

Transitioning from Workday Recruiting to Eightfold ATS: Implementation Strategies and Best Practices

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Abstract

Organizations face numerous challenges when transitioning from one Applicant Tracking System (ATS) to another, especially when moving to more advanced, AI-powered systems. This paper outlines the process of migrating from Workday Recruiting to Eightfold ATS, with a focus on implementation phases, strategies for a smooth transition, and best practices for leveraging Eightfold's capabilities to enhance the recruitment process. Additionally, lessons learned from migration are discussed. Eightfold's AI-driven platform is designed to modernize recruitment through machine learning and deep analytics, improving candidate selection and optimizing recruitment operations.

1. Introduction:

As organizations grow and evolve, their recruitment needs become more complex, necessitating the transition from one Applicant Tracking System (ATS) to another. One such transition is the migration from Workday Recruiting, a comprehensive cloud-based HR solution, to Eightfold, an advanced AI-driven ATS. This paper addresses the key aspects of this transition, providing insights into the migration process, best practices, and lessons learned.

The transition from Workday Recruiting to Eightfold involves several steps:

- Key differences between Workday Recruiting and Eightfold.
- Steps for migrating data and functionality from Workday Recruiting to Eightfold.
- Best practices for integrating Eightfold into your recruitment strategy.
- Detailed steps for data migration and integration.
- Monitoring progress post-implementation.
- Lessons learned during the implementation.

2. Overview of Workday Recruiting and Eightfold ATS:

2.1 Workday Recruiting

Workday Recruiting is an integrated, cloud-based ATS designed to manage and streamline hiring within organizations. It offers a wide range of features including:

- Job requisition management
- Candidate relationship management
- Job board integration
- Resume parsing and filtering
- Reporting and analytics

Despite its broad functionality, Workday Recruiting may fall short in the areas of AI-driven recruitment and candidate experience optimization. While the system excels at general HR functions, it does not leverage advanced machine learning or automation outside of core recruitment tasks [1].

2.2 Eightfold ATS

Eightfold, on the other hand, is an AI-powered recruitment platform built to maximize candidate experience, hiring speed, and overall efficiency. Key features of Eightfold include:

- **Talent Intelligence Platform:** Uses AI to match candidates to jobs based on their skills, experience, and potential [2].
- **Diversity Hiring:** Helps improve diversity by ensuring the recruitment process is inclusive and free from bias [3].
- **Deep Analytics:** Leverages machine learning for data-driven insights, predictive hiring trends, and optimizing recruitment strategies [4].
- **Job Matching & Talent Pooling:** Matches candidates to roles within the organization, even if they did not apply for the specific position, based on their overall career trajectory [5].

Eightfold's advanced AI capabilities make it an attractive alternative for organizations seeking smarter candidate matching, improved hiring speed, and greater recruitment efficiency.

