

WORKDAY HCM

HYPERCARE RESOURCES

— Discover —
WORKDAY
Learn. Click. Explore.

From the desk of Raj Nagarajan – Director, HR Operations.

This email is being sent to all USBLs, Corporate and SBS HR team members.

The launch of Workday HCM is almost here and HR will be at the forefront with associates, managers and leaders as they adapt to using Workday. While the Sysco Service Desk will help, the purpose of this email is to provide you with information so you can support your teams during our official **Hypercare Period —Oct. 29 through Nov. 16.**

Keeping You Informed

1. A **daily email** will be sent to the HR community summarizing the top open issues and resolutions.
2. A **daily detailed issue log** will be shared with HR via the HR Sharepoint site. [Bookmark this page](#) for ready access beginning Oct. 29.
3. You are also welcome to join our standing Hypercare calls twice daily (10:00 a.m. and 3:00 p.m. CST). Mark your calendars, as invites aren't being sent out for these calls. Dial-in information is as follows: **Dial-in:** 1-866-363-5289 Code: 337705 or via [Webex \(Meeting number 591 128 358.\)](#)

Hearing from You

With any system implementation, there will be an initial period of adjustment. After reviewing all of the resources on [SyscoWorkday.com](#), you may need to report a concern or request additional help. The page dedicated to the HR community on [SyscoWorkday.com](#) will offer you a feature where you can report concerns to the HR Data/HR Operations team. You may also email the team directly at WorkdayHR@corp.sysco.com.

Beginning Oct. 29, answer the live poll on [SyscoWorkday.com](#) to let us know how the launch is going in your location.

Resources for Managers and Associates

The resources outlined above are for the HR community. Hypercare resources are also ready to field questions from managers and associates. These will be outlined in the launch communications next week.

USBLs, Corporate and SBS Sysco Service Desk
[866-981-1190](tel:866-981-1190) or [281-584-1190](tel:281-584-1190)
servicedesk@corp.sysco.com (for non-urgent inquiries)

Thank you for all your support.