



Innovation
Series

The “Right Place” to Unlock New Value from Workday

An extensibility guide for leaders and builders



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Extensibility for modern businesses

Business is changing fast. To keep up, decision-making needs to be fuelled by a steady stream of financial, people and operational data that can flow to and across teams. IT needs solutions that can deliver that data to the people who need it within minutes or hours, not weeks or months.

This need for a continuous stream of data puts pressure on IT's ability to enable collaboration and analysis, orchestrate processes across multiple systems and keep a distributed workforce contextually engaged. At Workday, we're meeting this challenge by building on our trusted single source for data with a growing portfolio of integration and extensibility features that:

- Scale to meet the demands of the world's largest companies
- Connect to siloed data held within other IT systems
- Rapidly build net-new capabilities around your financial and people data

When used together, these capabilities offer intuitive, powerful ways to analyse, report, process, engage with and act on your financial and people data. Your IT team will also be freed up to focus on building new innovations – not managing infrastructure or middleware.

No two companies are alike. With our portfolio of extensibility products and capabilities, you can tailor Workday to meet your changing business needs.



Gaining the power to adapt

A trusted, true cloud platform lets organisations easily update processes and engage in operations that were previously calcified and rigid. Since it's more critical than ever that systems remain secure and available at an extraordinary volume and scale, platform technologies must not only drive agility, but also maintain stability for successful innovation.

Companies also need the reassurance of a platform that is resilient and battle-tested by the largest enterprises in the world – a platform that is open and allows organisations to rapidly connect and integrate with other systems and processes using industry-standard technologies, APIs and protocols. This platform must be extensible so you can create new experiences and workflows tailored to your business needs.

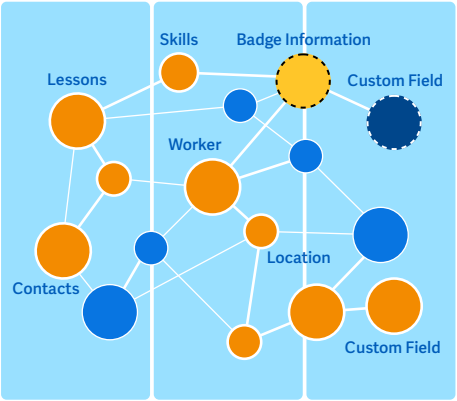
But it's not enough just to scale. The world is more unpredictable than ever. That's why we've built our architecture to be fundamentally adaptable. Workday enables seamless connections among financial, people, operational and external data, eliminating the need to extract data out of silos such as data warehouses. And our architecture has evolved to support millions of users around the globe who use Workday Financial Management, Workday Human Capital Management (HCM), and Workday analytics and planning applications from remote locations, mobile devices, and different channels such as conversational UIs and natural workspaces.

Central to this architecture is the Workday data object model. We use objects to model entities, attributes and relationships, which is key to adaptability. And unlike a relational database, new custom objects are easy to add. The inherent update-safe configuration features in Workday enable you to extend the model to suit your business needs.

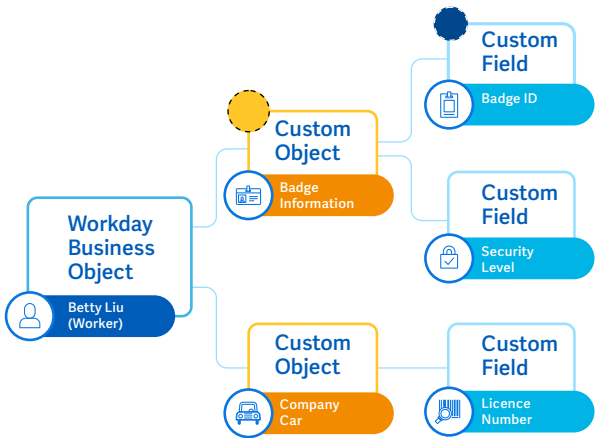
Additionally, the Workday business process framework (BPF) – also core to the Workday architecture – allows both IT and the organisation to tailor business process templates that address your needs for unique business flows and approvals.



