategic goals at a high level. Based on that, cost centre managers and finance business partners could then plan for and achieve the desired outcome. It effectively allows for both top-down and bottom-up approaches, which is impossible with Excel and not as intuitive as some other systems.

The planning models also feed into visual dashboards which makes the information much easier to digest, analyse and evaluate against historical performance.

Navigating through uncertainties with powerful scenario modelling

Implementing Workday Adaptive Planning in 2020 proved to be good timing for Tennis Australia. This was when COVID-19 struck and brought volatility and uncertainty.

With restrictions based on social distancing, mask wearing and crowd limits, many scenarios had to be planned for Tennis Australia's biggest event, the Australian Open.



Tennis Australia's solution: Budgeting and Planning consulting

[Learn more](#)



Channel Partner
Workday Adaptive Planning



How would the government's COVID-19 measures impact media and sponsorship? What if patron capacity reduced to 50%? What were the repercussions for ticket sales and revenue?

Planning with all this uncertainty was impossible with previous planning tools or with only Excel spreadsheets.

However with Workday Adaptive Planning, Tennis Australia was able to look at historical data for the last few years, create multiple scenarios quickly as situations changed, handle variances, and tweak and adjust assumptions that drove the various planning models.

Familiar like Excel – but much better

One of the strengths of Workday Adaptive Planning is OfficeConnect. This feature links the data within Workday Adaptive Planning and provides reporting within Microsoft Excel, Word and PowerPoint.

Tennis Australia implemented OfficeConnect for reporting such as board and financial management reporting, as well as board packs.

Business users are able to easily create and run reports using OfficeConnect Excel, which provides that familiar interface they are so accustomed to. This meant the learning curve was much shorter and user adoption was high.

OfficeConnect also provides an easy way for all types of users to interact with the data.

Executives who typically want a more summarised view can quickly get access to information. Cost centre managers or finance business partners who generally require more detail can simply drill back down to Workday Adaptive Planning to see detail for both actuals and plans to better understand the variances.

Having everything integrated between the ERP and the planning and reporting solution make it much easier.

Systems Accountant at Tennis Australia, Nirash Amarasinghe, oversaw the implementation of Workday Adaptive Planning. He says, "OfficeConnect is a very powerful tool. It makes it easy to present, analyse and evaluate information in a way that is simple for users. I use it daily and it has increased my efficiency and productivity especially when it comes to reporting and analysis".

Implementation and getting people on board

Prior to all this, the first step to achieving success with Workday Adaptive Planning was executive buy-in.

Tennis Australia's Chief Financial Officer and Financial Director are very systems-driven and supportive, and once the finance business partners and business users understood the value of the tool, it was not hard to induct people to use it.

One main advantage of Workday Adaptive Planning is its low initial set-up cost compared to competing solutions, which generally require considerable coding and scripting. The many out-of-the-box features in Workday Adaptive Planning increase the efficiency of value and minimise the business risk when it comes to implementation.

Key to success of the overall project was how quickly the end users were able to adapt to it. The training program conducted by QMetrix helped Tennis Australia onboard smoothly and enabled them to be more self-sufficient.

Nirash says, "The QMetrix consultants are very knowledgeable and humble. They had an excellent understanding of Tennis Australia's business requirements and provided a structured approach to the project.

"They also provided considerable knowledge transfer and I learnt so much from them. It gave me greater ability and confidence to manage and maintain Workday Adaptive Planning myself, instead of purchasing many consulting hours. Overall, the project was really successful".

Impact

For Tennis Australia

All finance and HCM data sources are integrated, and one system looks after all budgeting, forecasting, workforce planning and reporting

Data is accurate, reliable and secure

The same, dynamic information is available for all business users to view when they need. This leads to things being worked on in real-time, thus improving efficiencies and productivity

High adoption rate by business users as Workday Adaptive Planning is intuitive and user-friendly

The finance team is able to build models without needing help from IT

Ability to conduct multi-dimensional planning, scenario planning and have better version control

Achieved the overall objective to empower the wider business to take accountability with their planning, reporting and analysis

Reach strategic business goals through setting high level objectives, and planning and budgeting for them on a more granular level



QMetrix

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We work together with clients to achieve the right outcome for their unique business, providing end-to-end solutions from analysis to design and delivery. We serve clients across Australia, New Zealand and South East Asia.

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