



CASE STUDY

**GROWING A CONFIDENT WORKDAY
FINANCIALS TEAM THROUGH SUPPORT
AND TRAINING**

COMPANY OVERVIEW

Ministry Brands is a leading faith-based software provider serving churches and nonprofits nationwide. After deploying Workday Financials, their team collaborated with Syssero to stabilize the system and build internal capability.

SITUATION

After going live on Workday Financials, Ministry Brands entered a critical phase focused on stabilization and adoption. As financial processes expanded across reporting, reconciliations, AP, customer billing, fixed assets, and close activities, the team recognized the need for a support team who could provide functional guidance, reinforce best practices, and help build long-term internal capability.

CHALLENGES

During early adoption, support requests spanned multiple financial areas, including:

- Reporting and Book to Bank
- Banking and reconciliation
- AP and supplier invoices
- Customer accounts and revenue
- Fixed assets and depreciation
- Journal entries and intercompany
- Period close

SYSSERO APPROACH

1. Stabilize the Foundation

Correct reporting issues. Improve reconciliations. Support smoother, more predictable financial operations.

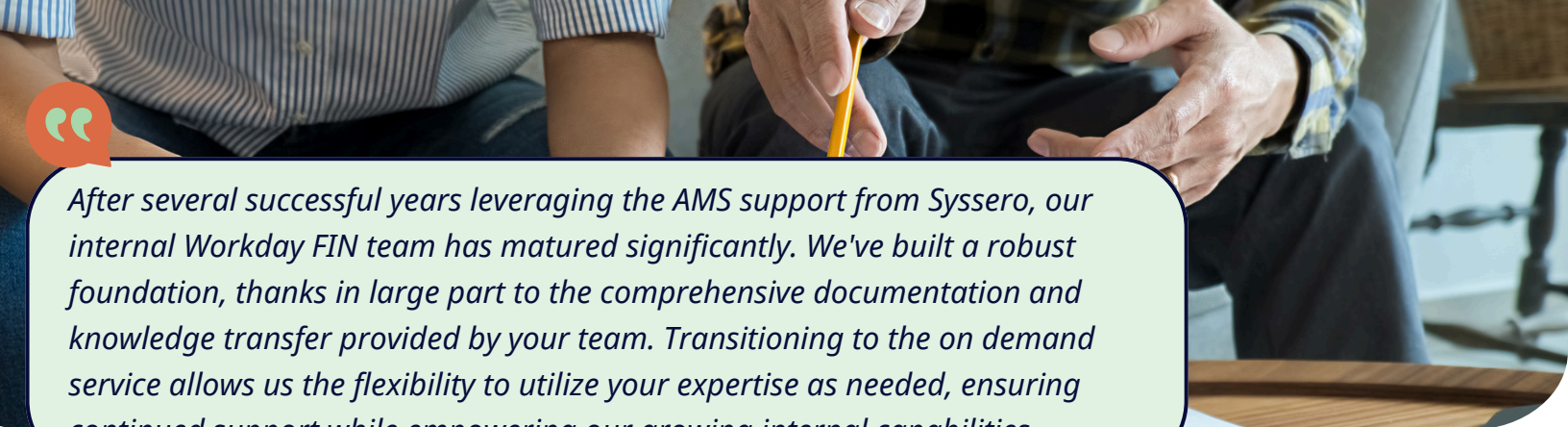
2. Coach the internal team

Develop a new Workday administrator through hands-on training, documentation, and guided practice.

3. Scale Support

Begin with a large AMS package. Reduce support as capability increased. Transition into an ad-hoc model.





After several successful years leveraging the AMS support from Syssero, our internal Workday FIN team has matured significantly. We've built a robust foundation, thanks in large part to the comprehensive documentation and knowledge transfer provided by your team. Transitioning to the on demand service allows us the flexibility to utilize your expertise as needed, ensuring continued support while empowering our growing internal capabilities.

IMPACTS



Reduced Workday Financials issues by a significant margin over three years as the system stabilized and internal capability grew



Enabled Ministry Brands to rely on fewer support hours each year, ultimately reaching a level of independence where ongoing services were no longer needed



Strengthened financial accuracy through major improvements in reporting, reconciliations, AP processes, and asset accounting



Developed an internal Workday administrator who became fully capable of owning and managing Workday Financials

SERVICES LOGISTICS

- AMS: Provided ongoing ticket support, issue resolution, optimization work, and hands-on training for the internal team.
- On demand services: Introduced once the team reached maturity, offering light, as-needed support to reinforce autonomy.
- This transition marked Ministry Brands' readiness for complete ownership of Workday Financials.

CONCLUSION AND OUTCOME

By early 2025, Ministry Brands fully owned Workday Financials. Processes were reliable. Reporting was clear. Their internal Workday administrator became a capable leader. Syssero helped them create long-term stability and self sufficiency.

Ministry Brands' journey reflects Syssero's mission to empower clients through clarity, training, and sustainable process ownership.

