workday.

Multiply the Impact of Your Workday Investment

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Multiply your success.

Workday enables you to adapt and thrive in a constantly evolving world. The Workday platform is flexible and scalable, allowing it to grow alongside your business to help you achieve your strategic objectives. Our platform empowers business owners to configure processes to their workflows, and we continuously deliver new innovations to help you work more efficiently.

But our customers don't want to stop there. Today's changemakers want to know:

- How can we get more value from our Workday investment?

- How do we keep up with tech innovation, and what innovations are right for us at this time?

- What new features will make an impact on my business, and what is the best way to implement them?

- Am I taking the right next action? How are others leveraging these capabilities?

- How do we grow our internal expertise despite shortages and turnover?

- Have we seen this problem before? How do we use our time more effectively?

To answer these questions, we need a fundamental shift in mindset. To multiply the power of your investment, you need to know how to put that technology to work and get the most out of it.

How can you adapt and thrive in a constantly evolving world? Read on to learn the five ways Workday can help you multiply the impact of your investment and:

1 Navigate through deployment and beyond

2 Connect the dots between your business objectives and Workday capabilities

3 Elevate the skills of your teams to achieve greater independence and productivity

4 Keep pace with innovation

5 Focus on the strategy, knowing we have you covered

Maximize the value of your investment.

While the Workday platform provides all customers with a solid foundation for customer success, Workday Success Plans deliver a success multiplier on your Workday investment by offering flexible, results-oriented support that can take your business even further. Designed to help your business adapt and thrive in a changing world, our subscription-based plans give you the tools you need to reach your business goals, including 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 business needs.

Choose the right plan for your business goals.

Offering you continuous, proactive support with measurable results, Workday Success Plans are designed to grow with your business while maximizing the impact of your Workday investment. If you work with a third party, Workday Success Plans can help you develop your internal capabilities to improve self-reliance and achieve a balance that best fits your needs and budget. Choose from three flexible plans:

- **Accelerate Essentials** empowers lean teams to solve problems faster, with education, self-guided tools, and expert guidance on-demand. *Builds on the resource's standard with all Workday products.*

- **Accelerate** empowers your team to adopt and optimize your Workday solution with in-tenant guidance and on-demand learning opportunities to expand your team's Workday expertise. *Builds on the resources included in the Accelerate Essentials Plan.*

- **Accelerate Plus** provides premier technical and strategic guidance, one-to-one support from a Technical Account Manager, deployment guidance for change management, testing and reporting, and adoption and governance strategies to power your success. *Builds on the resources included in the Accelerate Plan.*

25%
greater feature adoption.

45%
higher NPS from Workday administrators.

22.5%
reduction in support calls.

"

Workday Success Plans give my teams guidance that encourages independence and confidence with Workday. This has helped our team work efficiently and has made life easy for me as their leader.

Vice President, Human Resources,
Ziegler, Inc.

1. Navigate deployment with confidence.

In a world where time is money, a swift, successful deployment is critical. But rolling out a new solution can be daunting, given shifting workforce needs, high stakeholder expectations, and pressure to deliver ROI immediately. The reality that many companies pursue multiple transformation initiatives at once only adds to the complexity.

Just as you wouldn't expect a rookie athlete to make the game-clinching shot right off the bench, you shouldn't expect to pull off a flawless, fast deployment alone. With a coach in your corner, you're guided by tailored, expert advice—gleaned from thousands of successful past deployments. That means you'll know where to focus, which moves to make, and how to get your whole team going in the same direction.

40%+

of organizations report pursuing multiple transformation initiatives simultaneously.[1]

Keys to success.

- **Leverage a proven deployment approach.** Identify and mitigate risks, and chart a clear path with a deployment partner who can help plan your deployment using consistent, proven practices.

- **Assemble a cross-functional deployment team with dedicated resources.** While top-down commitment from company executives sets the stage for a successful deployment, line-of-business leaders are crucial to maximizing business alignment and user adoption.

- **Prepare your data.** Audit and clean up existing data, and develop a clear understanding of how your legacy data maps to the new solution. Reevaluate your processes so you're best positioned to streamline and automate during deployment.

- **Steer clear of lift and shift.** Embrace this time of change and transformation by adopting industry-leading practices, driving efficiencies, and improving your overall operations. Avoid the temptation to simply lift and shift.