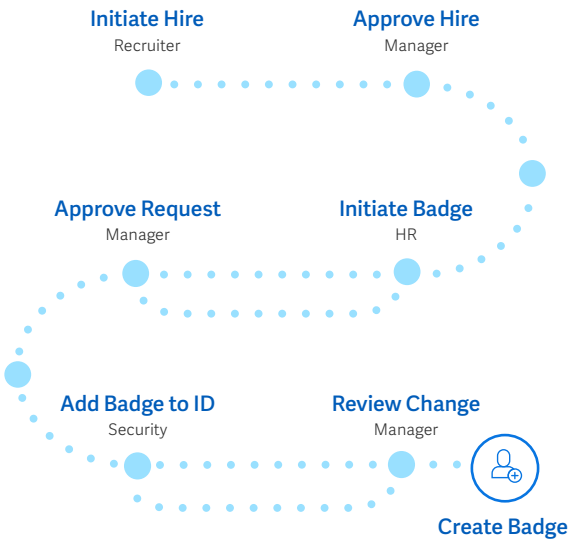
Adaptable foundation



Data Object Model



Configuration



Business Process Framework

The Workday data object model, configuration options and business process framework work together to request a badge for a new hire.

Openness through integration

Many companies are saddled with costly, brittle integrations between systems and sources of data that threaten their ability to adapt. By enabling highly flexible integration capabilities, Workday supports both lightweight and more complex logic- and flow-driven use cases, reducing overall integration complexity.

Over time, most organisations build up a constellation of systems and applications to run the business, but often these systems don't work well together, causing excessive integration and interoperability costs and risks. Senior IT leaders need to look for solutions that help them evolve toward an integrated portfolio of applications, data and business processes, each augmented by machine learning to increase interoperability and agility.

Given that most IT landscapes include a wide range of third-party systems that hold valuable data, Workday Integration Cloud can be crucial to IT's efforts to integrate across its constellation of systems. Workday Integration Cloud enables Workday to connect and exchange data with third-party systems to automate processes and gain critical insights. Since its launch in 2011, Workday Integration Cloud has continued to shorten the time to value for our customers, with over [1 billion integration](#) requests served.

“

We needed to integrate these data operations into Workday. We've found the Workday business object model easy to work with, especially when it involves integrating Workday with multiple external systems.”

Ray Alwani

Director, Business Systems, Process and Strategy,
ENMAX Corporation

APIs

120B

requests served in last year
29% YoY increase

Integrations

377M

run in last year
35% YoY increase

Integration Data

1,119 TB

processed in last year
21% YoY increase

210,000

deployed integrations

3,600

certified integration consultants

Workday Integration Cloud decreases time to value, with over 1 petabyte of integration data processed last year.

