

Workday Success Plans

Workday Success Plans deliver a success multiplier on your Workday investment. Designed to help your business adapt and thrive in this new age of work, our subscription-based plans give you direct access to an extensive network of experts; proactive, ongoing problem-solving; services that build team competency; and a rich library of education and self-guided resources right-sized for your needs.

Choose the right plan for your business goals

Offering you continuous, proactive support with measurable results, **Workday Success Plans** are designed to grow with your business while maximising the impact of your Workday investment. If you work with a third party, Workday Success Plans can help you develop your internal capabilities to improve self-reliance and achieve a balance that best fits your needs and budget. Choose from three flexible plans:

- **Accelerate Essentials** empowers lean teams to solve problems faster, with education, self-guided tools and expert guidance on-demand. Builds on the resources standard with all Workday products.
- **Accelerate** enables your team to deploy, adopt and optimise 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. 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. Builds on the resources included in the Accelerate Plan.

Workday Success Plans multiply the impact of your Workday investment.

Workday Success Plans customers adopt 25% more Workday features compared with customers not on a Workday Success Plan.

Workday Success Plans can also help you enhance the value of Workday Illuminate™ – our next-generation AI. We can help you connect the dots between your business objectives and Illuminate capabilities, keep pace with AI innovation, and elevate your team's skills to feel more confident embracing AI.

Key Benefits

- Connect the dots between your business objectives and Workday capabilities.
- Increase productivity and efficiency, elevate skill sets and inspire your team.
- Keep pace with innovation.
- Realise the full value of Workday Illuminate – our next-generation AI.
- Deploy with confidence and drive value from day one.
- Focus on the road ahead with comprehensive global support.

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 in 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
<ul style="list-style-type: none"> • 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. 	<ul style="list-style-type: none"> • 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. • Focus on the road ahead with comprehensive global support available 24/7/365 at all severity levels. 	<ul style="list-style-type: none"> • Get tailored guidance during deployment on change management, testing, project management and more. • Maximise end-user adoption with personalised change management guidance throughout life in production. • Elevate skill sets and inspire your team with in-depth, expert-led education. • Identify feature adoption opportunities that align to your business objectives with detailed tenant assessments. 	<ul style="list-style-type: none"> • Drive value through deployment and beyond with premier technical and strategic guidance. • Minimise 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 analytics, reporting, integrations 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
Workday Pro – Exam Fee Waiver	●	●	●	●
Learn-on-Demand		●	●	●
Workday Adaptive Planning Administrator Training Kit		●	●	●
Workday VNDLY Administrator Training Kit		●	●	●
Workday Administrator Library			●	●
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 personalised, 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
Governance Planning				●
Strategic Planning				●
Feature Adoption Assessment			●	●
Feature Adoption Workshop				●
Ask-an-Expert		●	●	●
Accelerator Webinars (Live Experts)		●	●	●
Feature Accelerator Coaching				●
Deployment Guidance Services			●	●
Optimisation 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, Optimisation Packages can help with a menu of fixed-scope packages that provide personalised 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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