Guide

Your Ultimate Guide to a Successful Workday Deployment

Making Certainty Out of Uncertainty

Your business will experience change, that's certain. Whether by choice or out of necessity, upgrading critical software will likely be part of the transformation. The Workday Enterprise Management Cloud Platform is the industry's most adaptable platform for managing people and money – built to offset uncertainty. And speaking of uncertainty, we've also worked hard to make your deployment more predictable, by addressing issues such as scope creep, cost overruns, moving targets and stalled steps.

With more than 95% of Workday deployments delivered on time last year, it seems we've made good progress. Our goal is for our customers to deploy on time, on budget, every time. The result? You can quickly start pairing Workday's best-in-class finance and HR platform with your other best-in-class applications to meet any need, quickly and confidently – dare we say, with certainty?

> "If there's one thing that's certain in business, it's uncertainty.
>
> **Stephen Covey**
> Author of *The 7 Habits of Highly Effective People*



Deployment methodology

With thousands of successful deployments under our belt, we've learned a thing or two. We used our extensive experience and customer learnings to create a consistent and predictable approach to deployments that increases the likelihood you'll deploy on time and within budget.

Workday Launch:

Our fastest route to go-live. It is a fixed-fee, preconfigured package approach that provides a low-risk, prescriptive, faster-time-to-value deployment based on Workday best practices.

Your Way:

A customised approach to deployment if you require a more tailored solution. We partner with you to make sure your path to go-live is efficient, organised and consistent – whether you choose Workday Professional Services or a trusted partner, we'll make sure you mitigate risk and realise value faster with minimal business disruption.

> "Workday Launch allowed us to implement a state-of-the-art ERP system in record time and on budget.
>
> **Lynn University**



The four stages of deployment

Both approaches follow the same tried-and-true four-stage deployment methodology. Each of the stages contain cross-functional work and a sign-off protocol to ensure you're prepared to succeed in the next stage.

Plan

During the plan stage, we'll confirm your project scope, set and communicate realistic expectations, and establish project management processes. You'll draft and review the project timeline, milestones and deliverables, and identify internal and external team members and their roles and responsibilities. The stage starts with a project-orientation meeting and ends with an official project kickoff. Part of the planning stage is to load your own project data – not dummy data – into your initial Workday tenant, or what we refer to as the foundational tenant, so you can see it in action and make better decisions during deployment. This allows you to get a head start, and stick to your deployment timeline.

Architect and Configure

The architect and configure stage helps the team come to a common understanding of the business and configuration requirements. It uses an iterative design approach and includes workshops, data conversion, security reviews, and the design, configure and build of integrations and reports. Also in this stage, we'll:

- **Finalise project planning documents**
- **Execute a customised confirmation session and testing**
- **Plan end-user training**
- **Complete test preparation**
- **Build and test the end-to-end tenant**
- **Execute operational readiness assessment**
- **Finalise stage delivery assurance checkpoints**
- **Complete stage sign-off**

Test

The test stage involves validating that system configurations meet your needs and performing end-to-end and parallel transaction testing to make sure the individual pieces as well as the entire process works from start to finish and is ready to go live. If at any time something doesn't work quite right, we go back and fix it before moving on. At this point, you'll also develop training materials tailored to your needs that will help your users fully adopt Workday.

Deploy

What we've all been waiting for: the move to production! In this stage you'll roll out end-user training, sign off on your go-live checklist, convert and configure production data, make sure the deployment is stabilised and transition to customer operations.

What does a successful Workday deployment look like?

- The software works correctly and meets your needs and requirements
- The project was completed on time
- Employees know how to use the system and are beginning to adopt it
- Time and money are being saved due to greater efficiencies

Peace of mind every step of the way

Whether you deploy with Workday Global Professional Services or a Workday Certified Partner, all of our consultants are trained on the same project delivery methodology and tools. We are unique in requiring all consultants in the Workday ecosystem to be re-certified for each one of our twice-yearly updates. We make sure you get the training, education and resources to accelerate widespread adoption and ensure you get the most out of Workday today, tomorrow and every day.

Subscription-based Workday Success Plans allow you to maximise your investment and accelerate your time to value. Beginning with deployment and continuing through your entire journey, Workday Success Plans are designed to drive value at every stage of your relationship with Workday. You can access tools, expertise, resources and education. Furthermore, they are designed to support customers both strategically and tactically; from strategy and architecture to configuration and report troubleshooting, Workday experts are available to engage at every stakeholder level, for challenges big and small.

The numbers tell the story

95%+ on-time deployment rate

95%+ customer satisfaction

99.7% meet SLA response time commitment

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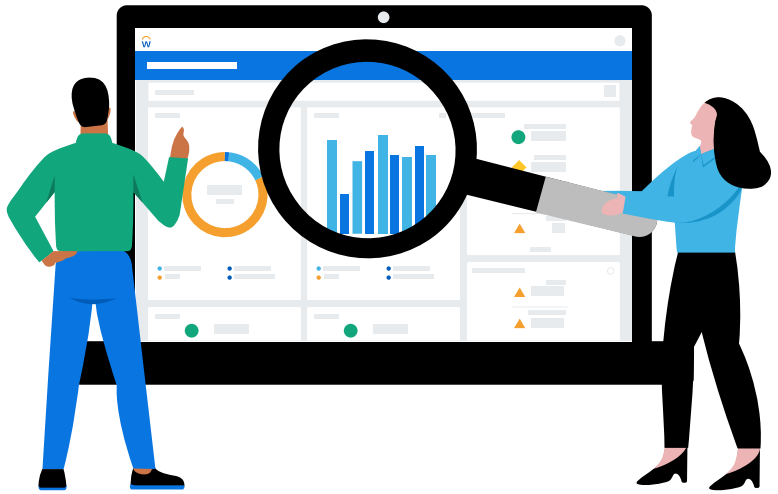
Workday helped us make our business systems more resilient to change and create a more fulfilling environment for our people. Since we deployed Workday, people finally have time to think about improving how the company works.

Midtown Athletic Club

“

Workday's unified HR and finance platform, plus support from its team, helped us keep to our 60-day deployment timeline and be ready on day one.

Acxiom, LLC



Become part of a vibrant customer community

Get answers to your most pressing questions, discover configuration solutions, learn success strategies as a member of the most empowered customer community in the enterprise software industry. The Workday Community portal is the place for peer collaboration among customers, partners and Workday employees, and an always-on platform to learn and exchange Workday ideas, expertise and real-world experience. Passionate members share first-hand knowledge and inspire one another daily.



318,000 members



4,000+ innovative ideas



800+ user groups



3,000 questions answered each month

> “Actionable insights, good user experience, scalability and a sense of community covered all our needs.
>
> **AIA Shared Services (Hong Kong) Limited**

> “I eat, sleep and breathe the Workday Community. I don’t think there’s a day that goes by that I’m actually not using it. We also use Workday Office Hours and Enablement. These resources give us what we need to go the extra mile.
>
> **8x8**

Did you know?

Through Workday Brainstorm – a program which encourages customers to submit suggestions for new or enhanced features that aren’t currently available in Workday – our customers contribute to 40% of the new features in every release.

Want to learn more? To learn how a Workday solution can work for you, please contact Sales at workday.com/contact or +1-877-967-5329.



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