



Workday Success Plan Guided

When you become a Workday customer, you get a powerful system that helps you stay agile and plan for what's next in a rapidly changing world. But that's just the beginning. The more you learn to use and adopt Workday features, the more value you stand to gain.

With Workday Success Plan Guided, you can engage with a dedicated senior-level Workday resource who will help your leadership team develop a long-term strategic roadmap. The plan also offers exclusive resources, tools, and expertise to help you get the most out of your investment in Workday. Whether you're looking for on-demand learning or virtual 1:1 guidance from experts, our Guided plan helps you boost productivity, drive engagement, and increase value throughout your journey with Workday.

Plan for what's next.

With Workday Success Plan Guided, you work with a designated senior-level Workday resource from customer success who is responsible for overseeing your day-to-day relationship with Workday. This resource will be your single point of contact, advocate, and liaison to Workday senior management throughout deployment and production. Together, you'll build strategic and governance plans for ongoing engagement and a multi-year adoption strategy.

Connect with experts.

Engage with product experts in webinars and 1:1 coaching sessions to learn leading practices and adopt features faster. You'll be able to run your own configurations and tests in a unique instance of your Workday tenant, and participate in a feature adoption workshop and in-depth, personalized guidance sessions where you can discuss your specific use case with an expert.

Learn the way you want.

Interact with peers who have faced similar challenges. Find effective tools for any type of learner. Gain unlimited, on-demand access to learning libraries and adoption kits. You also receive discounts on Jumpstart Services, Review and Recommend consultations, and other customer enablement programs to help you adopt Workday across your organization.

Key Benefits

- Engage with a dedicated, senior-level customer success resource for your service needs
- Reach your goals, uncover value, and empower teams to use Workday more effectively
- Streamline communication and drive engagement while reducing risks and costs

Key Features

- Designated senior-level point of contact throughout deployment and life in production
- Exclusive access to experts for configuration guidance and troubleshooting
- Jointly defined strategic and governance plans for adopting features
- 1:1 virtual coaching sessions
- Facilitated feature adoption planning
- Collaboration with peer customers and unlimited access to on-demand learning libraries
- Preferred pricing and discounts on services and programs

Take it to the next level with Elevated Support.

Suitable for large enterprise organizations that have deployed a combination of Workday products, our Elevated Support is available at an additional cost and provides proactive, personalized guidance from a technical account manager (TAM) who understands your unique environment. The TAM acts as your single point of contact to provide:

- **Incident management.** We go beyond routine escalation by helping you identify the root cause to avoid future occurrences.
- **Operational reviews.** We work with your administrators, operations teams, business process owners, and technical resources to ensure alignment with your business goals.
- **System health insights.** We identify opportunities for improvement across your system, using the right tools and expertise to improve availability and performance.
- **SLA reviews.** We meet regularly with your teams to ensure your ongoing satisfaction and success.



Our hope is that Workday Success Plans can make your internal Workday team heroes in your organization who constantly unlock new value and insights for the business.

Emily McEvelly,
Chief Customer Officer, Workday

| STAGE | GUIDED |
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| Discover Essential knowledge, resources, and incentives to help you discover all the capabilities Workday has to offer. | Feature Release Reviews: Participate in feature release reviews led by Workday product managers. Learn On Demand: Unlimited access to topic-specific videos and job aids. 20% Discount: Save on eligible services. Workday Pro: Receive unlimited Workday Pro registration fee waivers. Workday Rising: Get three Workday Rising passes per year. Support Models: Attend workshops for building and equipping strategic support teams. Implementation Tenant: Configure and test on your own. |
| Align Proactive support to align your plans, strategies, and goals. | Alignment Meetings: Track progress on your feature adoption plan. Collaboration Crews: Share, brainstorm, and connect with peer customers in Workday-facilitated sessions. Feature Adoption Planning: Map your objectives to the right features and identify the Success Plan services that will help you meet your goals. Governance Plan: Define your roadmap for ongoing engagement and communication. Strategic Plan: Realize more long-term value through an adoption roadmap. Elevated Support: Get proactive, personalized technical guidance from experts who understand your environment (available at an additional cost). |

STAGE

GUIDED

Adopt

Guidance and collaboration so you can move forward faster.

Accelerator Webinars: Discover features, leading practices, and use cases.

Adoption Kit: Encourage user adoption with job aids, videos, and templates.

Ask-an-Expert: Get on-demand, personalized guidance and troubleshooting on your configuration use case.

Change Guidance and Coaching: Manage deployments, releases, and adoption communication and engagement.

Testing Guidance and Coaching: Facilitate software and release testing, execution, and planning.

Feature Accelerators: Enhance and adopt features quickly with exclusive product playbooks and business perspectives.

Built to support your success.

We offer customer success resources, 24/7/365 support, and access to [Workday Community](#) to all customers as part of Workday Success Plan Standard. With the subscription-based Workday Success Plans, you have the tools and resources you need to meet your business objectives so you can embrace the future with confidence. Get expert guidance on which features to adopt. Give power to your people by upskilling and reskilling your in-house talent. And plan for what's next in a changing world with a deeper understanding of everything Workday can do.

No matter where you are on your Workday journey, we have a Success Plan that's right for you. [Learn more.](#)



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