Datasheet

Workday Success Plan Accelerate Essentials

Subscription-based Workday Success Plans provide comprehensive expertise, support, and education that help you to multiply the success of your Workday investment and embrace innovation with confidence.

Empower your team to solve problems faster.

While all Workday customers benefit from a solid foundation for customer success, with **Workday Success Plan Accelerate Essentials**, you can empower your team to solve problems faster, with education, self-guided tools, and expert guidance on-demand.

- Access configuration and adoption guidance in-tenant from Workday experts across all products.
- 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.
- Strengthen the expertise of your administrators with training credits that can be used to enroll in both instructor-led and self-directed courses.
- Focus on the road ahead, knowing we have you covered with comprehensive support available globally 24/7/365 at all severity levels.

Key Benefits

- Discover which Workday capabilities best address your business objectives.
- 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

- Access configuration and adoption guidance in-tenant from Workday experts—helping you work faster, not harder.
- 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.
- Global support is available 24/7/365 at all severity levels.

Accelerate Essentials

Connection and Engagement

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

Community Access: Access our one-stop, single-sign-on hub where you can explore Workday learning and knowledge, perform critical business tasks for managing your goals with Workday, and engage with peers and Workday experts.

Education and Learning

Access training and education that enables your team members to expand their Workday expertise like never before.

Training Credits: Build and deepen the expertise of your administrators with training credits that can be used to enroll in both instructor-led and self-directed courses. These credit-based courses align to specific product areas, job roles, and system responsibilities, helping administrators develop the in-depth knowledge needed for confident system ownership and long-term success.

Workday Adaptive Planning Administrator Training Kit: On-demand, self-paced learning courses for Workday Adaptive Planning administrators. Boost your Workday knowledge through videos, how-to demonstrations, and more.

Feature Release Reviews (Webinars): Engage directly with the Workday product management team on live webinars prior to the biannual release of new features. Get your questions answered live and get up to speed on new functionality more quickly.

Learn On-Demand: Get 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: Watch short product-specific videos on-demand for a foundational understanding of your Workday product and how to get started.

Workday Pro—Exam Fee Waiver: For customers who want to develop the highest standard of Workday knowledge, take the Workday accreditation program exam for free.

Workday VNDLY Administrator Training Kit: On-demand, self-paced learning courses for Workday VNDLY administrators. Boost your Workday knowledge through videos, how-to demonstrations, and more.

Accelerate Essentials	
Self-Guided Tools From change management to testing, governance, and adoption kits, access self-guided tools and resources on the go.	**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. **Change Management Guidance Kit:** Navigate change and maintain end-user engagement with foundational advice via self-service resources and materials on Workday Community. **Feature Accelerator Library:** Quickly self-deploy or enhance features with exclusive online content to stay agile in times of change. **Support Model and Governance Kit:** Design your future support and governance model before go-live and refine throughout your Workday journey, with unlimited on-demand access to leading practices and activities. Leverage templates that help you identify a support team, enhance operations, and build or strengthen a model for governance and stakeholder engagement. **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:** See how your end users are using and adopting Workday, with monthly usage insights delivered directly to your inbox.
Expert Guidance and Insight Set yourself up for success with expert guidance that helps you connect the dots between your business objectives and Workday capabilities.	**Accelerator Webinars (Live Experts):** Elevate skillsets 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 in-tenant guidance on configuration and adoption, demonstrations of products you own, and more.

Accelerate Essentials	
Support Rest easy with global support available 24/7/365 at all severity levels.	**Accelerate Essentials Technical Support (24/7 P1–P5):** Access to technical support 24/7/365 for all issue severity levels (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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