

# Workday HCM Can Do What?!

10 can't-miss features for HRIS and HRIT professionals



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## Make the most of your HCM system

You know that aha moment when you discover the smartphone you're already using has a nifty feature that makes life radically easier? We find that Workday customers often have similar moments with the Workday Human Capital Management (HCM) system.

Workday HCM can do more than many users realise – a fact that was underscored at the 2022 [Workday Rising](#), where customers clamoured to learn about lesser-known capabilities and recent updates.

We've pulled together the capabilities that customers were raving about to give all Workday HCM customers a leg up on making the most of their investment.

Read on to learn 10 things you might not realise Workday HCM enables, so you can get even more out of Workday.



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As a Core HCM product team, we build features and deliver functionality that allow you to respond rapidly to that change, meet your changing business requirements and support your ever-growing and ever-moving workforce.

**Shannon Clark**  
Outbound Product Manager, Workday



## 1. Supercharge reorg modelling with Workday Org Studio

Whether integrating an acquired firm into the larger organisation, moving to a cross-functional model to seize a new market opportunity or rethinking how departments are structured in a hybrid work environment, reorgs can be as complex as they are competitively crucial.

When considering an organisational redesign, HR leaders need the ability to swiftly restructure existing operating models – while understanding the full financial, operational and talent impacts such moves will mean.

Workday Org Studio – already included in your Core HCM subscription – empowers you to collaboratively visualise, plan and approve reorganisations.

- Use drag-and-drop functionality to move workers around in the organisation hierarchy and instantly visualise those changes.
- Create and manage reporting relationships.
- Change job titles and locations.
- Identify the skills needed in newly modelled organisations.
- Add or remove workers from other orgs.
- Run reports to explore key metrics (such as headcount management or span of control) and evaluate the impact of any changes.
- Share your reorg plan with other stakeholders and collaborate with them in real time.
- Approve changes swiftly with mass actions.



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### Structures that work for your business

If traditional, hierarchical and collaborative models aren't cutting it, Workday HCM enables you to create custom organisations that work just for your business. Additionally, Workday delivers org structures that can be customised to your business, including:

Supervisory | Matrix org | Cost centre | Geographic

## 2. Make job changes en masse with Mass Actions

The last thing that HR professionals need is more burdensome manual work – especially high-volume tasks, like updating reporting relationships during a massive reorg or offboarding a sizable cohort of contingent talent after the holiday surge.

Workday Core HCM solves that with mass actions, a scalable automation feature that enables HR professionals to seamlessly and securely process large-volume staffing events in one fell swoop.

Plus, you can further streamline the mass action process by creating a change job template for only the details you want to change – say, location. And you can set up security guardrails, so only the stakeholders with the right access privileges can execute mass actions.

Mass actions can be initiated within Workday Drive.

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### Out-of-order organisation assignments

Workday streamlines reorgs with the ability to insert or correct historical or out-of-order organisational assignments. This feature is a game-changer in situations where you are planning for a reorg and employees need to be moved into a newly created organisation retroactively to drive consistency.

“

In a recent acquisition, we had a 30-day close from contract signed to get everyone into the system. The ease with which we completed that acquisition with Workday was incredible.

**Senior Director**

Talent Technology and Analytics  
Choice Hotels



### 3. Fuel a skills-based people strategy with Workday Skills Cloud

The world of work is evolving fast, and to build a future-ready workforce, HR leaders are shifting from a focus on roles to a focus on skills. But building a comprehensive skills inventory can involve a lot of back-and-forth among stakeholders, with HR information system managers having to wade through messy and massive data sets to standardise entries.

Unless, of course, you're a Workday Core HCM customer.

Workday Skills Cloud, which is infused into Core HCM, applies machine learning (ML) to all of the rich data in Workday – including data on an employee's job profile – to infer skills they might have and provide skills suggestions. Hundreds of thousands of skills are divided into two main types: skills shared across organisations globally and skill synonyms.

That means powering momentum towards a skills-based approach can be as simple as an HRIT or HRIS leader turning on Workday Skills Cloud. Then they can point business stakeholders to the job profile within Workday to select or modify the suggested skills for individual employees.

“

Focusing on skills is truly a win-win for everyone. It provides workers with more control of their own skills development while empowering organisations with more flexibility in how they develop and deploy talent.

**David Somers**

Group General Manager, Office of the CHRO, Workday

#### Customer Callout

Rolls-Royce had asked workers to complete competency profiles in the past, but lacklustre participation stalled those efforts. After deploying Workday Core HCM, the industrial technology firm tried again by simply turning on Workday Skills Cloud for one of its aerospace engineering divisions.