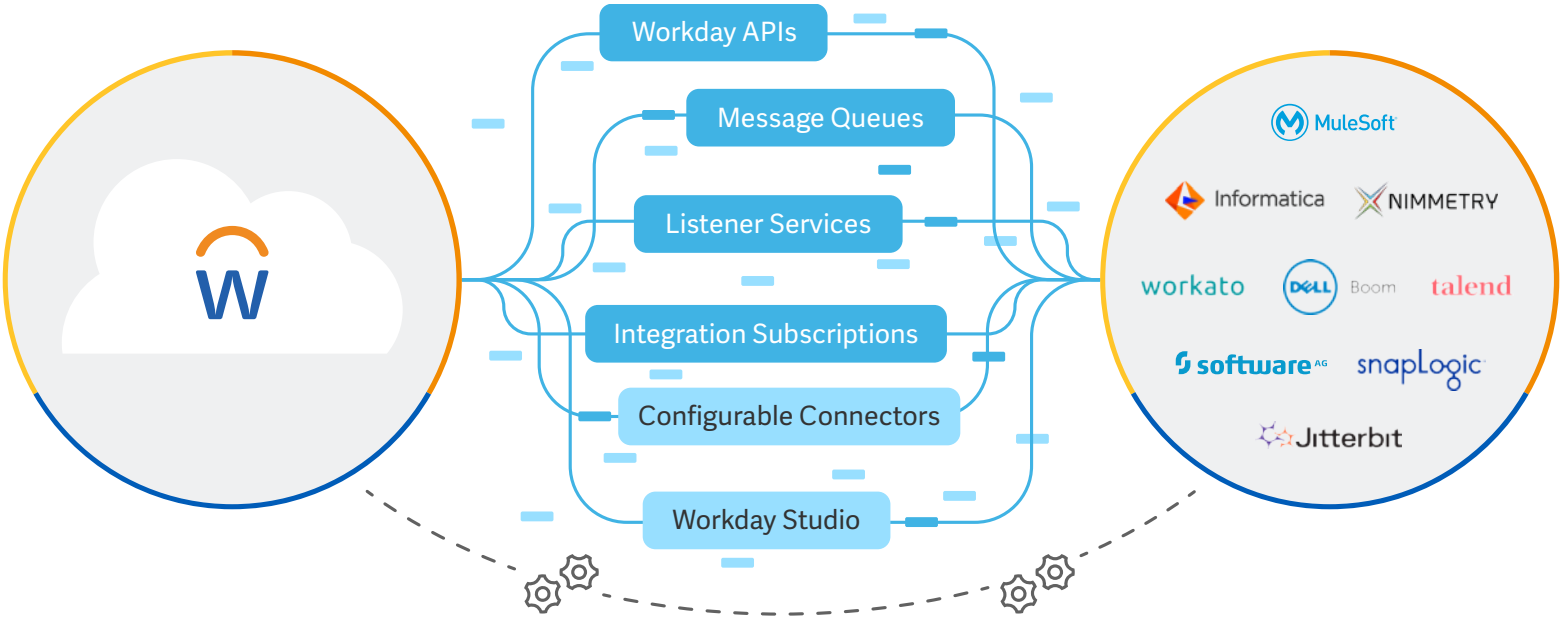


Like our configuration capabilities and business process framework, these integration capabilities are built into the core of Workday Enterprise Management Cloud and are provided to all of our customers and partners, helping them to quickly and cost-effectively get up and running on Workday.

By leveraging Workday configurable security, reporting and auditing capabilities, Workday Integration Cloud enables IT teams to build and maintain integrations for their unique needs – and leverage their existing Workday expertise. Workday Integration Cloud also provides payroll integrations; integration tooling to develop, test and manage integrations; and a library of thousands of APIs and prebuilt connectors.

“
It’s all proactively positioning us for efficient, scalable and profitable long-term growth. Having made three acquisitions just last year, we needed more efficient integrations like what Workday has enabled.”

Jennifer Mitchell
Vice President of FP&A, ABC Fitness Solutions, LLC



Workday software partners help our customers enhance Workday capabilities.

Build new capabilities when and where you need them

When IT and other teams across the business face a rapidly changing operating environment, they need to be able to build and deploy apps in response. By extending an existing Workday investment – encompassing Workday applications and data – these teams are able to reduce time, complexity and risk for faster time to value.

Beyond supporting configuration and data movement between systems, enabling your teams to extend the value of Workday and enhance the employee experience requires deep extensibility. It's critical when building new capabilities that you build in the right place. The practice of “right placing” recognises that the closer you are to what matters most – financial and people data and processes – the easier it is to drive higher-value outcomes.

Traditionally, capabilities built outside of Workday require replicating the Workday interface and security model, as well as exporting and importing Workday data. As a result, many IT leaders spend more time worrying about costly licences, fragmented user experiences, expensive software upgrades and maintaining data integrity than providing more business value to users.

By building on the Workday system, you can deeply extend core financial and people data and processes while providing contextually relevant value to users. This allows you to retire legacy systems, simplify your technology landscape, reduce infrastructure costs and minimise the risk of using stale or unsecured data.

Workday Extend is a key part of the Workday Enterprise Management Cloud Platform and provides a development environment that runs in the Workday cloud, as well as advanced tools and services to create apps that extend your Workday Financial Management, Workday HCM and Workday Student applications. These apps run natively within Workday, providing new experiences and processes across finance, higher education and HR.

Workday Extend developers leverage capabilities that internal Workday developers also use to create native Workday apps – from the user interface and presentation layer, to the business logic and orchestration and process layer, and all the way down to the data object layer.

“

Using Workday Extend means we utilise all the benefits of the core Workday architectural principles – taking our user experience, data harmonisation, and security to the next level and removing the reasons to operate outside of Workday.”