- **Test, test, test.** Extensive testing during deployment can actually speed the transition overall because it seeds early buy-in, surfaces improvement opportunities, and can mean fewer support issues post-rollout. Robust communication throughout the process helps ease your workforce's transition to the new system.

Navigating deployment with Workday Success Plans.

These subscription-based plans offer exclusive, timely access to a range of tools, reviews, and assessments that can help you deploy with confidence and drive value from day one. Here are two standout features of Workday Success Plans:

Deployment review and assessment.

Access guidance at key points during deployment with reviews and assessments that ensure you are leveraging Workday leading practices and collective expertise gained from prior successful deployments. Accelerate Plus customers can also improve visibility and alignment throughout their deployment with steering committee participation up to one time per month during rollout.

Optimization packages.

From change management to testing to deep-dives on analytics, reporting, technical strategies, and architecture support, optimization packages can help with a menu of fixed-scope packages that provide personalized guidance throughout deployment and beyond.

- **Testing guidance:** Optimize your testing approach, minimize disruption, and deploy and adopt new features with confidence. A Workday Test Lead provides you with advice and best practices as it relates to testing your Workday configuration.

- **Program management guidance:** Strong project governance will put you on the path to an on-time and on-budget deployment. Get one-to-one guidance from a Workday PMO expert on best practices for project management operations during your deployment.

- **Analytics and reporting guidance:** Improve reporting and unlock insights from your Workday data to enable data-driven decision-making. Partner with Workday reporting experts to construct and deploy a reporting strategy, optimize your use of the platform, receive design and best practices guidance, and define the key metrics to drive your business forward.

- **Change management guidance:** Strengthen your change management plan and processes to maximize end-user adoption with each and every change you make throughout your Workday journey, whether during initial deployment or footprint expansion, or throughout life in production. Partner with a Workday change management expert who will seek to understand your organization's unique challenges, share best practices from across the ecosystem, and leave you with a set of actionable recommendations.

With more than 6,000 deployments under our belt, we help you get started fast while avoiding common mistakes. No wonder more than 50% of *Fortune* 500 companies have selected Workday.

2. Connect the dots between your business goals and technology capabilities.

Technology can be transformative—but how exactly will it transform your business? Which capabilities best align with your business objectives? Which features should you adopt first to address your most pressing goals?

If you're not sure, you're not alone. Many organizations struggle to articulate how a technology investment will align with and directly impact their business goals. But without that clear line connecting technology to the objectives it will power, a company's ability to realize the full value of its investment is inherently limited.

When organizations are able to connect the dots, the benefits are profound. In analyzing a decade's worth of financial and business data from more than 4,000 companies, Deloitte found that the alignment of specific technology investments to clear digital transformation strategies created a value impact 2x greater than strategies alone—and 3.5x greater than change capabilities alone. As the analysts noted, "Digital strategy is valuable, but technology aligned to strategy is twice as valuable."[2]

2x
value impact when technology investments are aligned with digital strategies.

Keys to success.

- **Define business objectives and use cases.** What are the key business problems or opportunities that the technology will address? What are the needs and requirements of the key stakeholders who will be using the technology?

- **Develop a strategic roadmap.** Define specific goals and identify and prioritize specific technology capabilities that align with your overall business strategy. Build a strategic roadmap tailored to your goals including a feature adoption strategy, governance, and support model.

- **Action your plan.** Adopt new or additional features and optimize existing ones to address your defined goals. Seek guidance from experts on how to do this efficiently and effectively.

- **Continuously monitor and make adjustments.** Analyze user adoption metrics and feedback to identify areas to optimize your configuration, boost operational efficiency, and improve end-user experience. Adapt strategic roadmap and prioritizations as business goals evolve.

[2] Deloitte, "Unleashing value from digital transformation: paths and pitfalls."; January 2023.

Connecting the dots with Workday Success Plans.

At Workday, our focus is to help you meet your business goals, so aligning our technology to your changing business demands is at the center of everything we do. Workday Success Plans can be an accelerating force to harness the best of our technology and expertise for your continued success.

Workday Success Plans take you further, faster and help you connect the dots between Workday capabilities and your business objectives. There are a wide range of resources available to help you plan, adopt, and optimize Workday across your organization, including Workday experts who will review your configuration and identify opportunities to boost operational efficiency and improve end-user experience.

What's more, we help you to refine and continuously adapt your plans as your priorities evolve and change. With Workday Success Plans, you can embrace change with greater confidence and validate the return on your technology investment. In this way, Workday acts as both your trusted strategic advisor and operational enabler at every stage of your Workday journey.

