



SYSSERO
A Rotation Digital Company



invitationhomes

CASE STUDY

SSTABILIZING AND SCALING WORKDAY®
THROUGH POST-GO-LIVE PARTNERSHIP

COMPANY OVERVIEW

Invitation Homes is a leading provider of high-quality single-family rental homes, offering residents thoughtfully maintained properties in desirable neighborhoods across the U.S. As the organization continued to grow, Invitation Homes prioritized modernizing its HR technology to better support its workforce and long-term operational goals. With Workday® selected as its core HCM platform, Invitation Homes aimed to create a stable, scalable foundation that would support both immediate needs and future growth—without compromising employee experience or operational efficiency.

SITUATION

Following its Workday® implementation, Invitation Homes faced common post-go-live challenges. Internal teams lacked deep Workday® expertise, making it difficult to confidently test, validate, and optimize the system. At the same time, the organization needed to stabilize Workday® quickly to support continued growth and avoid long-term inefficiencies.

Leadership recognized the importance of investing in the system early—bringing in experienced partners to help the organization move from uncertainty to ownership.

SPECIFIC ISSUES

- Limited internal Workday® expertise post-go-live
- Inconsistent testing and validation practices
- Manual compensation and reporting processes
- Fragmented system ownership and governance
- Need for scalable documentation and training

SYSSERO APPROACH

Go-Live & Stabilization

- Hands-on support through Syssero's LEAP program during and after Workday® go-live
- Troubleshooting and configuration validation across key functional areas

Ownership & Capability Building

- Strategic placement of an HRIS Director to strengthen internal ownership and governance

Ongoing Optimization

- Application Managed Services (AMS) support for compensation, reporting, integrations, and training





We've empowered their team to optimize their system, implemented enhancements to streamline operations, and saved valuable time on manual processes.

IMPACTS



Stabilized Workday® post-go-live, reducing operational risk during a critical adoption period



Improved confidence in system behavior through validated configuration and testing support. 302 tickets closed, 32 solution documents created.



Increased visibility into compensation and workforce data through enhanced reporting and dashboards



Strengthened internal ownership and governance to support long-term scalability



Reduced reliance on external consulting as internal capability and self-sufficiency increased. 17% drop over course of contract.

SERVICES LOGISTICS

- LEAP (Launch Enhancement Assistance Program) transitioning into Application Managed Services (AMS)
- Support Scope: Core HCM, Recruiting, Payroll, Benefits, Time Tracking, Compensation, Integrations
- Delivery Approach: Hands-on advisory support, on-site go-live readiness, post-implementation optimization
- Staffing Support: Strategic permanent placement of an HRIS Director
- Ongoing Support: Ticket-based AMS model with defined SLAs and rapid response for urgent requests

CONCLUSION AND OUTCOME

By partnering with Syssero, Invitation Homes transformed Workday® from a newly implemented system into a stable, scalable platform managed by a confident internal team. Through hands-on support, strategic staffing, and ongoing advisory services, Syssero helped Invitation Homes build the foundation needed to support growth—both immediately after go-live and for the long term

