From Volume to Value: Capita Transforms People Operations with Workday AI

Reducing Time-To-Hire By 43% and Empowering 34,000 Employees With Seamless Integrations

LONDON, UK, Feb. 12, 2026 – Workday Inc. (NASDAQ: WDAY), the enterprise AI platform for managingpeople, money, and agents, today announced that Capita has transformed its recruiting and talent operations through HiredScore AI for Recruiting and Workday Assistant. Leveraging Workday's unified data and AI capabilities, Capita has cut time-to-hire by 43% and enabled colleagues to complete administrative tasks up to 80% faster.

As a leading AI-enabled business process outsourcer, Capita operates at significant scale, employing 34,000 employees across eight countries and receiving nearly 300,000 job applications annually. To manage this volume effectively while maintaining a human-centric approach, Capita has deepened its partnership with Workday. Shifting from administrative processing to AI-driven automation, the organisation has empowered its teams to focus on high-value work and strategic engagement.

"I would describe the Workday AI effect within Capita as profound," said Scott Hill, chief people officer, Capita. "It's enabled our colleagues to spend more time serving customers, rather than transacting internal people processes. We've spent the last two years putting high-quality foundations in place, and Workday gives us a superb platform to keep enhancing the experience for our colleagues."

Turning Hiring Volume Into Value

By unifying the talent lifecycle – from workforce planning to onboarding – Workday Recruiting provided Capita with a single, transparent view to enable tighter collaboration between recruiters and hiring managers.

Capita now leverages HiredScore AI for Recruiting to automate screening and surface best-fit candidates. This enables faster, data-driven hiring decisions, allowing recruiters to focus on the personal nature of hiring. This shift delivered a 43% reduction in time-to-hire, helping ensure Capita secures top talent faster while maintaining a high-quality candidate experience.

Embedding Workday Into Everyday Tasks

To make finding answers simple, intuitive, and accessible, Capita embedded the Workday Assistant directly into Microsoft Teams. Acting as an intelligent digital companion, the solution combines instant information retrieval with autonomous task completion, streamlining HR operations and reducing the administrative burden.

This integration has significantly accelerated productivity. Capita employees are completing common HR processes, such as booking time off, 70-80% faster than before.

"We have entered an era where AI doesn't just support the business; it sits at the heart of the employee experience," said Daniel Pell, vice president and country manager, UKI, Workday. "With Workday, Capita is turning this vision into reality by embedding intelligence into the flow of work, empowering its people to focus on more meaningful tasks. The result is a more human-centric and agile workforce that is better equipped to serve customers and adapt to evolving market demands".

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 forward. Workday is used by more than 11,000 organisations around the world and across industries – from medium-sized businesses to more than 65% of the Fortune 500. For more information about Workday, visit workday.com.

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