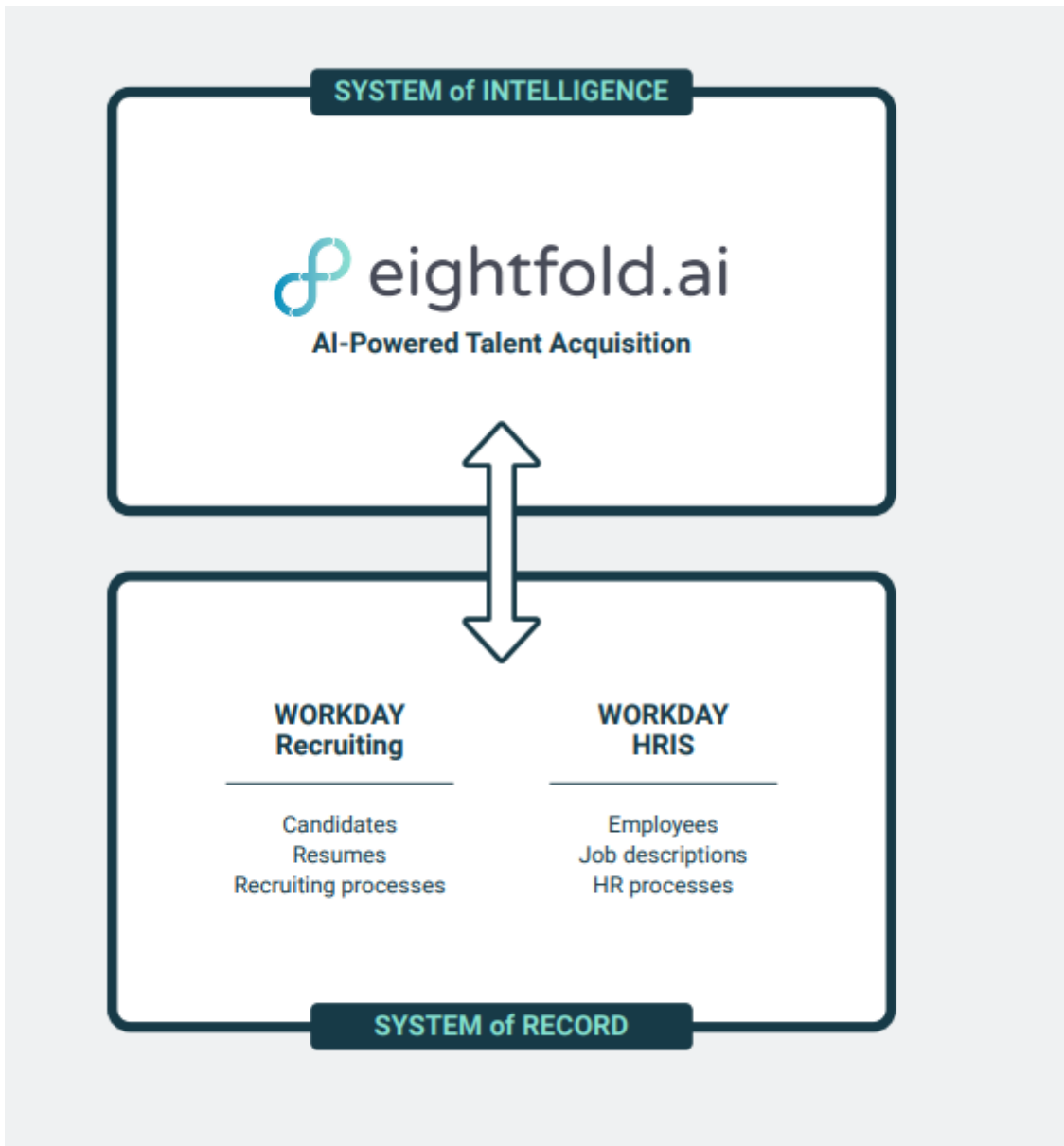


Fig 1. Eightfold and Workday Integration [6]

3. Migration Strategy: From Workday Recruiting to Eightfold ATS

Here is the Migration strategy that was followed by my organization for two phases move from Workday to eightfold ATS. In the first phase, candidates applied to requisitions and that data was stored in WD. This data then synched back to Eightfold including candidates resumes for each requisition. This needed API's that were developed for this sync so both WD and Eightfold system stay in sync.

In the second phase of the implementation, the candidate experiences including internal candidates were enhanced and candidates were redirected to Smart apply by Eightfold. This enhanced the overall candidate experience.

3.1 Initial Planning and Assessment

Before implementing Eightfold, a thorough evaluation of the existing Workday Recruiting system was conducted. Key activities in this phase included:

- Assessing the current usage of Workday Recruiting functionalities (e.g., job postings, candidate screening, reporting).
- Defining a realistic project timeline, considering the complexity of data transfer, system configuration, and user training.