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We found 100 features we weren't using. And instead of saying, 'Go at it and get it done,' our Workday consultants helped us categorize which ones we must use, should use, could use, and wouldn't use—and prioritize our top 10 must-haves, which we adopted in six months.

Vice President of Talent Operations,
Basis Technologies

Feature adoption assessment.

Available to both Accelerate and Accelerate Plus customers, this expert-led tenant review leaves you with a prescriptive list of feature adoption opportunities that align with your business objectives.

Feature adoption workshop.

Through a one-on-one workshop led by a Workday expert, you co-create a prioritized feature adoption plan based on your business goals and our assessment recommendations. (Available with Accelerate Plus.)

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.

Functional review.

In-depth tenant assessment designed to identify opportunities to optimize your configuration in a selected product area, boost operational efficiency, and improve end-user experience.

Strategic planning.

Working session to jointly define a plan that translates business objectives into a long-term strategy to maximize Workday adoption. (Available with Accelerate Plus.)

Governance planning.

Strengthen your governance of Workday and jointly define a roadmap for ongoing engagement and communication with a working session between Workday and your team. (Available with Accelerate Plus.)

Support models workshop.

Align your Workday support model to fit the needs of your business with a tailored working session between Workday and your team. Hear leading practices and discuss activities to support your success including responsibility matrices, governance charters, and more. (Available with Accelerate Plus.)

Spotlight: Exeter Finance.

For years, Exeter Finance has used Workday to manage its global workforce and improve employee experience. But the company's four-person HRIS team had little time to learn about new capabilities that could eliminate bottlenecks. So when the team discovered Workday Success Plans, they signed up.

First, a Workday Success Plans consultant helped the team create a personalized roadmap, aligning their vision with existing and upcoming capabilities in Workday. One of the first capabilities Exeter Finance adopted was the Workday request framework because it could improve workflows for managers and HR teams.

"Now we manage that whole process in Workday, from sending and receiving inquiries to making changes and closing requests," says the systems integrations manager. "Centralizing and standardizing all these steps have made the job profile creation and updating processes easier, and more importantly, efficient."

"

As a team, we labeled capabilities as must, should, could, and won't deploy, and then we prioritized the deployment of our must-have features based on business needs. We revisit our roadmap once a month and make adjustments based on new features, opportunities, and requirements.

Systems Integrations Manager,
Exeter Finance

3. Elevate the skills of your teams to achieve greater independence and productivity.

To fully utilize your technology investment, you have to understand how it works and what it can do. But that can feel like a big ask for time-strapped teams that might feel they face two unappealing options: outsource every configuration request to another department or third-party vendor, or wade into dense user manuals themselves.

In the age of digital work, a third option is moving to the fore: empower your teams with engaging on-demand learning so they can build their own expertise and confidence in managing technology—and get issues addressed faster.

Giving people the skills they need to work efficiently with new technologies brings widespread benefits, from buoying engagement and productivity to freeing up their capacity to take on different—and more meaningful—work.

Only
50%
of staff and 64% of managers reported being satisfied with the resources they have at their disposal to learn how to use new technology.[3]

Nearly
4 in 10
organizations say a lack of relevant workforce skills is their biggest barrier to achieving transformation goals.[4]

Keys to success.

- **Plan for the now and the next.** Investing in a solution that both helps your team fix pressing problems quickly and teaches them what to do next time is invaluable—both for their confidence and your bottom line.

- **Cater to different learning styles.** Webinars might inspire one employee, but fail to keep another engaged. To satisfy the diverse needs of your team, offer an expansive variety of learning formats.

- **Make it bite-sized.** Rare is the employee who can clear an entire afternoon to dive deep into a particular topic. Help solve on-the-job challenges swiftly by breaking larger topics into short, topic-specific learning moments.

- **Prime for practice.** Downloadable templates and just-in-time job aids for both administrators and end users increase self-sufficiency, reduce strain on teams managing Workday, and make it easy for employees to review information until it becomes second nature.

[3] PwC, "Tech at Work Survey"; 2018.
[4] Workday, "Closing the Acceleration Gap: Toward Sustainable Digital Transformation"; 2022.

Elevating the skills of your teams with Workday Success Plans.