CIO, Accuride

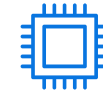
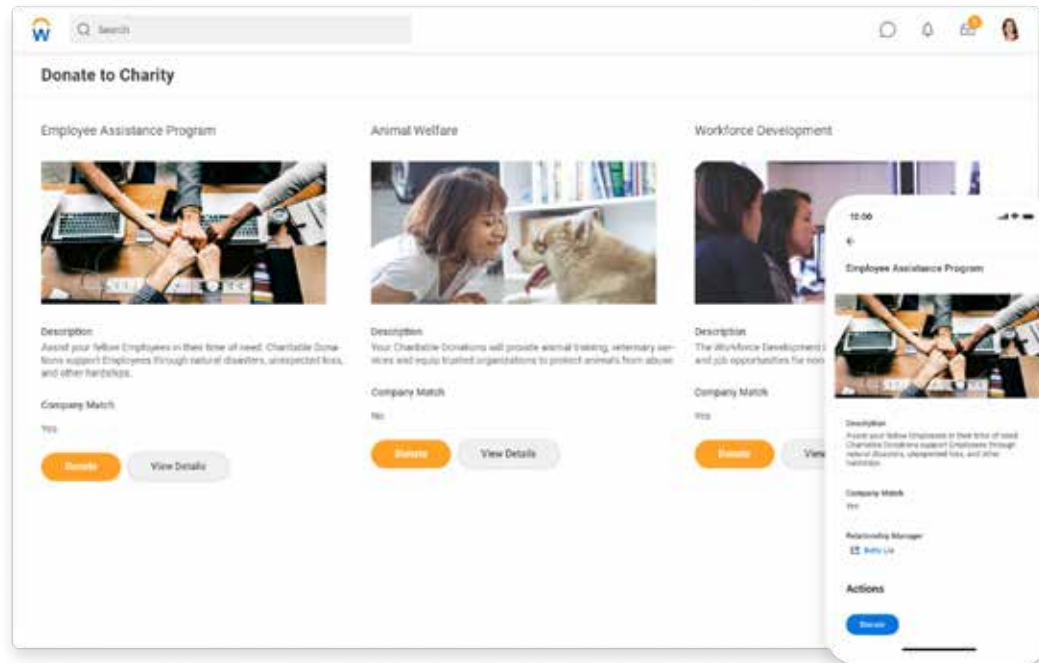




Seamlessly
integrate within
the Workday
experience



Capture data
unique to your
organisation



Interact with
business processes
within and outside
of Workday



Protect data using
existing security
with always-on
auditability



Deliver desktop and
mobile experiences

Using a powerful suite of app components, developers can create new user interfaces to capture and process data unique to your organisation. Because of their proximity, Workday Extend apps – which often include custom dashboards, worklets, profile groups, global search, tasks and related actions – are seamlessly integrated into both the broader Workday environment and with each other, providing a unified experience for users.

Developers can extend the Workday data object model by creating their own unique business objects and processes, and apps can be accessed from any device, allowing you to meet your users where they work.

“

The increased confidence that our developers have, combined with the capabilities of Workday Extend, lets them build complex, critical apps that help us make Target a great place to work.”

Director of Engineering, Target

Workday Extend also provides a rich set of development tools for prototyping and building apps, supported with a suite of lifecycle management and monitoring tools to collaboratively manage, configure and deploy them.

With Workday Orchestrate – included with every Workday Extend subscription – app developers can create automated financial and people processes across both Workday and third-party systems. Developers can build complex orchestrations by using the drag-and-drop orchestration builder tool that provides guided, simplified, low-code experiences to define logic, map data and perform transformations with no need for expensive workflow and middleware solutions.

People

Finance

Workday Extend

Attrition Analytics

Charitable Donations

Rewards and Recognition

People Nominations

Wellness Reimbursements

Complex Talent Management

Student Counselling

Contingent Workers

Incentive Compensation

Hybrid/Remote Work

Supplier-Managed Requisition

Review Billable Transactions

Compliance Regulation

Project Close Automation

Environment, Social and Governance (ESG)

Collections Management

App Components

App Development Tools

Developer Experience

Building blocks used to construct Workday Extend apps

UI, Data, Logic, Security, Reports

Suite of purpose-built tools to quickly and easily build and deploy apps

Build, Prototype, Lifecycle

Curated content and resources designed to enable developer success

Learning, Community, Support

Adaptable Architecture

In-Memory Object Model, Unified Data Core, Mobile, Always-On Auditability, APIs, Integration Cloud, Business Process Framework

Workday Extend puts our technology into your hands so you can extend your core Workday data and processes.



Orchestration Builder is our drag-and-drop interface to build, test and deploy automated, event-driven orchestrations.

Solve use cases with ease and confidence

With Workday Extend, business and IT teams can seize their most promising opportunities to streamline experiences or design new employee programs.

To date, more than 950 Workday Extend apps have been built and deployed by more than 3,000 developers across many industries around the world – from technology and education to entertainment and financial services.

