

Revelwood's Advantage Services Program Illuminates Workday Adaptive Planning for Hubbardton Forge

OVERVIEW

Country: United States
Industry: Manufacturing

CUSTOMER PROFILE

Hubbardton Forge

CHALLENGE

Improve the performance of a Workday Adaptive Planning implementation while decreasing the upkeep of the system.

SOLUTION

Workday Adaptive Planning

BENEFITS

- A health check and recommendations provided a roadmap for changing the model, which dramatically improved performance
- An ongoing, long-term partnership results in a team that knows Hubbardton Forge's unique implementation
- Assurance that Revelwood has Hubbardton Forge's back

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Nate Carr, Chief of Staff
Hubbardton Forge

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Hubbardton Forge, based in Castleton, Vermont, is a manufacturer of premium lighting and home accessories. It is one of the oldest and largest continuously operating commercial forges in the United States. It was founded 50 years ago by two University of Vermont graduates and today has a team of 230 designers, makers and doers who are responsible for the day-to-day operations of the company.

The manufacturer, a winner of numerous awards, produces approximately 1,000 different designs that can be produced in more than 25,000 ways as a standard product. They also offer custom designs.

The company relies on an enterprise resource planning tool that “runs” most of the business. Unfortunately, that software does not offer robust financial reporting.

“It does a great job for our manufacturing team for planning our work and with the supply chain team to source our materials,” said Nate Carr, Chief of Staff, Hubbardton Forge. “It handles the nuts and bolts of our business but did not give us the ability to create the financial reports we needed. We knew we needed a solution to augment that.”

Workday Adaptive Planning for Forecasting and Reporting

Hubbardton Forge selected Workday Adaptive Planning for budgeting, forecasting and reporting. The company worked with an implementation partner to build out the solution to fit their needs.

“As we built our implementation, we went to the nth degree of detail and granularity,” explained Carr. “Our financial reporting was great. With OfficeConnect we were able to take our financial reports in Excel and make Adaptive Planning the ‘horsepower’ behind them.”

Unfortunately, forecasting became an issue. The level of granularity Hubbardton Forge required resulted in the system performing poorly and had a high level of upkeep.

Bringing in the Experts at Revelwood

“We realized we needed help,” added Carr. “We found Revelwood and did a health check. They were able to dig into what we were doing, what our needs were and what our model was. At the end of the health check, they presented us with recommendations.”

Hubbardton Forge moved forward on the guidance Revelwood provided and became a client of the Advantage Services program. It turned out to have a big impact on the company's 2024 budgeting process.

About Revelwood

Revelwood helps finance organizations close, consolidate, plan, monitor and analyze business performance. As experts in solutions for the Office of Finance, we partner with best-in-breed software companies by applying best practices guidance and our pre-configured applications to help businesses achieve their full potential.



Revelwood Advantage Services

Revelwood's Advantage Services program is an annual block of pre-purchased hours that you can use whenever you need them for development, support or even one-on-one training. By pre-purchasing support services, you receive discounted rates and priority support over clients not enrolled in Advantage Services. There are four options for Advantage Services to meet your company's specific needs – Platinum, Gold, Silver and Bronze. Our Advantage Services program is available by email or phone and premium plans include an annual Business Review and Roadmap discussion.

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“We are owned by private equity, which has pretty stringent requirements in terms of wanting to see what's happening in the business,” commented Carr. “We can now easily do scenario planning. Revelwood's revamping of our model was key to being able to do that type of ad-hoc analysis.”

Part of the Advantage Services program is the Customer Support Portal, which enables Carr to submit requests to the Revelwood team. “The response time is great,” added Carr. “The team has been very responsive. They haven't ever let us be stalled and dead in the water – that's been huge.”

Workday Adaptive Planning, like many SaaS solutions, is always changing. “The good news is that it's a dynamic and developing tool,” said Carr. “The bad news is unless you are keeping up on the release notes, you could find yourself with a model that is not doing what you expected. That's where working with Revelwood is priceless.”

A big part of the benefit of Revelwood's Advantage Services program is working with experienced team members. “Having someone who says, 'I've done this before' really works,” added Carr. “And a big part of that is the financial reporting expertise Revelwood brings to the table. They understand what we are trying to do.”

One key to the program is the ongoing relationship it creates between clients and the Revelwood team. “It's important that the team knows our history and talks with us regularly,” commented Carr. “The Advantage Services program creates ongoing, long-term partnering. I know the Revelwood team has my back.”

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