We believe an investment in a Workday Success Plan is an investment in your team. The robust, on-demand training and education, tools, and resources included in Workday Success Plans enable your team members to build and expand their expertise like never before. Workday Success Plans can enable you to achieve greater independence in growing with Workday.

Not only will your organization realize increased efficiency and productivity to tackle immediate needs and save time, but your team will also have the opportunity to upskill to the highest level of Workday competency. The result? Inspired and fulfilled employees and an organization that is empowered for self-reliance and success.

Here's a snapshot of just some of the one-to-one guidance and just-in-time learning resources that can help you do just that.

FEATURE	WHAT IT DOES	WHAT WORKDAY CUSTOMERS SAY
Ask-an-Expert	Help your team work more efficiently and productively with direct access to personalized, one-to-one, in-tenant guidance for configuration and adoption, demonstrations of products you own, and more.	"This feature alone was the justification for us to make the buying decision. We used outside consulting and we saw that the expertise dwindled over time. With Ask-an-Expert, we actually get an expert, and we're able to ask for the same consultant on similar types of activities. This justified the whole program to us alone." **CIO, Vice President Business Systems, Skookum**
Learn On-Demand	Solve on-the-job challenges swiftly and achieve greater independence as you learn and grow with Workday. Tap self-service answers to pressing questions with on-demand, just-in-time learning via short, topic-specific videos and job aids.	"Instead of me being a bottleneck, my staff can proactively fix issues themselves by leaning on Workday Success Plans, Workday Community, and Learn On-Demand. And when they realize they can make improvements and drive change, they're happier and they accomplish so much more." **Vice President of Talent Operations, Basis Technologies**
Accelerator Webinars	Grow your team's expertise and boost confidence in managing Workday with live and on-demand webinars that help them discover product features, learn best practices, and understand the why, when, and how of feature adoption.	"I'm a kid in a candy store with the Accelerator Webinar library. Accelerator Webinars have guided us to success in many areas; most recently, unlocking a deeper level of value from our payroll reporting." **HR System Analyst, Ziegler, Inc.**

4. Adapt to keep pace with innovation.

From competitive pivots and economic fluctuations to talent-market whiplash and regulatory shifts, the need to be nimble is everywhere. When change creates opportunity, you want to be ready to act—fast. But the reality is that most organizations struggle to keep up.

Adaptability enables organizations to not only seize new opportunities, but to also mitigate the risk of being caught flat-footed in the race for competitive advantage. Of course, building adaptability isn't something to be tackled when an opportunity or innovation arises. It's something to cultivate and strengthen now so your team can make swift, organized, and educated adjustments in the face of change.

Just
20%
of business leaders say their organizations excel at timely decision-making.[5]

32%
of business leaders say accelerating digital efforts is the number one change that will improve their organization's resilience.[6]

Keys to success.

- **Continuously recalibrate.** Proactively look for opportunities to improve operational performance and reduce the risk of delayed reactions. Friction hinders both speed and innovation, so every chance to eradicate it is a win.

- **Empower employees to be future-ready.** Provide the tools and expertise they need to shore up competencies in the current state, as well as to stay on top of evolving technology.

- **Build more change management muscle.** Change isn't a process navigated alone. Now is the time to bolster your ability to seed and sustain end-user engagement for whatever opportunity crests the horizon next.

[5] McKinsey, "Decision-making in the age of urgency."; 2019.
[6] Workday, "Organizational Agility: the Roadmap to Digital Acceleration"; 2021.

Adapting with Workday Success Plans.

When it comes to using technology most effectively, knowledge is power. With Workday Success Plans, your team can:

- Access just-in-time learning
- Get help understanding and prioritizing future releases and feature adoption
- Receive advice on how to utilize Workday functionality to best manage change, reduce risk, and plan for growth

So when you're faced with unexpected change, your team has the necessary skills and knowledge to make swift, organized, and educated adjustments in Workday to respond with confidence. All expertise, support, and education provided within our Accelerate and Accelerate Plus plans equip our customers to effectively respond to change using Workday. Below are some key tools and resources available exclusively to Accelerate Plus customers:

Change management guidance.

One of our fixed-scope optimization packages, this provides personalized, one-on-one guidance from a Workday change management expert to strengthen your change management plan and processes so you can maximize end-user adoption with every change you make throughout your Workday journey.

Testing guidance.

Optimize your testing approach and minimize disruption during times of change, leveraging the best practices and tailored guidance of a Workday Test Lead who will work with you in one-on-one sessions.