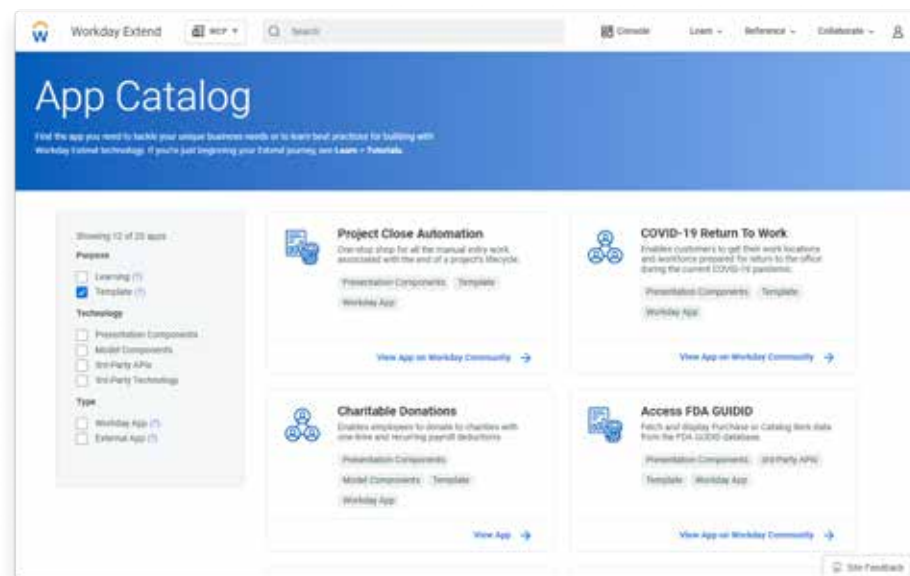


Using Workday Extend to build our Education Assistance app allowed us to replace a manual process with a streamlined, digital experience.”

Manager, HR Technology Innovation, Sun Life

Our customers and partners have used Workday Extend to:

- Streamline onboarding of contingent and temporary workers with a simplified workflow by automating the completion of static fields such as manager relationship, then automate the provisioning of access to key systems
- Plan for the workforce’s safe return to the office by building reentry apps for employees, people leaders, HR and facility managers
- Optimise reimbursement processes by allowing employees to submit wellness reimbursements, or make tuition reimbursement easier by collecting degree and course data from employees during submission
- Address the diversity and inclusion challenges amplified within a hybrid working model by allowing employees to record and share their way of working, personal commitments, religious beliefs and mental health
- Increase employee engagement and retention with tailored compensation and recognition programs that are applied consistently and are reportable
- Approve remote work location requests and automate payroll updates to Workday and multiple third-party payroll systems based on subsequent tax changes
- Address attrition rates by reviewing executive recommendations that use metrics such as priority employee groups and anticipated hard and soft costs
- Nominate employees for promotion or present them with a single-page view of base and variable pay, benefits and equity
- Cultivate a learning culture by using an achievement badge programme that recognises employee achievements while also helping HR draw insights from the talent pool
- Improve talent management processes for people leaders with personalised, data-driven alerts including “who hasn’t taken holiday” and “who is overdue for a promotion”
- Enhance financial management experiences using a guided project-close process for project managers to automate time-consuming tasks, or create a portal that lets suppliers initiate purchase orders for goods and services



The Workday Extend app catalogue provides customers with a curated library of app templates and reference apps that can be quickly configured and deployed.

“

Using Workday Extend to enhance our external PO process has helped us automate a critical path to close the books and perform our financial close more quickly.”

Director, Finance and People Technology, Netflix

Workday: enabling the builders of tomorrow

We continue to help our customers meet their toughest challenges by embracing true cloud and digital transformation, even in complex or risk-averse business and IT environments. In particular, we enable new levels of extensibility through:



Integration

Workday Integration Cloud with the Workday Cloud Connect portfolio offers more than 600 packaged application integrations and 3,000 APIs. We will continue to add deeper integration points while evolving our no-code and high-code integration tooling so you can efficiently build the best integrations for your organisation.



Extension

Workday Extend meets customers where they are on their journey. By easily and confidently building custom apps using a growing app catalogue with low-code tools, companies can meet their unique and often complex business needs.



Workday builders

With such powerful integration and extension tools at hand, we see a new role emerging as our customers and partners build new skills to bridge their administration, app development and integration needs. This role starts by leveraging fundamental Workday administration, configuration and Workday Integration Cloud expertise. Then, by augmenting web development, data processing and API experiences from elsewhere within the organisation, this new builder role becomes a trusted advisor to both the business and IT.

At Workday, we're committed to continuously investing in the education, tools and community you need to help you get the most out of your enterprise applications.

We're here to help you meet today's biggest challenges by extending the power of your Workday financial and people data and processes.

To learn more, visit: workday.com/extend

“

Workday Extend gives us the ability to break the silos between enterprise applications to deliver a secure, integrated user experience.”

Director, Core HR and Payroll Technology Portfolio, IBM

“

The standardisation and optimisation of integrations internal and external to Meijer were key project goals. We were able to reduce the number of integrations and optimise our business to a degree that was impossible before Workday.”

Director, HR Analytics, Meijer



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