“The results were astonishing,” said the company's global head of talent, noting that 60% of people completed a profile. Soon, engineers from other divisions were seeking out HR to join in. More than 10,000 people have since participated, and the company is approaching completed skills profiles for half of its global workforce – “purely based on people coming to us,” the executive said.



#### 4. Visualise business processes using Visualise Workflow

A business process can involve so many different people and so many different, well, processes that it can be tough to get a clear sense of who does what when. If only there were an easy way to visualise it all.

Actually, there is.

#### Here's how:

- 1 In a business process definition within Workday Core HCM, select the Visualise Workflow button.
- 2 This automatically creates a swim-lane diagram of the business process, with a list of all the different roles involved.
- 3 In the swim lanes, you clearly see the various actions taken as well as the condition rules involved in the business process.

You can then analyse the easy-to-comprehend visual flow to identify efficiencies.



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#### Flexible business processes

Workday enables you to tailor business processes to meet your unique requirements. You can modify steps, specify security permissions and configure a number of features, including condition rules, help text, notifications and step labels.

## 5. Clean up languishing to-do lists with Mass Operation Management

Workday Core HCM is a powerful, easy-to-use tool that enables you to configure and maintain business processes. But these business processes can accumulate pending tasks that stakeholders don't always complete or need to complete – or they forget to click “submit” after the task is done. And that can lead to backlogs cluttering up your system.

The good news? If you notice a lot of pending transactions piling up, you can use Mass Operation Management to advance, cancel, escalate or reassign tasks, and clear out any clutter. Simply select a time or date range to complete a mass operation.

You can also nip future backlogs in the bud. When you know certain workers will experience job changes or terminations, you can clear future tasks that are no longer relevant to them but are still sitting in their inboxes – or tasks about them in other people's inboxes. Cancel these pending to-do items and keep the processes moving forwards.

50,000

Workday Core HCM customers can handle up to 50,000 mass operations at once.

### Mass Operation Management use cases:

- Advance job requisitions or performance review steps
- Cancel events for terminated workers
- Escalate job requisitions, expense reports, paid time off or time entry approvals
- Reassign tasks to a new manager or role





## 6. Meet people in their flow of work with Workday Everywhere

As companies embrace more digital tools and applications, employees are left to navigate an increasingly complex network of systems. They're intended to make our work lives easier, but toggling between multiple applications can also be distracting and disruptive.

Employees are juggling more work applications than ever – including 89 apps, on average. Tech applications are meant to make our work lives easier. But they can also be disruptive and stressful if employees have to keep switching from one app to another to get work done.

Workday solves this dilemma by meeting workers where they are – rather than forcing workers to come to it.

“

With Workday Everywhere, we bring Workday to people in their natural flow of work, where they're already spending an incredible amount of time collaborating with their teams.

**Vishal Saboo**

Senior Manager, Product Management, Workday

### 4 hours

The average amount of time workers spent, in a week, toggling between apps and getting reoriented after toggling, according to a 2022 study of teams at Fortune 500 companies.

Enable the Workday Everywhere packaged connectors, and employees will be able to access Workday Core HCM from within Microsoft Teams and Slack. This allows employees and managers to conduct daily tasks, such as:

- Request time off
- Look up co-workers
- Submit expenses
- Provide colleagues with feedback
- Enrol in learning sessions

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### Get going

To use the packaged connectors for Workday Everywhere, reach out to your Customer Success Manager about first signing the Innovation Services Addendum (ISA).



## 7. Gain the competitive edge with Workday Compensation Benchmarking

In today's world, you need to stay on top of the fast-changing talent market. Workday Compensation Benchmarking provides real-time insights into successfully navigating changing market dynamics and attracting and retaining top talent.

Workday provides a wide range of benchmarking functionality powered by artificial intelligence (AI) and ML. You can easily benchmark against your own compensation management parameters or bring in external compensation surveys to compare your compensation against peers and industry.

When conducting analysis, you can apply weights and aging factors to drive greater precision for all job profiles. And all of the rich people data in Workday – pay range, compensation compared to peers, retention risk, skills and even pay equity – is right at your fingertips, so you have a fuller picture when making these important decisions.

### **With compensation benchmarking, you can:**

- Understand how your organisation's compensation compares to the market.
- Monitor compensation trends in your industry.
- Budget for compensation cycles in a competitive job market.
- Identify employees that fall below market.
- Offer candidates more competitive compensation packages.
- Make informed decisions on retaining key employees.

Armed with real-time, contextual insights, HR leaders can make smarter, data-driven decisions to attract and retain top talent.

