



Workday Success Plans Accelerate Essentials

Workday Success Plans deliver a success multiplier on your Workday investment. Designed to help your business adapt and thrive in a changing world, our subscription-based plans give you direct access to an extensive network of experts; proactive, ongoing problem-solving; services that build team competency; and a rich library of education and self-guided resources right-sized for your needs. Offering continuous engagement and value, Workday Success Plans is a modern offering designed to expand and grow with your business.

While all Workday customers benefit from a solid foundation for customer success, with **Workday Success Plan Accelerate Essentials** you can accelerate productivity and enable your team to expand their Workday expertise like never before.

Designed to support your success.

Accelerate Essentials provides configuration and adoption guidance and more to help you unlock the full power of your Workday investment. Wrapping a range of expertise, support, and education into a single, holistic package where you can consume what you need, when you need it, Accelerate Essentials is designed to drive value at every stage of your relationship with Workday.

- Access configuration and adoption guidance in-tenant from Workday experts across all products
- Engage and interact directly with Workday’s product management team on live webinars
- Empower teams from day one with just-in-time, self-guided tools and resources
- Focus on the road ahead, knowing we have you covered with comprehensive support available globally 24/7/365 at all severity levels

Key Benefits

- Connect the dots between your business objectives and Workday’s capabilities
- Increase productivity and efficiency, elevate skill sets and inspire your team
- Keep pace with innovation
- Accelerate time to value and unlock the full power of your Workday investment
- Deploy with confidence and drive value from day one
- Focus on the road ahead, knowing we have you covered with comprehensive global support

Key Features

- Access configuration and adoption guidance in-tenant from Workday experts—helping you work faster, not harder
- Engage and interact directly with Workday’s product management team on live webinars.
- Drive value from day one with just-in-time, self-guided tools and resources
- Global support available 24/7/365 at all severity levels

Accelerate

Connection and Engagement

Collaborate, spark ideas and share challenges with peers through Workday-facilitated small-group sessions, Workday Community and more.

Community Access: Access our one-stop, single-sign-on hub where you can access Workday learning and knowledge, perform critical business tasks for managing your goals with Workday and engage with peers and Workday experts.

Education and Learning

Access training and education that enables your team members to expand their Workday expertise like never before.

Feature Release Reviews (Webinar): Engage directly with Workday's product management team on live webinars, prior to the bi-annual release of new features. Get your questions answered live and get up to speed on new functionality more quickly.

Product Overview Trainings: Watch short, product-specific videos on-demand for a foundational understanding of your Workday product and how to get started.

Production Preparedness Series (Webinars): Set yourself up for success in production with webinars designed to help you navigate your first few months on Workday and plan your support model.

Workday Pro - Exam Fee Waiver: For customers who want to develop the highest standard of Workday knowledge, take Workday's accreditation program exam for free.

Self-Guided Tools

From change management to testing and adoption kits, access self-guided tools and resources on the go.

Adoption Kit: Improve self-sufficiency for your managers and employees and boost end-user adoption with just-in-time job aids, videos and templates for common self-service tasks.

Change Management Guidance Kit: Navigate change and maintain end-user engagement with foundational advice via self-service resources and materials on Workday Community.

Testing Guidance Kit: Test and roll out new features with confidence, using on-demand testing templates and concise supporting materials that help you successfully plan and execute testing.

Usage Monitoring: See how your end-users are using and adopting Workday, with monthly usage insights delivered directly to your inbox.

Expert Guidance and Insight

Set yourself up for success with expert guidance that helps you connect the dots between your business objectives and Workday's capabilities.

Accelerator Webinars (Live Experts): Elevate skill sets and inspire your team with live and on-demand webinars designed to grow their expertise and boost confidence in managing Workday. Discover product features, learn best practices and understand the why, when and how of feature adoption.

Ask-an-Expert: Help your team work more efficiently and productively with direct access to in-tenant guidance on configuration and adoption, demonstrations of products you own and more.

Support

Rest easy with global support available 24/7/365 at all severity levels.

Accelerate Essentials Technical Support (24/7 P1-P5):

Access to technical support 24/7/365 for all issue severity levels (P1-P5).

Workday Success Plans offer flexible, results-oriented support that grows with your business. No matter where you are in your Workday journey, there's a Workday Success Plan designed to help you reach your business goals. [Learn more.](#)



+1-925-951-9000 +1-877-WORKDAY (+1-877-967-5329) Fax: +1-925-951-9001 [workday.com](https://www.workday.com)

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