

## Workday Professional Services Automation

In the era of knowledge economy, professional services organisations have a unique opportunity to improve their talents and operations to maximise value for customers. However, as projects grow in scope and teams expand, so do the risks of cost overrun and mismanagement.

Workday Professional Services Automation (PSA) helps you manage the entire life cycle of client-facing billable projects. Resource managers, project managers, and finance teams gain a single source of truth to view and act on talent, project, and financial data. Put the right people on the right project with the help of rich talent intelligence. Accelerate business transformation confidently with flexible billing and revenue recognition, which supports subscription-, usage-, and project-based pricing models, and more. And since all Workday applications across finance, HR, and operations are part of a single system, your entire company can boost collaboration, increase efficiency, and improve customer service.

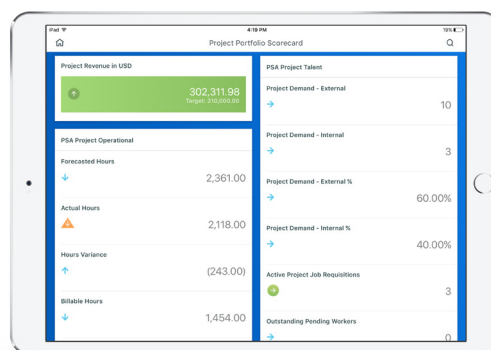
### Workday PSA applications

#### Financial Management

Workday PSA is part of a single system with Workday Financial Management to make customer billing, revenue recognition, and financial analysis easier and more accurate. Ease your transition and improve financial management with built-in support for new revenue recognition standards (ASC 606/IFRS 15) and dual reporting.

#### Human Capital Management

Use Workday Human Capital Management (HCM) to recruit, manage, and engage your workforce with a seamless user experience and dynamic analytics. Adjust your workforce for project assignments and stay ahead of the retention curve with predictive talent insights.



#### Key product areas

##### Human capital management

- Recruiting
- Talent management
- Workforce planning and analytics

##### Project execution

- Project management
- Resource management
- Time tracking
- Expense management

##### Financial management

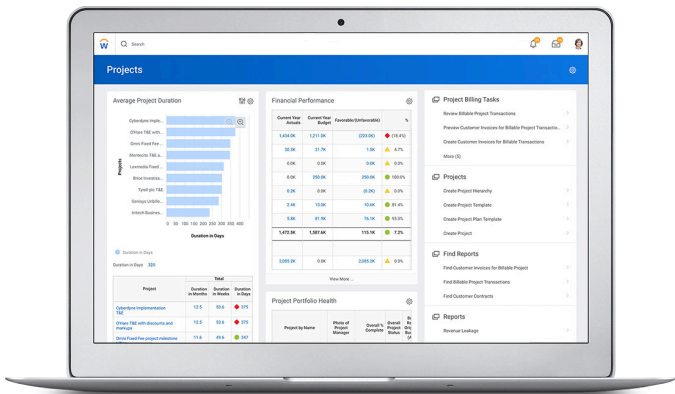
- Project billing
- Revenue recognition
- Project costing and accounting

##### Reporting and analytics

- Financial reporting
- Operational reporting
- Talent reporting

#### Key benefits

- Use rich talent data in a single system to put the right people on the right projects.
- Increase efficiency in resource utilisation, project billing, revenue recognition, time tracking, and expense management from anywhere and from any device.
- Drive better decision-making across finance, HR, and services with a single source of truth, actionable data, and embedded analytics.
- Accelerate business transformation with built-in support for multiple business models (project-, subscription-, usage-based, and so on) and new revenue standards.