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Workday surfaces real-time, contextual insights and benchmarks to support HR and managers at the point of decision. Whether you are crafting a job offer or proposing merit increases, powerful, accessible data helps drive more equitable and competitive decisions.

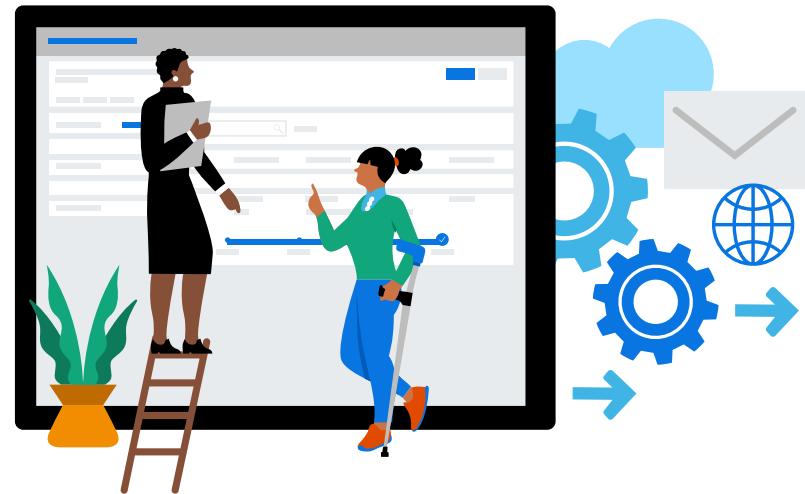
## 8. Democratise and customise reporting with Discovery Boards

“Could you create a report that ... ?” HRIS and HRIT professionals are all too familiar with this question, as they frequently field requests for custom reports – on new hires, say, or promotions. Driving greater self-service with Discovery Boards is a powerful way to beat back such time-consuming requests.

Administrators can enable access to Workday-delivered Discovery Boards, then curate field lists and data sets for creators. With the drag-and-drop capability of Discovery Boards, users can then easily and quickly analyse data and surface key insights in naturally interactive ways. Role-based security means there’s no risk of an over-eager user reconfiguring reports or accessing data they shouldn’t.

Along with additional delivered Discovery Boards, recent Workday updates include the ability to customise these in line with your organisation’s branding and colours as well as the ability to include Discovery Boards on the homepage.

The end result? A beautifully visual, decision-ready report – that end users can create on their own.



### Borrow a page from this playbook

At [Workday Rising](#), a senior analyst of HR systems management at LPL Financial shared their proven tips to driving more Discovery Board self-service.

- Host enablement sessions. Invite targeted groups to demo how the tool works, with use cases tailored to their specific needs. Keep the use cases simple to avoid overwhelming people.
- Create job aids. Giving end users something they can refer to again and again helps minimise frustration – and repetitive follow-up questions. The HR systems management team at LPL Financial created three guides: one for getting started with Discovery Boards, one for visualisations and one for tips and tricks.
- Expand in stages. Rather than onboard some 6,500 employees all at once, LPL Financial expanded to training additional key user groups (including managers and the HR solutions centre) only after the first wave was successfully up and running.

## 9. Build embedded alerts in a snap with Workday Notification Designer

Workday's Notification Designer empowers HR teams to build brand-specific email notifications – without having to be expert coders.

Opting into the service gives Workday Core HCM customers access to the drag-and-drop layout builder which features responsive HTML, highly customisable editing options and robust templates.

The notification templates integrate directly with existing business processes within Workday – say, updating a job applicant as they move through the interview process or alerting internal talent about an open position. The automated, personalised, branded emails are then sent through a third-party content delivery network.

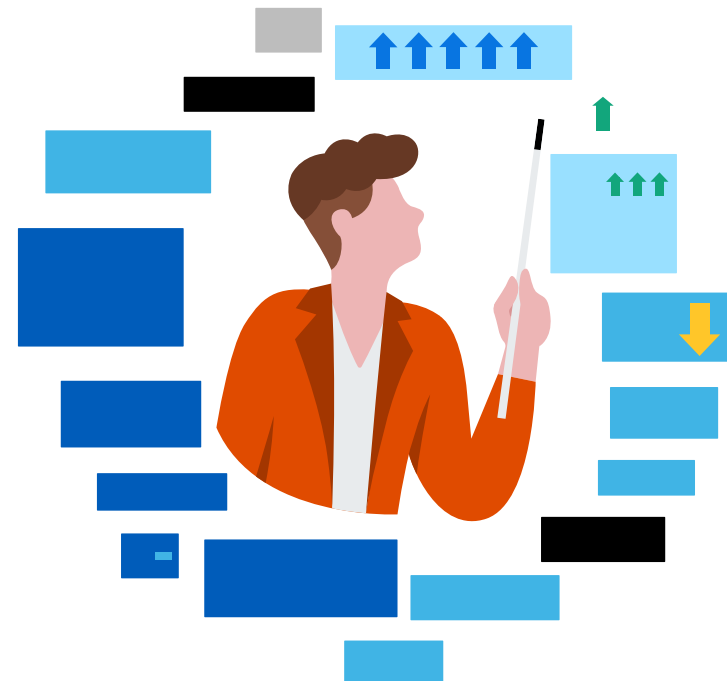
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### Exhale

