Datasheet

Workday Success Plans

Subscription-based Workday Success Plans provide comprehensive expertise, support, and education that help you to multiply the success of your Workday investment and embrace all that Workday has to offer—from core products to features of our AI, Sana, our agents, and more.

Your guide to Workday value realization.

Workday Success Plans can help you accelerate value from Workday and embrace innovation with confidence. Our experts guide you through three key stages of your Workday journey:

- **Get ready, discover, plan, and prepare:** Whether you're deploying a new Workday product or adopting new features or agents, Workday Success Plans can help you to assess readiness, discover which capabilities best address your objectives, make a plan, and prepare for a successful go-live.
- **Activate and enable:** Let our experts guide you through the activation of Workday capabilities and expand your team's skills to feel confident in managing Workday.
- **Optimize:** Continuously optimize your Workday platform to leverage new innovations, reduce risk, and plan for growth.

Choose the right plan for your business goals.

Choose from three flexible plans:

- **Accelerate Essentials** empowers lean teams to solve problems faster, with education, self-guided tools, and expert guidance on demand. This plan builds on the resources standard with all Workday products.
- **Accelerate** enables your team to deploy, activate, and optimize your Workday platform with tailored deployment guidance, in-tenant advice, and on-demand learning to expand your team's Workday expertise and help you keep pace with innovation. This plan builds on the resources included in the Accelerate Essentials Plan.
- **Accelerate Plus** provides premier technical and strategic guidance including one-to-one support from a technical account manager, comprehensive guidance during deployment, and adoption and governance strategies to power your success. This plan builds on the resources included in the Accelerate Plan.

Key Benefits

- Discover which Workday capabilities best address your business objectives.
- Plan and prepare for successful deployments.
- Activate Workday capabilities and expand team skills to confidently manage Workday.
- Optimize your Workday platform to leverage innovation, reduce risk, and plan for growth.

Key Features

- In-tenant guidance for configuration and adoption
- In-depth, expert-led education and just-in-time learning on demand
- Guidance during deployment on testing, change management, and more
- Access to analytics, reporting, integrations expertise, and more throughout life in production
- Help in building and evolving your adoption strategy and planning and refining your governance and support model
- Global support and access to one-to-one technical account management

Standard	Accelerate Essentials Plan	Accelerate Plan	Accelerate Plus Plan
Included with all Workday products	Builds on the resources standard with all Workday products	Builds on the resources included in the Accelerate Essentials Plan	Builds on the resources included in the Accelerate Plan
• Access robust online resources to get you started with Workday. • Contact customer support with contractual response times. • Connect and collaborate with the Workday Community. • Learn from customer collaboration forums, knowledge articles, and product learning series.	• Access one-to-one, in-tenant configuration and adoption guidance from Workday experts. • Solve on-the-job challenges swiftly with on-demand, just-in-time learning. • Boost team confidence in managing Workday with live and on-demand webinars, as well as instructor-led and self-directed training courses. • Focus on the road ahead with comprehensive global support available 24/7/365 at all severity levels.	• Get tailored guidance during deployment on change management, testing, project management, and more. • Maximize end-user adoption with personalized change management guidance throughout life in production. • Elevate skillsets and inspire your team with in-depth, expert-led education. • Identify feature adoption opportunities that align to your business objectives with detailed tenant assessments.	• Drive value through deployment and beyond with premier technical and strategic guidance. • Minimize disruption and get peace of mind with one-to-one technical account management that helps you solve issues before they arise. • Get comprehensive guidance during deployment on operational success, testing, change management, and more. • Access expertise on integrations, analytics, reporting, and more throughout life in production. • Build an adoption roadmap tailored to your goals and define and manage a governance plan for ongoing success. • Test Workday features in a secure, dedicated environment with one private demonstration tenant and one additional standard implementation tenant for core Workday products at no additional fee.



We decided to go with Workday Success Plans to help continue our education, grow our internal resources, and develop our skills in order to support our long-term vision of Workday.

Product Manager
Vertex Education LLC

Connection and Engagement Collaborate, spark ideas, and share challenges with peers through Workday-facilitated small-group sessions, Workday Community, and more.	**Standard Resources**	**Accelerate Essentials**	**Accelerate**	**Accelerate Plus**
Community Access	●	●	●	●
Workday Rising Passes			●	●
Collaboration Crews			●	●

Education and Learning Access robust, on-demand training and education that enables your team to expand their Workday expertise like never before.	**Standard Resources**	**Accelerate Essentials**	**Accelerate**	**Accelerate Plus**
Training Credits		●	●	●
Workday Pro—Exam Fee Waiver	●	●	●	●
Learn On-Demand		●	●	●
Workday Adaptive Planning Administrator Training Kit		●	●	●
Workday VNDLY Administrator Training Kit		●	●	●
Product Overview Trainings	●	●	●	●
Feature Release Reviews (Webinars)		●	●	●

Self-Guided Tools From change management to testing, governance, and adoption kits, access self-guided tools and resources on the go.	**Standard Resources**	**Accelerate Essentials**	**Accelerate**	**Accelerate Plus**
Usage Monitoring	●	●	●	●
Adoption Kit		●	●	●
Testing Guidance Kit	●	●	●	●
Change Management Guidance Kit	●	●	●	●
Support Model and Governance Kit	●	●	●	●
Implementation Tenant				●
Demonstration Tenant				●
Feature Accelerator Library		●	●	●

Expert Guidance and Insight Enjoy direct access to personalized, one-to-one advice through deployment and beyond. Set yourself up for success with expert guidance that helps you connect the dots between your business objectives and Workday capabilities.	**Standard Resources**	**Accelerate Essentials**	**Accelerate**	**Accelerate Plus**
Engagement Plan				●
Value Activation Plan				●
Feature Adoption Assessment			●	●
Feature Adoption Workshop				●
Ask-an-Expert		●	●	●
Accelerator Webinars (Live Experts)		●	●	●
Feature Accelerator Coaching				●
Deployment Guidance Services			●	●

Optimization Packages

Get access to expertise when you need it to guide you throughout life in production. From change management to analytics, reporting, integrations, and more, Optimization Packages can help with a menu of fixed-scope packages that provide personalized guidance.

Functional Review			●	●
Change Management Guidance			●	●
Analytics and Reporting Guidance				●
Operational Success				●
Technical Guidance				●
Health Checks				●

Technical Account Management Get technical expertise when you need it with technical account management.	**Standard Resources**	**Accelerate Essentials**	**Accelerate**	**Accelerate Plus**
Tenant Capacity and Go-Live Readiness				●
Security Risk Mitigation Review				●
Event Management				●
System Health Insights				●
Incident Management				●
Operational Review				●
Service Availability/Root Cause Analysis Reviews				●
Additional Alerts				●

Support Rest easy with global support available for all severity levels.	**Standard Resources**	**Accelerate Essentials**	**Accelerate**	**Accelerate Plus**
Technical Support (24/7 P1, 24/5 P2–P5)	●			
Technical Support—Accelerate Essentials (24/7 P1–P5)		●		
Technical Support—Accelerate (24/7 P1–P5)			●	
Technical Support—Accelerate Plus (24/7 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.**

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