## Project management

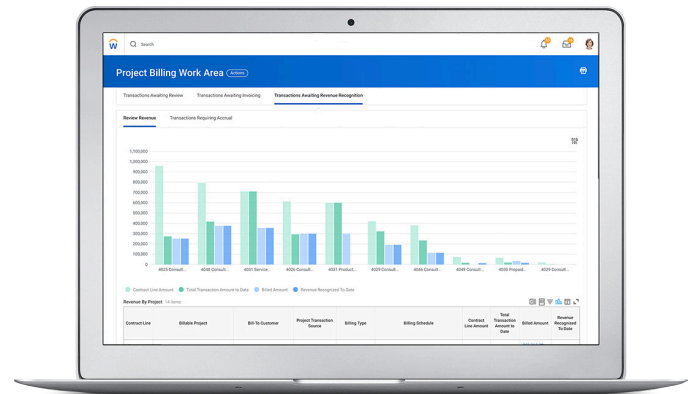
Forecast resource demand and projects for more-efficient resource usage and profitable project delivery. Your global, on-the-go workforce can monitor and act on projects from any device at any time.

## Resource management

Get a holistic view of all your staffing needs and the status of projects from a centralised resource management dashboard. Define roles and shop for talent inside or outside your organisation. Track and analyse project status as well as talent development.

## Time tracking and expense management

Measure activity and expense against projects to minimise overrun and speed up time entry and expense reimbursement. Benefit from fewer hassles, more efficiency, and higher profits.



## Reporting and analytics

Improve decision-making with live and actionable reporting, utilisation metrics, and embedded analytics across the Workday PSA suite. Customise management dashboards with KPIs and reports for project portfolio, geography, or line of business.

## Workday PSA functionality

### Financial management

- Budget, forecast, bill, and analyse projects and manage project financials using one system to eliminate reconciliation and foster collaboration.
- Account for both billable and non-billable work and gain a complete real-time view of the total revenue, costs, and profitability of all projects.
- Enable various project billing arrangements, including usage-based, subscription, time and materials, fixed-fee, prepaid, milestone, and more.
- Ease the revenue recognition transition with dual reporting, scenario modelling, and built-in support for both new and old standards.
- Automate project billing with multidimensional billing rate sheets, configurable billing rate rules, and complex rate tables.
- Support your workforce with multi-jurisdiction taxation, and reduce administrative errors and manual adjustments.

### Human capital management

- Arm recruiters, resource managers, and project managers with a single source of the truth about your employees and candidates pipeline.
- Tap into rich data from Workday HCM to staff contingent or full-time talent based on availability, job profile, skills, performance, interests, and more.
- Enable resource managers to define roles, find talent inside or outside your organisation, and hire the right people.
- Use machine learning to predict attrition, identify at-risk performers, and take actions to retain key resources.

### Project management

- Enable superior portfolio and project planning with demand forecasting and utilisation reports.
- Integrate with a CRM system to use external resource demand data and inform the planning and staffing of work.
- Manage project booking statuses, timelines, milestones, and status updates from any device at any time.
- Enable customised daily resource forecasts and detailed allocation of worker availability, including project breakdown.
- Sync data between two systems easily with packaged integration with Microsoft Project, allowing for more granular project management.

### Resource management

- Get a holistic view of your staffing needs with a centralised resource management dashboard and take actions quickly right from there.
- Find the right talent for a project, and the right project talent based on a variety of configurable parameters.
- Improve resource usage and flexibility by designating a resource as hard- or soft-booked, committed, or prospective.
- Allow consultants to view current assignments, upcoming opportunities, and select projects based on their interests.
- Enable dynamic and scalable resource forecast using the Microsoft Excel-like functionalities of Workday Worksheets.

### Time tracking and expense management

- Enter and approve time and expense associated with projects on the go.
- Get real-time analytics to make smarter staffing decisions, configure proactive spend controls, and proactively alert managers to strengthen compliance.
- Eliminate manual entries and avoid costly integrations by using Workday Time Tracking, as well as Workday HCM, Workday Payroll, and Workday Absence Management.

### Reporting and analytics

- Improve decision-making with built-in analytics across the entire Workday PSA suite, so that users can self-serve and collaborate contextually in real time.
- Get all-encompassing transactional data, easily distributed based on technology-enabled governance frameworks.
- Use pre-built and customisable dashboards, reporting, and KPIs to manage talents, financials, and operations.



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