Datasheet

Workday Success Plan Accelerate Plus

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, Workday Illuminate™, Workday agents, and more.

Drive value with premium strategic and technical guidance.

Offering the highest level of support, **Workday Success Plan Accelerate Plus** provides premier strategic and technical guidance including one-to-one support from a technical account manager, comprehensive guidance during deployment, and adoption and governance strategies to power your success. Whether it's a Workday-led innovation, such as a new feature or agent, or a change in your market—such as a new regulation—our experts are here to help you navigate change and embrace innovation with confidence.

- Get one-to-one support from your technical account manager to proactively improve the operational performance of your tenant and solve issues before they arise.
- Access personalized guidance throughout life in production on change management, analytics, reporting, integrations, and more.
- Leverage technical guidance to create custom apps and build orchestrations.
- Build a feature adoption and strategic roadmap tailored to your goals and define and manage a governance plan for ongoing success. Our experts will work alongside you to adapt your plans as your business evolves.
- Get comprehensive guidance during deployment on operational success, testing, change management, and more.
- Strengthen the expertise of your administrators with Training Credits that can be used to enroll in both instructor-led and self-directed courses.
- Test new ideas, make changes, and deploy new features in a safe non-production environment before pushing live, with both a private demonstration tenant and an additional standard implementation tenant provided for no additional fee.

Key Benefits

- Discover which Workday features, agents, apps, and orchestrations 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

- One-to-one technical account management to help you solve issues before they arise
- Technical guidance to create custom apps, and build orchestrations
- Access to expertise on analytics, reporting, integrations, and more throughout life in production
- Assistance to build an adoption roadmap tailored to your goals and define and manage a governance plan for ongoing success
- Comprehensive guidance during deployment on operational success, testing, change management, and more
- Private demonstration tenant and additional standard implementation tenant provided for no additional fee
- Global support available 24/7/365 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.

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.

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

Workday Rising Passes: Get free general admission to Workday Rising®. Connect with peers, learn about our latest innovations, and get answers from Workday experts.

Education and Learning

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

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.

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.

> I pinch myself every day, not believing what a deal and a gem WSP is. It is the best thing ever, and it is empowering my employees in huge ways.
>
> **Large Enterprise Financial Services Company**

Product Overview Trainings: Watch short product-specific videos on-demand for a foundational understanding of your Workday product and how to get started.

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.

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 Plus

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.

Demonstration Tenant: Get one private demonstration tenant for core Workday products for no additional fee. This tenant can help you and your team test Workday features in a secure, dedicated environment.

Feature Accelerator Library: Quickly self-deploy or enhance features with exclusive online content to stay agile in times of change.

Implementation Tenant: Get one additional standard implementation tenant for core Workday products for no additional fee.

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.

Accelerate Plus

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.

Deployment Guidance Services: Maximize the success of your deployment with tailored guidance and access to quick, just-in-time Workday expertise on key topics including project management, testing, change management, and more.

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

Feature Adoption Assessment: Get a prescriptive tenant review to identify product feature adoption opportunities that align to your business objectives.

Feature Adoption Workshop: Attend a 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 define a roadmap for ongoing engagement and communication in a working session between Workday and your team.

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

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.

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 optimize your use of the Workday reporting 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 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: Get an 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: Get a 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.

Operational Success: 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 integrations landscape across your Workday tenant. Additionally, receive guidance to design and build Workday Orchestrate integrations and Workday Extend products.

Accelerate Plus

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.

Incident Management: Get premium support from your technical account manager for critical and escalated incidents for quicker resolutions and minimal downtime.

Operational Review: Get a holistic review of the operational performance of your Workday tenant, including incidents, upcoming critical business events, and more. Additionally, receive support from your technical account manager to prepare for future feature releases.

Security Risk Mitigation Review: Strengthen the security of your Workday tenant with ongoing, proactive technical guidance to help you safeguard your data and make the most of our robust security tools.

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 incidents.

Tenant Capacity and Go-Live Readiness: Ensure scalable performance and adequate capacity for production and non-production critical tenants. Leverage predictive tools and performance methodology to validate readiness without full-scale testing or performance testing analysis when needed. Support go-live success through best practices and cut-over activities coordination.

System Health Insights: Get 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.

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 global support available 24/7/365 at all severity levels.

Accelerate Plus Technical Support (24/7 P1–P5): Access 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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