

Ipswich City Council Transforms People Systems with Workday and Cognizant

First Queensland Council to Adopt Workday's Industry-Leading Technology to Better Service Growing Community

SYDNEY, Australia, May 29, 2025 – [Workday, Inc.](#) (NASDAQ: WDAY), a leading provider of solutions to help organisations manage their [people](#), [money](#), and [agents](#), together with [Cognizant](#) (NASDAQ: CTSH), today announced a collaboration with [Ipswich City Council](#), the local government authority for the City of Ipswich, Queensland. As part of a five-year technology transformation, Ipswich City Council is demonstrating its commitment to investing in modernising its people systems with the help of Workday Human Capital Management (HCM) and Cognizant.

Ipswich City Council is managing one of Australia's fastest growing and most vibrant regions, delivering a wide range of services for its community of more than 256,000 residents such as waste collection, parks and open spaces, community centers and libraries. It employs close to 1,500 dedicated administrative, technical, operational and professional employees who deliver these services and manage over \$4.1 billion worth of infrastructure assets including roads, drains, and facilities.

To support these extensive services and ensure long-term excellence, this collaboration aims to create agile, seamless systems and processes designed to empower the Council's workforce to enhance customer experience within the community. Cognizant will implement Workday HCM, to develop a scalable, data-led technology system, designed to adapt to the community's evolving needs.

This collaboration aims to:

- **Improve efficiency and reduce errors** -With one system to manage all people processes, the team will cut down on data entry and will create a single source of truth across HR and payroll.
- **Boost data security** -Workday's secure by design and cloud-based infrastructure offers the high degree of resilience and regulatory compliance needed by the public sector.
- **Automate people processes** - Intelligent automation across the entire employee lifecycle will save valuable time and resources while creating a smoother employee experience.
- **Tap into industry-leading AI and ML** -With Workday, Ipswich City Council will have access to powerful embedded AI capabilities to free up its workforce and focus on supporting the community.

"This transformation in payroll and HR processes will help drive better value for money, more integrated service delivery and an improved customer experience. It is crucial that the council's operations keep pace with community expectations and are fit for purpose to ensure we can continue to deliver services as efficiently as possible," said **Sonia Cooper, Chief Executive Officer at Ipswich City Council**.

"This exciting collaboration marks Workday Australia's first local council customer in Queensland, Australia, and builds on the momentum of our public sector expertise globally," said **Jo-Anne Ruhl, Vice President and Managing Director of Workday Australia and New Zealand**. Workday's platform for people and money, with its inherent security and robust cloud infrastructure, is uniquely positioned to help empower local, state, and federal government organisations to drive enhanced citizen engagement."

"We are excited to collaborate with Ipswich City Council on this project, bringing Cognizant's deep industry expertise and innovative technology. This collaboration highlights Cognizant's strategic investment in our public sector team, reinforcing our commitment to delivering positive outcomes for the community. Together with Workday, we aim to help Ipswich City Council leverage modern technology to digitalise and transform HR operations and enhance data security, enabling its workforce to better serve the people of Ipswich," said **Rob Marchiori, Country Manager of Cognizant Australia**

About Ipswich City Council

Ipswich City Council delivers a wide range of services to its community, from waste collection, parks and open space, community centres through to libraries. It looks after over \$4.1 billion worth of infrastructure assets including roads, drains, facilities and open spaces to service the community. Ipswich City Council employs close to 1,500 dedicated administrative, technical, operational and professional employees delivering a diverse range of services. Ipswich is the oldest provincial city in Queensland and is home to 256,000 residents.

About Workday

[Workday](#) is the AI platform for managing [people](#), [money](#), and [agents](#). The Workday platform is built with AI at the core to help customers elevate people, supercharge work, and move their business forever forward. Workday is used by more than 11,000 organizations around the world and across industries – from medium-sized businesses to more than 60% of the Fortune 500. For more information about Workday, visit [workday.com](#).

About Cognizant

Cognizant (NASDAQ -100: CTSH) engineers modern businesses. We help our clients modernize technology, reimagine processes and transform experiences so they can stay ahead in our fast-changing world. Together, we're improving everyday life. See how at www.cognizant.com or @cognizant.

<https://en-au.newsroom.workday.com/press-releases?item=122841>