



ABOUT MICHAELS

The Michaels Companies, Inc. is the largest arts and crafts specialty retailer in North America providing materials, project ideas and education for creative activities. They operate more than 1,250 Michaels stores in 49 states and Canada.

INDUSTRY

Retail

HQ

Irving, TX

CUSTOMER SINCE

2019

DEPLOYMENT TIMEFRAME

14 Months

WORKDAY SOLUTIONS DEPLOYED

Core HCM, Payroll, Benefits, Absence, Time Tracking, Advanced Compensation, Talent, and Recruiting

COLLABORATIVE SERVICES

Big Bang Implementation, Data Conversion, Organizational Change Management



THE CHALLENGE

Michaels was using a variety of antiquated systems for their HR/Payroll solution. They needed a single source of truth for their data and a system that was flexible enough to make changes rapidly. This would help the organization in responding to one time and seasonal business challenges without requiring expensive maintenance and coding changes.



WHY COLLABORATIVE

Collaborative has a unique, repeatable methodology, along with a reputation for excellence in the Workday ecosystem. Remote work was already built into the implementation but came into focus during the COVID-19 crisis. The Collaborative Solutions team easily transitioned to a pure remote model during the critical deploy and go-live phases.



BENEFITS & RESULTS

- Deployed on-time and on-budget
- Expanded visibility into the entire workforce
- Gained the agility to act or respond to changes quickly
- Consolidated HR and Payroll data into a single source of truth
- Implemented new leave plans efficiently
- Implemented new incentive pay structures for different types of employees at various locations including distribution centers, shared services and 1000+ retail stores

“They are truly a partner during the implementation process. During our big bang implementation, which in itself was challenging, we went live during the COVID-19 pandemic, and had to make significant configuration changes in Workday five (5) days before go-live. Our implementation manager led the Collaborative Team and was in the “fight” with us. Whether it was early in the morning, late in the evening, or throughout the weekend, our Collaborative team was with us every step of the way. These changes were only possible because our implementation manager and his team understood our business, maintained strong relationships with our team, and were experts in their Workday workstreams.”- Chuck Leu, Vice President, Total Rewards