WORKDAY SUCCESS PLANS

eBook

Multiply the Impact of Your Workday Investment

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Multiply your success.

At Workday, our vision is to move businesses forever forward—elevating humans and supercharging work by giving organizations the power to transform how they manage their people and their money. With AI built into the core, the Workday platform delivers innovative HR and finance products that help customers adapt in this new age of work.

But our customers don't want to stop there. Today's changemakers want to know:

- How can we get more value from our Workday investment?
- How do we keep up with tech innovation, and which innovations are right for us at this time?
- How can AI benefit our business? And how do we go about adopting it?
- Which new features will make an impact on my business, and what is the best way to implement them?
- Am I taking the right next action? How are others leveraging these capabilities?
- How do we grow our internal expertise despite shortages and turnover?
- Have we seen this problem before? How do we use our time more effectively?

To answer these questions, we need a fundamental shift in mindset. To multiply the impact of your investment, you need to know how to put that technology to work and get the most out of it.

How can you adapt in this new age of work?

Read on to learn the six ways Workday can help you multiply the impact of your investment to:

1. Drive value from day one
2. Connect the dots between your business goals and technology capabilities
3. Elevate the skills of your teams to achieve greater independence and productivity
4. Adapt to keep pace with innovation
5. Enhance the value of Workday Illuminate™
6. Focus on the strategy, knowing that you have our support

Maximize the value of your investment.

While the Workday platform provides all customers with a solid foundation for customer success, Workday Success Plans deliver a success multiplier on your Workday investment by offering flexible, results-oriented support that can take your business even further. Workday Success Plans customers adopt 25% more Workday features compared with customers not on a Workday Success Plan.

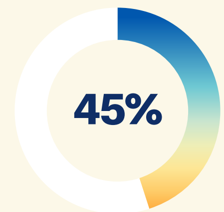
Our subscription-based plans give you the tools you need to reach your business goals, including direct access to an extensive network of experts; proactive, ongoing problem-solving; services that build team competency; and a rich library of education and self-guided resources right-sized for your business 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 maximizing 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 optimize 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.

greater feature adoption



higher NPS from Workday administrators

"Investing in Workday Success Plans has been an absolute game-changer for me and my team. With a tiny team and a rapidly evolving organization, having access to expert advice at our fingertips has been a lifesaver.

Global Senior Director, People Data Analytics & HRIS
Monks

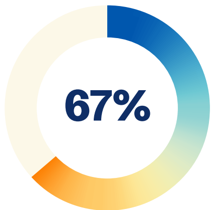
1. Drive value from day one.

In a world where time is money, a swift, successful deployment is critical. But rolling out a new solution can be daunting, given shifting workforce needs, high stakeholder expectations, and pressure to deliver ROI immediately. The reality that many companies pursue multiple transformation initiatives at once only adds to the complexity.

Just as you wouldn't expect a rookie athlete to make the game-clinching shot right off the bench, you shouldn't expect to pull off a flawless, fast deployment alone. With a coach in your corner, you're guided by tailored, expert advice—gleaned from thousands of successful past deployments. That means you'll know where to focus, which moves to make, and how to get your whole team going in the same direction.

Keys to success.

- **Leverage a proven deployment approach.** Identify and mitigate risks and chart a clear path with a deployment partner who can help plan your deployment using consistent, proven practices.
- **Assemble a cross-functional deployment team with dedicated resources.** While top-down commitment from company executives sets the stage for a successful deployment, line-of-business leaders are crucial to maximizing business alignment and user adoption.
- **Prepare your data.** Audit and clean up existing data and develop a clear understanding of how your legacy data maps to the new solution. Reevaluate your processes so you're best positioned to streamline and automate during deployment.
- **Steer clear of lift and shift.** Embrace this time of change and transformation by adopting industry-leading practices, driving efficiencies, and improving your overall operations. Avoid the temptation to simply lift and shift.
- **Test, test, test.** Extensive testing during deployment can actually speed the transition overall because it seeds early buy-in, surfaces improvement opportunities, and can mean fewer support issues post-rollout. Robust communication throughout the process helps ease your workforce's transition to the new system.



Two-thirds of organizations typically have three or more transformation programs running simultaneously[1]

Get to value faster with Workday Success Plans.

These subscription-based plans offer exclusive, timely access to expertise, support, and education that help you deploy with confidence and set you up for success in production.

