

ENABLING A GLOBAL TEAM TO BRING THEIR WORK INTO THE 21ST CENTURY



ABOUT THE CLIENT

Today we're talking with Tarunjot, the senior in-house consultant for **Merck Inhouse Consulting**, who led the Workfront implementation for his team.

Merck is a German multinational pharmaceutical and chemical sciences company with thousands of employees worldwide. Our training concentrated on streamlining operations across the United States, Germany and Singapore.

THE START

The **Merck IC** team relied on Excel, Sharepoint, Microsoft Access and emails to manage their cross-charging. The result? Teams lacked transparency, struggled with communication, suffered from unproductive meetings and endured painful manual input of data.

WNDYR was tasked to deliver a more automated process, while **Workfront's** ease of use was a primary reason the platform was selected. The **Merck IC** team wanted to be empowered to manage their own system without relying on external support.

WHAT WAS NEEDED



Streamline projects across 3 geographies



Move from manual work to a cross charging process



To manage resources for consultants and graduates

HOW WE ENABLED THE CLIENT TO REACH THEIR GOALS



Our WNDYR Deployment Consultant built trust with the team by exhibiting a deep understanding of the use case.



Our WNDYR Deployment Consultant built confidence and empowered the team to own their instance and enable them to maintain it



Lastly, we tested, verified and advised on alternative solutions for the team's more complex processes during implementation.

THE RESULTS

Two months after the implementation, Tarunjot says that **Merck IC** team are thrilled with the work **WNDYR** has done - so much so that other departments inside the organisation are seriously considering adding **Workfront** to their arsenal of tools.

Even more impressively, directors are already giving great feedback and mentioning that Workfront is making their work lives much smoother.

The training done by **WNDYR** has delivered a confident and self-reliant team who been able to make some modifications they wanted (like tweaking reports) very quickly on their own.

WHAT WE DELIVERED



Cross-charging runs far more smoothly and with greater efficiency



Improved resource management



Workfront instance with successful user adoption and usage metrics



A highly satisfied and empowered team with a very positive outlook on Workfront

ABOUT WNDYR

Our global team provides the ultimate service solution to effectively onboard teams into Workfront. We bring our deep expertise to assist clients in optimizing their work-flows and partnering with them on a further journey of development inside their organizations.

Get in touch with us to find out how we can take your teams to the next level today:



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