

## CASE STUDY

# Systems Integration for Workday Implementation

*(Healthcare)*

## PROJECT OVERVIEW

As part of a major digital transformation programme, Cygnet Group embarked on the replacement of its legacy HRIS with Workday, alongside the deployment of a new eRoosting platform. Their existing IT environment featured a complex web of batch and event-based integrations involving systems for payroll, staffing, background checks, recruitment, clinical

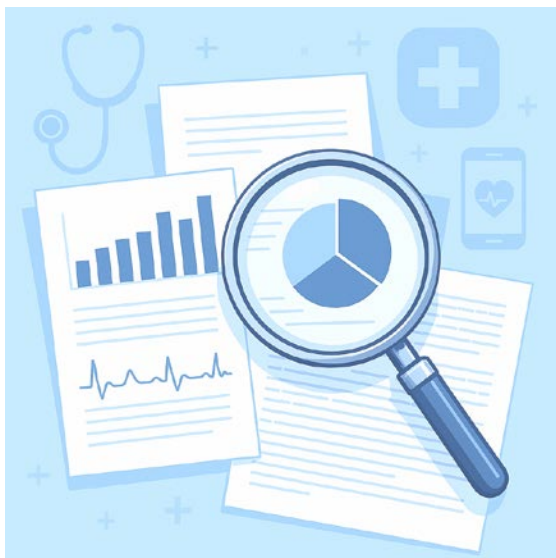
operations, and reporting via a Snowflake data warehouse.

Cygnet engaged Special Work and Technology Ltd (SWAT) to design and deliver a modern, scalable systems integration architecture. The aim was to leverage Cygnet's existing investment in Talend—previously underutilised—to facilitate both real-time and batch integrations, ensuring seamless interoperability across critical systems.

## CLIENT BACKGROUND

Cygnnet Group is one of the UK's leading providers of health and social care services, operating over 150 facilities nationwide. The organisation supports individuals with mental health needs, learning disabilities, autism, acquired brain injuries, and eating disorders.

With nearly 11,000 employees and a growing portfolio that includes secure hospitals, rehabilitation centres, and supported living environments, Cygnnet is committed to delivering person-centred, regulated care. Their long-standing focus on recovery, quality outcomes, and service innovation underpinned the drive for digital transformation.



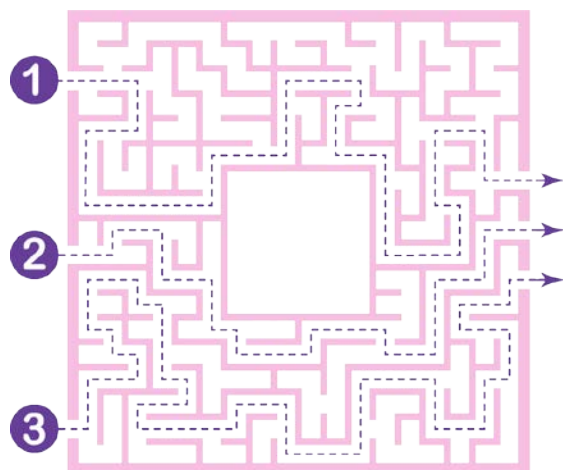
## THE CHALLENGE

Cygnnet's IT landscape had accumulated significant technical debt over time, due in part to underinvestment and a fragmented organisational structure. These challenges were amplified by a concurrent transition from Microsoft on-premises infrastructure to Microsoft Entra, which created additional complexities around user lifecycle management—particularly for joiners, movers, and leavers.

The Workday implementation was bound by a fixed timeline and

budget. SWAT's integration design and delivery had to meet strict constraints while ensuring business continuity and minimising disruption to downstream HRIS-connected systems.

## OUR APPROACH



SWAT worked collaboratively with Cygnet through targeted workshops and cross-team planning sessions to understand their business processes, data flows, and integration requirements. Our approach was pragmatic, vendor-coordinated, and technology-leveraging:

- Designed a Systems Integration Architecture based on Enterprise Service Bus (ESB) principles.
  - Reused and expanded the organisation's existing Talend platform, evolving it beyond simple batch processing into a strategic integration backbone.
- Engaged third-party vendors and systems integrators to coordinate timelines, APIs, and inter-system logic
- Project-managed end-to-end delivery, overseeing deliverables, technical dependencies, and testing across multiple stakeholder teams.
- Ensured compliance and future scalability, preparing the architecture for future integrations and enhancements.

## THE OUTCOME

The Workday and eRostrering systems were successfully deployed on time and within the allocated budget, with no disruption to ongoing operations or dependent systems. Cygnet now benefits from a cohesive integration architecture that:

- Supports both batch and real-time data exchange.
- Reduces operational risk by automating and standardising inter-system communications.
- Maximises previous investments in Talend through strategic reconfiguration and extension.

- Lays the foundation for future system integrations aligned with Cygnet's evolving digital roadmap.



## About SWAT

*Special Work and Technology Limited (SWAT) is a digital innovation and technology services company specializing in enterprise transformation. With a strong focus on customer success, we deliver tailored solutions across CPQ, digital platforms, managed services, and data engineering. Our expertise helps businesses accelerate growth, optimize operations, and stay ahead in an ever-evolving digital landscape.*