



Workday Enablement Services

Enablement Services help you maximize the value of your Workday investment. We offer a wide variety of services to help meet your needs—from determining if a new feature or application is a good fit, to rolling out new functionality or additional products. Our people, framework, and knowledge-sharing can help you realize value sooner by optimizing and extending your Workday solution.

Our People

Our Enablement team provides the expertise required for a variety of situations. They know the ins and outs of Workday and have strong technology backgrounds. Our team members have years of finance and HR domain expertise—you can absolutely trust their recommendations.

Our experts have helped customers in a wide range of industries. In addition, they can provide regional and global recommendations as our services are offered around the world.

Customer Satisfaction

Workday has always strived to create the best ownership experience in enterprise software. In 2013 and 2014, we scored a 97-percent favorable rating on our annual Executive Sponsor survey. We have met or exceeded our 95-percent goal every year since 2007. To achieve these results, we concentrate on the ownership experience for the entire customer lifecycle.

Backed by our Enablement team, you can be confident your investments will help you achieve your current and future business goals and objectives. We focus strongly on customer success and project completion, and our primary goal is to ensure that each customer realizes the full value of their Workday solution—with the lowest possible total cost of ownership.

Customer Enablement Framework

Our Enablement team uses a reliable and repeatable framework that has been fine-tuned over time. Because customers have different needs when they adopt new capabilities, we have developed a flexible template approach. This standardized framework enables us to adapt to changes in your business as well as to changes in the marketplace.

Features and Highlights

- 95%+ customer satisfaction
- 34 operating offices globally
- 90+ industries
- Proven frameworks
- Flexible portfolio to meet your preferred level of self-sufficiency

Benefits

- Deploy features and capabilities quickly.
- Gain faster time to value from your Workday investment.
- Equip your team with relevant information and best practices.
- Increase self-sufficiency.
- Reduce rework.

Minimize Risk

Workday's Enablement Services have a proven track record of success. We have helped a variety of customers on numerous projects, and we know what results to expect and situations to anticipate. That means less risk and less worry for you.

Options Available

Some customers want to do as much as possible themselves, while others rely on Workday or one of our partners to help with ongoing adoption and optimization. That's why we created our Enablement Services—to give you options based on how much you want to take on yourself.

Faster Deployments

Our standardized packages enable faster deployments of new features and capabilities. The fees and scope are fixed, which makes it easy to understand the footprint and cost of the deployment.

Knowledge Transfer

At Workday, we provide common methods and tools to help you succeed. Unlike other software vendors, we encourage and foster self-sufficiency with our customers.







Thought Leadership

One way we can help you is by providing guidance on best practices based on our experience in the industry and with other Workday customers. This insight can save you time, frustration, and rework.

Self-Sufficiency

One of the things we have learned is that no two customers are truly alike. We find that each customer has its own desired level of self-sufficiency. Some customers want to be highly self-sufficient and want the necessary training and enablement to allow that. Others may have limited resources or want access to a higher level of expertise and want to regularly engage third-parties to assist them with their ongoing adoption needs. We have crafted our service offerings so that we can support customers no matter where they are with an enablement framework designed for all levels of self-sufficiency.

Our Enablement Services portfolio includes:

Services	Description
 Review and Recommend	A detailed review of your Workday configuration and identifies new ways to optimize your Workday solution.
 Jumpstart Services	This design-focused engagement prepares you for a successful deployment by delivering a detailed design guide and deployment approach.
 Deployment Services	Accelerated services to guide you with the configuration and roll-out of new functionality.
 Enablement Workshops	In-person training with hands-on configuration in your own sandbox tenant.
 Office Hours	One-hour appointments with Workday consultants to ask how-to questions or view tailored demos of features you already own.
 The Next Level	A series of online demonstrations that show Workday in action and give you tips on deploying features.

Based on your needs, and the level of assistance you prefer, we have experts that can help you and your company succeed. Learn more about Workday Enablement Services on our [Community web page](#).



Workday, Inc. | 6230 Stoneridge Mall Road | Pleasanton, CA 94588 | United States
1.925.951.9000 | 1.877.WORKDAY (1.877.967.5329) | Fax: 1.925.951.9001 | www.workday.com