



## Workday Success Plan Accelerate Plus

In today's changing world, it's easy for organizations to get caught in the acceleration gap—the place where your resources, skills and capabilities can't keep up with the accelerated pace of change. Workday Success Plans can help you close the gap with comprehensive expertise, support, and education at every stage of your journey with Workday; and embrace the opportunities that emerge during times of change.

Drive value through deployment and beyond with subscription-based **Workday Success Plan Accelerate Plus**. Building on the **Accelerate Plan**, **Accelerate Plus** provides premier, custom technical and strategic guidance, where Workday acts as your thought partner at every turn.

### Premier strategic and technical guidance.

The **Accelerate Plus** Plan offers you the highest level of support to help you accelerate time to value and unlock the full power of your Workday investment. Accelerate Plus builds on the Accelerate Plan to provide you with additional premier expertise, support, and education exclusively available to Accelerate Plus customers.

### Exclusive Accelerate Plus features.

- 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
- Optimization Packages take your Workday journey to the next level with deployment guidance for change management, testing, analytics, reporting and more. You'll also receive guidance for ongoing success through health checks, technical strategies and architecture support
- Build a strategic roadmap tailored to your goals, including a feature adoption strategy, governance, and support model. We will work alongside you to adapt your plans as your business evolves
- Test out new ideas, make changes and deploy new features in a safe non-production environment before pushing live, with an additional tenant provided at no additional fee

### Key Benefits

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

### Key Features

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- Access to one-to-one Technical Account Management that helps you solve issues before they arise
- One-to-one guidance on change management, analytics, reporting, testing and more
- Assistance in building and evolving your adoption strategy and planning and refining your governance and support model
- Additional tenant provided at no additional fee
- Support available globally 24x7x365 at all severity levels

## Plus all the features of the Accelerate Plan.

- Access personalized one-to-one configuration and adoption guidance in-tenant from Workday experts—helping you work faster, not harder
- Elevate skill sets and inspire your team with in-depth, expert-led education and just-in-time learning on-demand
- Drive value from day one with a range of tools, reviews, and assessments through deployment and beyond
- Identify product feature adoption and optimization opportunities that align to your business objectives with detailed tenant assessments
- Focus on the road ahead, knowing we have you covered with comprehensive support available globally 24x7x365 at all severity levels

### Accelerate Plus

#### Connection and Engagement

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

**Collaboration Crews:** Share, brainstorm, and connect with peers in Workday-facilitated small group sessions.

**Community Access:** 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 your peers and Workday experts.

**Workday Rising Passes:** General admission to Workday Rising. Connect with peers, learn about our latest innovations and get your questions answered by Workday experts.

#### Education and Learning

Access robust, on-demand training and education that enables your team members to expand their Workday expertise like never before.

**Feature Release Reviews (Webinar):** Engage and interact directly with Workday's product management team in live webinars, prior to the bi-annual release of new features. Get your questions answered live and save time on understanding new functionality.

**Learn On-Demand:** Unlimited access to on-demand, just-in-time learning via short, topic-specific videos and job aids. Solve on-the-job challenges swiftly and achieve greater independence as you learn and grow with Workday.

**Product Overview Trainings:** Short, product-specific videos available on-demand give you 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 Administrator Library:** On-demand, self-paced learning for Workday administrators. Expand on learnings from classroom training with interactive courses designed to boost your Workday knowledge.

**Workday Pro - Exam Fee Waiver:** Exam fee waiver for Workday's accreditation program for customers who want to develop the highest standard of Workday knowledge.

### Self-Guided Tools

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

**Additional Tenant:** One additional standard implementation tenant for core Workday products at no additional fee.

**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. Take advantage of templates and assets during deployment that help you successfully roll out Workday across your organization.

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

**Feature Accelerator Library:** Quickly self-deploy or enhance features with exclusive online content to make sure you're agile in times of change.

**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:** Gain visibility of how your end users are using and adopting Workday, with monthly usage insights delivered directly to your inbox.

### Expert Guidance and Insight

Enjoy direct access to personalized, one-to-one advice in a variety of areas through deployment and beyond. 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 personalized, one-to-one guidance in-tenant for configuration and adoption, demonstrations of products you own and more.

**Feature Accelerator Coaching:** Quickly self-deploy or enhance features with virtual coaching to make sure you're agile in times of change.

**Feature Adoption Assessment:** Prescriptive tenant review to identify product feature adoption opportunities that align to your business objectives.

**Feature Adoption Workshop:** One-to-one Workday-led workshop to help you develop a prioritized feature adoption plan based on your business objectives and our assessment recommendations.

**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.

**Strategic Planning:** Working session to jointly define a plan that translates business objectives into a long-term strategy to maximize Workday adoption.

**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.

### Deployment Review and Assessment

Deploy with confidence and identify risk with a series of reviews and assessments designed to ensure your deployment leverages Workday's tried-and-true methodology.

**Deployment Review and Assessment Stage Reviews:** Access deployment guidance at key points during deployment with reviews and assessments that ensure you are leveraging Workday's leading practices and collective expertise gained from prior successful deployments.

**Deployment Review and Assessment Steer Co Updates:** Improve visibility and alignment throughout your deployment with steering committee participation up to one time per month during roll-out.

### 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.

**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 practice 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, 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.

**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.

**Health Checks:** Tenant assessment designed to uncover opportunities to optimize your configuration across multiple areas of your Workday tenant, boost operational efficiency and improve end user experience.

**Program Management Guidance:** Assistance with an on-time and on-budget Workday deployment with strong project governance. Get one-to-one guidance from a Workday PMO expert on best practices for project management operations during your deployment.

**Operational Success:** Minimize disruption for a smooth go-live with personalized guidance on tenant and release management. Strengthen and continuously adapt your support and governance model so you can tackle change with confidence.

**Technical Guidance:** Get guidance from a Workday technical expert to help your technical teams better manage your architecture and integrations landscape, across your Workday tenant and throughout your Workday journey.

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

### Technical Account Management

Get technical expertise when you need it with Technical Account Management.

**Event Management:** Rest easy with one-to-one proactive guidance and 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 of 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:** Minimize system downtime and stay ahead of the game with one-to-one monthly meetings with your Technical Account Manager to review service availability and root cause analysis of recurring incidents.

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

## Accelerate Plus

### Support

Rest easy with support available globally 24x7x365 at all severity levels.

**Accelerate Plus Technical Support (24x7 P1-P5):** Access to technical support 24x7x365 for all issue severity levels (P1-P5) with priority routing.

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With the extended expertise, support, and education from Workday Success Plans, you can accelerate time to value, achieve greater independence, and unlock the full power of Workday. No matter where you are on your Workday journey, we have a Success Plan that is right for you. [Learn more.](#)



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