In particular, our Accelerate Essentials Plan provides:

- **Adoption Kit:** Improve self-sufficiency for your managers and employees and boost end-user adoption with just-in-time job aids, videos, and templates for common self-service tasks. Take advantage of templates and assets during deployment to roll out Workday across your organization.

Our Accelerate Plan builds on this by providing you with access to tailored deployment guidance:

- **Deployment Guidance Services:** Maximize the success of your deployment with tailored guidance and access to quick, just-in-time Workday expertise on key topics including project management, testing, change management, and more.

Our Accelerate Plus Plan builds on the resources included in the Accelerate Plan by providing exclusive access to:

- **Additional deployment guidance topics**, including support models and governance.
- **Tenant Capacity and Go-Live Readiness:** Ensure scalable performance and adequate capacity for production and non-production critical tenants. Leverage predictive tools and performance methodology to validate readiness without full-scale testing or performance testing analysis when needed. Support go-live success through best practices and cut-over activities coordination.

With more than 9,500 deployments under our belt, we help you get started fast while avoiding common mistakes. No wonder more than 11,000 organizations around the world—from small and mid-size businesses to more than 60% of the Fortune 500—have selected Workday.

> 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

> Leveraging Workday Success Plans in a meaningful way was instrumental to the success of our core Workday Financial Management go-live.

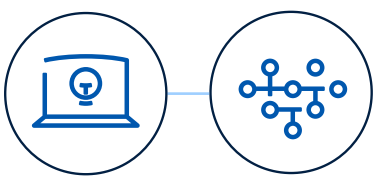
Vice President for UW Information Technology and CIO
University of Washington

2. Connect the dots between your business goals and technology capabilities.

Technology can be transformative—but how exactly will it transform your business? Which capabilities best align with your business objectives? Which features should you adopt first to address your most pressing goals?

If you're not sure, you're not alone. Many organizations struggle to articulate how a technology investment will align with and directly impact their business goals. But without that clear line connecting technology to the objectives it will power, a company's ability to realize the full value of its investment is inherently limited.

When organizations are able to connect the dots, the benefits are profound. In analyzing a decade's worth of financial and business data from more than 4,000 companies, Deloitte found that the alignment of specific technology investments to clear digital transformation strategies created a value impact 2x greater than strategies alone—and 3.5x greater than change capabilities alone. As the analysts noted, "Digital strategy is valuable but technology aligned to strategy is twice as valuable."[2]



2x value impact when technology investments are aligned with digital strategies

Keys to success.

- **Define business objectives and use cases.** What are the key business problems or opportunities that the technology will address? What are the needs and requirements of the key stakeholders who will be using the technology?
- **Develop a strategic roadmap.** Define specific goals and identify and prioritize specific technology capabilities that align with your overall business strategy. Build a strategic roadmap tailored to your goals, including a feature adoption strategy, governance, and support model.
- **Action your plan.** Adopt new or additional features and optimize existing ones to address your defined goals. Seek guidance from experts on how to do this efficiently and effectively.
- **Continuously monitor and make adjustments.** Analyze user adoption metrics and feedback to identify areas to optimize your configuration, boost operational efficiency, and improve end-user experience. Adapt strategic roadmaps and prioritizations as business goals evolve.

Connecting the dots with Workday Success Plans.

At Workday, our focus is to help you meet your business goals, so aligning our technology to your changing business demands is at the center of everything we do. Workday Success Plans can be an accelerating force to harness the best of our technology and expertise for your continued success.

Workday Success Plans take you further faster and help you connect the dots between your business objectives and Workday capabilities. Partner with Workday experts who understand where you are and what to do next to achieve your business goals using our technology. We guide you to deploy, adopt, and optimize your Workday platform, including reviewing your configuration and identifying opportunities to boost operational efficiency and improve end-user experience.

What's more, we help you to refine and continuously adapt your adoption and optimization plans as your priorities evolve. With Workday Success Plans, you can embrace change with greater confidence and validate the return on your technology investment. In this way, Workday acts as both your trusted strategic adviser and operational enabler at every stage of your Workday journey.

> We found 100 features we weren't using. And instead of saying, 'Go at it and get it done,' our Workday consultants helped us categorize which ones we must use, should use, could use, and wouldn't use—and prioritize our top 10 must-haves, which we adopted in 6 months.