"

When we first deployed Workday, we started at a basic Pinto level and had a plan that would bring us up to a Cadillac, but Workday kept releasing more features. With just one dedicated support person on my team, we needed help keeping up with the rate of innovation and using the Cadillac we had. That's why we subscribed to Workday Success Plans.

Vice President, Human Resources,
Basis Technologies

Feature accelerator library and feature accelerator coaching.

Quickly self-deploy or enhance features with exclusive, on-demand, online content and virtual coaching to make sure you're agile in times of change.

Additional tenant.

With an additional standard deployment tenant for core Workday products, you can easily test out new ideas, make changes, and deploy new features in a safe nonproduction environment before pushing live.

5. Focus on the strategy, knowing we have you covered.

When an incident or roadblock arises, it's not only frustrating—it can also be costly and disruptive to the business. Building a robust bench of support staff can help solve for those risks, but carries costs of its own. No wonder many organizations struggle to find the right balance between sufficient technical support and controlled operating costs.

Cloud-native platforms can solve for that balancing act with embedded, automated processes and underlying architecture that's far more resilient than on-premise legacy systems. But even within the cloud, organizations need comprehensive, on-demand support they can count on. Because focusing on the road ahead is hard to do if you don't first have peace of mind.

2x+

Companies with the strongest record of achieving measurable value from cloud transformations are more than 2x as likely as their peers to dedicate resources for cloud governance and controls.

4x

Companies are also 4x more likely to say they face no barriers to achieving improved resilience.[7]

Keys to success.

- **Don't compromise visibility.** Getting a view of the health of your tenant is critical and allows you to make educated decisions.

- **Plan for continuous improvement.** No matter your starting point, invest in guidance from experts who will help you navigate events throughout your journey and guide you on how to consistently improve system performance.

- **Get it in writing.** Resolution times and quality of service can vary considerably between external partners. Promises might be enticing in a sales pitch, but contractual response time commitments are what you can rely on.

- **Scan for red flags.** Proactive critical alerts can warn of potential risks so you can solve issues before they cause downtime or business disruption.

- **Prioritize root-cause analysis.** Speedy resolution is a win, of course. But even better is identifying the root cause of recurring incidents, so you can prevent them from happening again in the future.

Minimize disruption and accelerate your time to value with technical guidance and support from Workday Success Plans.

Whether you're configuring Workday to reach your goals or something isn't working right, your success is our top priority. We're deeply invested in providing the support you need, not only when technical hiccups happen but also to proactively flag and mitigate risks. With Workday Success Plan Accelerate Plus, one-to-one support from your Technical Account Manager helps you to proactively improve the operational performance of your tenant, solve issues before they arise, and minimize disruption.

Technical support.

At Workday, we measure success by your satisfaction, not by how many cases we close. And with our enterprise management cloud platform, when we resolve a software issue for one customer, it's resolved for everyone.

With Workday Success Plans, support is available globally 24/7/365, for all issue severity levels. We set ourselves apart from competitors by providing contractual response time commitments in our service-level agreement (SLA) for all of our Workday Success Plans. Rest easy knowing that our technical support team has you covered.

Technical account management.

With personalized technical guidance from your Technical Account Manager, this Accelerate Plus offering can help you minimize disruption and accelerate time to value of your Workday investment.

- **Event management:** Proactive guidance and one-to-one support to successfully manage large-volume and critical events throughout your Workday journey.

- **System health insights:** Monthly one-to-one reviews with your Technical Account Manager to give you regular visibility into the health of your Workday tenant and enable you to consistently improve system performance.

- **Incident management:** Premium support from your Technical Account Manager through critical and escalated incidents to drive a quicker resolution and minimize downtime.

- **Operational reviews:** Holistic review of the operational performance of your Workday tenant including incidents, upcoming critical business events, and more.

- **Live service availability / root-cause analysis reviews:** One-to-one monthly meetings with your Technical Account Manager to review service availability and identify the root cause of recurring incidents.

- **Additional alerts:** Solve issues before they arise and minimize business disruption with proactive critical alerts that warn of potential risks.

Workday Success Plans: A success multiplier on your Workday investment.

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Offering you continuous engagement and value, Workday Success Plans grow with your business while multiplying the impact of your Workday investment. To learn more about how Workday Success Plans can help you close the acceleration gap and unlock the full value of your Workday investment, visit: workday.com/wsp

workday.