3.2 Data Mapping and Migration Planning

The migration process involved detailed planning of the data transfer, which included:

- **Data Mapping:** Identifying which data elements (candidate profiles, job requisitions, interview notes, etc.) needed to be migrated from Workday to Eightfold.
- **Data Cleansing:** Removing outdated records, duplicates, and ensuring consistency across candidate data.
- **System Integration:** Ensuring seamless integration between Workday and Eightfold for job boards, email systems, and HRMS tools.

3.3 System Configuration and Customization

Eightfold was customized to align with the organization's recruitment workflows. This included:

- Customizing workflow stages (e.g., "application received," "interview scheduled," "offer extended").
- Integrating with existing HR and communication tools (e.g., Learning Management Systems, onboarding platforms).
- Personalizing the candidate-facing interface with organizational branding and messaging

3.4 Training and Change Management

Effective training and change management were crucial for a smooth transition:

- Role-based training for recruiters and hiring managers on Eightfold's features, such as candidate matching and talent pooling.
- Training for HR teams to enhance candidate experience using Eightfold's AI-driven engagement tools [7].
- Change management strategies to communicate the benefits of Eightfold and reduce user resistance [8].

3.5 Testing and Quality Assurance

Before going live, comprehensive testing was performed:

- **Data Migration Testing:** Ensured that candidate and job data were accurately transferred to Eightfold.
- **User Acceptance Testing (UAT):** Involved recruiters, hiring managers, and administrators in testing the system's functionality.
- **Performance Testing:** Evaluated the system's performance by running recruitment campaigns and tracking candidate engagement.

3.6 Go-Live and Post-Implementation Support

Once testing was completed, Eightfold was launched:

- **Launch:** Officially began using Eightfold for all recruitment activities.
- **Monitoring:** Ongoing performance monitoring to ensure smooth operation post-launch.
- **Ongoing Support:** Provided access to Eightfold's technical support to address any issues encountered after implementation.

Below is a diagram that illustrates the step-by-step process of migrating from Workday Recruiting to Eightfold ATS.

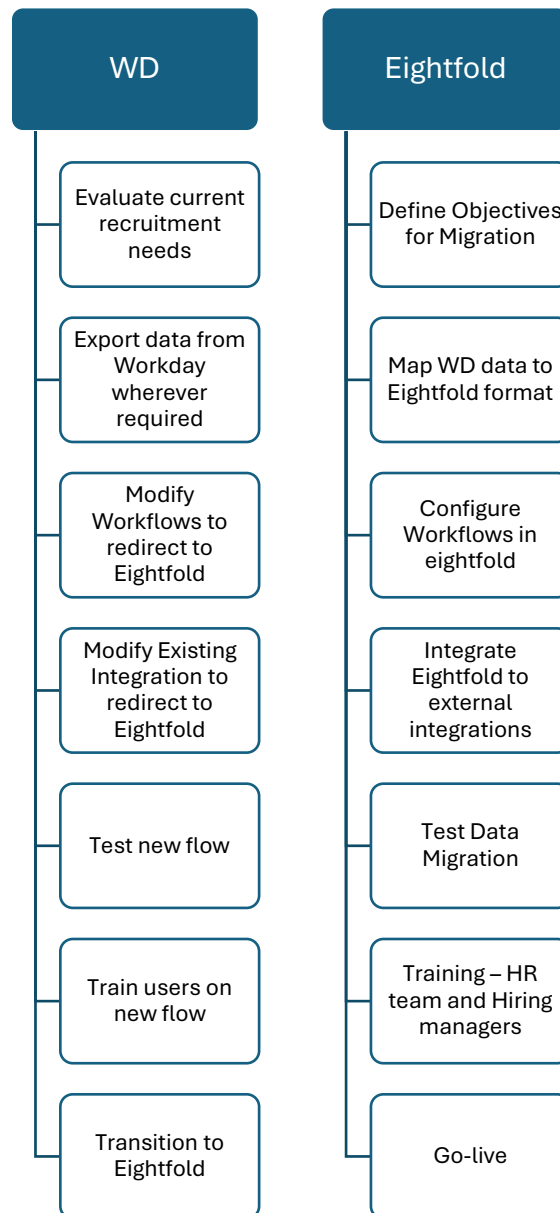


Fig 2: Migration from Workday Recruiting to Eightfold

4. Best Practices for Successful Implementation

Drawing from implementation experience, the following best practices can ensure a smooth and efficient transition to Eightfold ATS:

- **Ensure Operational Continuity:** During the migration process, it is critical to maintain the continuity of recruitment operations. This may involve running both the legacy system (Workday Recruiting) and Eightfold ATS in parallel for a limited time to ensure stability. Additionally, establishing fallback procedures to manage critical recruitment tasks in case of issues will help mitigate potential disruptions during the transition.
- **Utilize Eightfold's AI Capabilities:** Eightfold's AI-powered tools offer significant potential to improve recruitment outcomes. Leveraging its advanced features, such as candidate matching and automated interview scheduling, can significantly accelerate the

hiring process and improve decision-making accuracy. These tools should be fully integrated into the recruitment workflow to maximize efficiency and reduce time-to-hire[3].

- **Prioritize Data Accuracy and Security:** Data integrity and security are paramount during migration. Ensure that all candidate data is accurately mapped and securely transferred between systems. Collaboration with IT teams is essential to guarantee compliance with data protection regulations, such as the General Data Protection Regulation (GDPR), and to safeguard the confidentiality of candidate information throughout the migration process.
- **Plan the Cutover Process Thoroughly:** A detailed cutover plan is essential for ensuring a seamless transition during the final switch from Workday Recruiting to Eightfold. Comprehensive documentation outlining the steps for go-live, as well as support resources for each phase of implementation, will prove invaluable in troubleshooting potential issues and facilitating future system enhancements.
- **Provide Comprehensive Training:** To fully capitalize on Eightfold's features, recruiters and hiring managers must undergo extensive training on the new system. This training should cover the full range of Eightfold's functionalities, emphasizing the effective use of its AI tools. Additionally, providing FAQ documentation and other user-friendly resources will empower HR teams to resolve issues independently and ensure a smooth transition to the new system.
- **Monitor Metrics and Adjust:** After the system is live, continuously monitor critical recruitment metrics, including time-to-hire, candidate quality, and diversity. Eightfold's analytics dashboard provides valuable insights into recruitment performance. By regularly reviewing these metrics, organizations can make data-driven adjustments to optimize recruitment strategies and ensure alignment with organizational goals.

5. Limitations and Future Scope:

During the implementation of Eightfold, several limitations were encountered:

- **Unique Identifier Issues:** Eightfold used email IDs as unique identifiers, while Workday used candidate IDs, requiring significant configuration adjustments.
- **Missing Recruitment Stages:** Eightfold did not initially support all recruitment stages found in Workday, necessitating custom configurations, which impacted the project timeline.
- **Role Setup Limitations:** Workday's proxy access and security roles were not available in Eightfold, requiring additional customization for testing scenarios.
- **Data Volume:** The migration of 3.4 million candidate records took longer than expected, requiring careful planning of the data move strategy.
- **Integration Development:** Additional integrations had to be developed to ensure data synchronization between roles in Workday and Eightfold.
- **Requisition Location Issues:** Eightfold did not initially support requisitions with multiple locations, necessitating a custom configuration to address this.

- **Background API Performance:** API synchronization introduced threading issues, which impacted Workday’s production environment. These issues were resolved with support from the Eightfold team.

These limitations highlight areas for future development, including improving the integration capabilities and enhancing system configurations to support diverse user needs.

6. Conclusion

The transition from Workday Recruiting to Eightfold ATS requires careful planning and execution to ensure a successful migration. By following the outlined steps for data migration, system configuration, and user training, organizations can leverage Eightfold’s advanced AI-driven capabilities to optimize their recruitment processes. While challenges may arise during implementation, such as data volume and system customization, these can be addressed through strategic planning and ongoing support. Future enhancements to Eightfold’s system will likely address many of the limitations encountered, further improving its value for new customers.

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