Not toggling between multiple systems might be reason enough to cheer Notification Designer. But staying within the Workday system also means HRIT and HRIS professionals can breathe easier, knowing Notification Designer draws on the same dynamic data and is governed by the same security model as Workday Core HCM.

### It only takes a few simple steps:

- 1 With Notification Designer's intuitive and straightforward editor experience, you can insert content, embed links, add social media buttons and choose from multiple language templates for the same notification.
- 2 Click preview to see the email before sending it. You can also see a mobile preview on your smartphone.
- 3 Once you have finished making changes, click publish, and the notification is available for use in any associated Workday process.



## 10. Shape the future of new product features with Workday Brainstorm

Workday develops many of its Core HCM features and capabilities by asking customers what they want – and listening to them. You can be part of that conversation.

Here are two venues for weighing in on what you want and helping steer our evolution:

- Workday Brainstorm is a virtual community where you can submit, discuss and vote on system enhancement requests.
- Workday product managers meet with customers in various ways to evaluate their needs and their compliance requirements on the local, state and country levels.

In partnership with our customers, we'll continue to simplify and improve your and your employees' experiences.

“

The Workday Community is such a vibrant network of all our Workday customers, partners and employees. It's there to help and support you. Being on the same version of Workday means we all benefit from each other.

**Camille Lusher**

Senior Manager, Product Marketing Manager, Workday

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There's a real sense that Workday is listening and cares about solving any problems people might be having. That just makes such a difference.

**Finance Change Manager**

First Central Bank



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### Wondering how best to use a Workday feature?

Leverage our customers' expertise. As part of Workday Community, you can connect with more than 150,000 active peers as well as our partners to get answers, find configuration solutions and learn how others achieved their goals.

## There's always more to explore

Utilising features and functionalities of Workday HCM sometimes takes a phased approach, based on individual business needs and goals. For almost all, it's a process. The more you use Workday Core HCM, the more you realise what's possible with the platform. And value realised early on helps spur more momentum to explore additional use cases and features.

We get it. Workday Core HCM is, itself, built with continuous evolution in mind. You may or may not realise that Workday is updated every week to continuously improve our system. The most significant changes are grouped into larger twice-yearly updates, with new features influenced by customers, industry and market trends, and regulatory requirements.

In other words, Workday isn't static – and there's always more to explore, as you look to maximise the value you get from Workday Core HCM.

If this guide has whetted your appetite, here are more ways to make the most of Workday Core HCM.

### Take it a step further

Consider [Workday Education Services](#) to further help your teams flourish. Through customisable subscription resources for employees and managers and product touchpoint kits that can aid in design considerations, support employees in how and when they want to learn.

Learn about [Workday Success Plans](#), a subscription-based offering of customised recommendations, tools and tailored expertise that can help guide you through everything from prioritising future releases to strategically planning for growth with Workday.

### Read

- [Eight Ways to Get More from Your Core HCM System](#)
- [Workday Release Best Practices: How to Enable Continuous Feature Adoption](#)
- [Workday Integration Cloud Connectors for Human Capital Management](#)
- [Create a More Diverse, Inclusive and Equitable Workplace with Workday](#)

### Watch

- [Getting Started with Org Studio and Mass Actions](#)
- [Getting Started with Mass Actions](#)
- [Mass Operation Management Next Level](#)
- [Compensation Survey Management and Benchmark](#)
- [Navigating Workday Workforce Analytics Capabilities](#)
- [Workday Workforce Analytics and Reporting: Extended Demo](#)
- [Workday HCM Analytics Demo](#)
- [Workday in Action: Reskilling and Rebuilding](#)
- [Skills Set the Stage for the Latest Innovations in Workday HCM](#)



For even more guidance on harnessing the full power of Workday Core HCM, schedule time with our team of experts.

## End notes

<sup>1</sup> Harvard Business Review. "[How Much Time and Energy Do We Waste Toggling Between Applications?](#)" August 2022.



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