Vice President of Talent Operations
Basis Technologies

Feature Adoption Assessment.
This expert-led tenant review leaves you with a prescriptive list of feature adoption opportunities that align with your business objectives. (Available with Accelerate and Accelerate Plus.)

Feature Adoption Workshop.
Through a one-on-one workshop led by a Workday expert, you co-create a prioritized feature adoption plan based on your business goals and our assessment recommendations. (Available with Accelerate Plus.)

Adoption Kit.
Improve self-sufficiency for your managers and employees and boost end-user adoption with just-in-time job aids, videos, and templates for common self-service tasks.

Functional Review.
This in-depth tenant assessment is designed to identify opportunities to optimize your configuration in a selected product area, boost operational efficiency, and improve end-user experience. (Available with Accelerate and Accelerate Plus.)

Strategic Planning.
Use this working session to jointly define a plan that translates business objectives into a long-term strategy to maximize Workday adoption. (Available with Accelerate Plus.)

Governance Planning.
Strengthen your governance of Workday and jointly define a roadmap for ongoing engagement and communication with a working session between Workday and your team. (Available with Accelerate Plus.)

Spotlight: Exeter Finance.

For years, Exeter Finance has used Workday to manage its global workforce and improve employee experience. But the company's four-person HRIS team had little time to learn about new capabilities that could eliminate bottlenecks. So when the team discovered Workday Success Plans, they signed up.

First, a Workday Success Plans consultant helped the team create a personalized roadmap, aligning their vision with existing and upcoming capabilities in Workday. One of the first capabilities Exeter Finance adopted was the Workday request framework because it could improve workflows for managers and HR teams.

"Now we manage that whole process in Workday, from sending and receiving inquiries to making changes and closing requests," says the systems integrations manager. "Centralizing and standardizing all these steps have made the job profile creation and updating processes easier and more importantly, efficient."

"

As a team, we labeled capabilities as must, should, could, and won't deploy, and then we prioritized the deployment of our must-have features based on business needs. We revisit our roadmap once a month and make adjustments based on new features, opportunities, and requirements.

Systems Integrations Manager
Exeter Finance

3. Elevate the skills of your teams to achieve greater independence and productivity.

To fully utilize your technology investment, you have to understand how it works and what it can do. But that can feel like a big ask for time-strapped teams that might feel they face two unappealing options: outsource every configuration request to another department or third-party vendor, or wade into dense user manuals themselves.

In the age of digital work, a third option is moving to the forefront: empower your teams with engaging on-demand learning so they can build their own expertise and confidence in managing technology—and get issues addressed faster.

Giving people the skills they need to work efficiently with new technologies brings widespread benefits, from buoying engagement and productivity to freeing up their capacity to take on different—and more meaningful—work.

55%

of frontline workers have had to adapt to using new tech on the fly, with no formal training or practice[3]

Nearly **4 in 10**

organizations say a lack of relevant workforce skills is their biggest barrier to achieving transformation goals[4]

Keys to success.

- **Plan for the now and the next.** Investing in a solution that both helps your team fix pressing problems quickly and teaches them what to do next time is invaluable—both for their confidence and your bottom line.
- **Cater to different learning styles.** Webinars might inspire one employee but fail to keep another engaged. To satisfy the diverse needs of your team, offer an expansive variety of learning formats.
- **Make it bite-sized.** Rare is the employee who can clear an entire afternoon to dive deep into a particular topic. Help solve on-the-job challenges swiftly by breaking larger topics into short topic-specific learning moments.
- **Prime for practice.** Downloadable templates and just-in-time job aids for both administrators and end users increase self-sufficiency, reduce strain on teams managing Workday, and make it easy for employees to review information until it becomes second nature.

Elevating the skills of your teams with Workday Success Plans.

We believe an investment in a Workday Success Plan is an investment in your team. The robust on-demand training and education, tools, and resources included in Workday Success Plans enable your team members to build and expand their expertise like never before. Workday Success Plans can enable you to achieve greater independence in growing with Workday.

Not only will your organization realize increased efficiency and productivity to tackle immediate needs and save time, but your team will also have the opportunity to upskill to the highest level of Workday competency. The result? Inspired and fulfilled employees and an organization that is empowered for self-reliance and success.

