

Case Study

**Talking Rain.**  
Beverage Company

Founded in 1987 by John Stevens and Pete Hiskin, Talking Rain is a privately held beverage company based in Preston, Washington that manufactures still and sparkling waters. Sparkling Ice accounts for the majority of their business.

 **Challenge**

With several major projects underway (Workforce Planning, Compensation, Performance and Goals), Talking Rain needed help to implement long-awaited functionalities; however, their HRIS team did not have the adequate bandwidth or resources to complete.

With an already lean team made leaner due to unexpected internal movements, Talking Rain needed quick support to handle day-to-day activities and ensure that ongoing projects timelines remained unaffected.

In addition, some knowledge gaps in some of Workday's functional areas, affected their ability to resolve certain internal customer requests.

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By onboarding a part time resource through Kognitiv we were able to keep momentum on system updates, process improvement and roadblocks in our HRIS configuration. This allowed us to delegate projects that we needed additional system knowledge for and opened up bandwidth on our team.

We are very happy with the work that we were able to complete.

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 **Solution**

Through our Filament Tier 2 offering, Kognitiv was able to increase Talking Rain's HRIS team bandwidth and were successful in implementing long-overdue enhancements to their Workday Solution.

Kognitiv onboarded a part-time resource (15h/week) dedicated to Talking Rain, effectively becoming an extension of their team. This setup facilitated efficient communication and timely issue resolution, allowing Talking Rain to gain momentum and implement overdue enhancements, maintain their Workday Solution as well as end user satisfaction.



**Ad-hoc and Scheduled Meetings:**

Participated on ad-hoc calls and regular scrums meetings to update Talking Rain on ticket statuses and progress.



**Day-to-Day Organizational Requests/Ticket Management:**

Addressed tickets across Benefits, Recruiting, Time Tracking, HCM functional areas, and more



**Configuration and Testing:**

Configured and tested various system functionalities, managed mass data loads, improved user experience with on going testing support ensure seamless integration with existing systems.



**Documentation and Knowledge Transfer:**

Documented system configurations and workflows updates while facilitating knowledge transfer sessions to equip stakeholders with necessary information and skills to utilize the implemented solution effectively.

 **Impact**

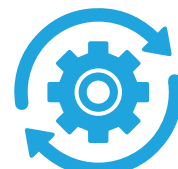
By onboarding a dedicated part-time resource from Kognitiv, Talking Rain was successful in:



Enhancing communication and issue resolution between Talking Rain and KOG's teams, Implementing long-overdue enhancements to their Workday Solution.



Maintaining up-to-date system configurations and processes.



Providing continuous support for day-to-day operations, leading to smoother workflow and improved end user and satisfaction.