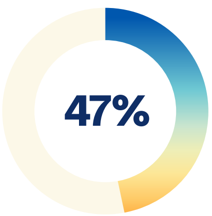
Here's a snapshot of just some of the one-to-one guidance and just-in-time learning resources that can help you do just that.

Feature	What It Does	What Workday Customers Say
Ask-an-Expert	Help your team work more efficiently and productively with direct access to personalized, one-to-one, in-tenant guidance for configuration and adoption, demonstrations of products you own, and more.	"With Ask-an-Expert, we have access to experts we trust. They give us the step-by-step of what we need to do and how to achieve that within Workday." Medium Enterprise Manufacturing Company
Learn On-Demand	Solve on-the-job challenges swiftly and achieve greater independence as you learn and grow with Workday. Tap self-service answers to pressing questions with on-demand, just-in-time learning via short topic-specific videos and job aids.	"Access to the Learn On-Demand library has given our HR team the fundamental knowledge they need as they're doing IT-related work. The access to information on-demand has assisted with troubleshooting, configuration, and testing activities." Large Enterprise Professional Services Company
Accelerator Webinars	Grow your team's expertise and boost confidence in managing Workday with live and on-demand webinars that help them discover product features, learn best practices, and understand the why, when, and how of feature adoption.	"I'm a kid in a candy store with the Accelerator Webinar library. Accelerator Webinars have guided us to success in many areas—most recently, unlocking a deeper level of value from our payroll reporting." HR System Analyst, Ziegler, Inc.

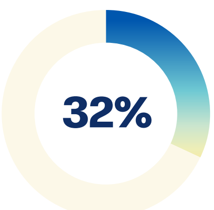
4. Adapt to keep pace with innovation.

From competitive pivots and economic fluctuations to talent-market whiplash and regulatory shifts, the need to be nimble is everywhere. When change creates opportunity, you want to be ready to act—fast. But the reality is that most organizations struggle to keep up.

Adaptability enables organizations to not only seize new opportunities but to also mitigate the risk of being caught flat-footed in the race for competitive advantage. Of course, building adaptability isn't something to be tackled when an opportunity or innovation arises. It's something to cultivate and strengthen now so your team can make swift, organized, and educated adjustments in the face of change.



of executives believe their organization is resilient[5]



of business leaders say accelerating digital efforts is the number one change that will improve their organization's resilience[6]

Keys to success.

- **Continuously recalibrate.** Proactively look for opportunities to improve operational performance and reduce the risk of delayed reactions. Friction hinders both speed and innovation, so every chance to eradicate it is a win.
- **Empower employees to be future-ready.** Provide the tools and expertise they need to shore up competencies in the current state, as well as to stay on top of evolving technology.
- **Build more change-management muscle.** Change isn't a process navigated alone. Now is the time to bolster your ability to seed and sustain end-user engagement for whatever opportunity crests the horizon next.

Adapting with Workday Success Plans.

When it comes to using technology most effectively, knowledge is power. With Workday Success Plans, your team can:

- Access just-in-time learning
- Get support in understanding and prioritizing future releases and feature adoption
- Receive advice on how to utilize Workday functionality to best manage change, reduce risk, and plan for growth

So when you're faced with unexpected change, your team has the necessary skills and knowledge to make swift, organized, and educated adjustments in Workday to respond with confidence. All expertise, support, and education provided with Workday Success Plans equip our customers to effectively respond to change using Workday.

In particular, our Accelerate Essentials Plan provides the following resources to help you grow your Workday expertise and best manage change:

Accelerator Webinars: Elevate skillsets and inspire your team with live and on-demand webinars designed to grow their expertise and boost confidence in managing Workday. Discover product features, learn best practices, and understand the why, when, and how of feature adoption.

Feature Accelerator Library: Quickly self-deploy or enhance features with exclusive online content to make sure you're agile in times of change.

"

Workday Success Plans has moved us from reactive to proactive. It has been a game-changer for us!

Workday Program Manager
El Camino Hospital

What's more, our Accelerate Plan builds on this by providing personalized guidance to help you deploy with confidence and adapt to change throughout life in production, including:

Deployment Guidance Services: Maximize the success of your deployment with tailored guidance and access to quick, just-in-time Workday expertise on key topics including project management, testing, change management, and more.

Change Management Guidance: One of our fixed-scope optimization packages, this provides personalized one-on-one support to strengthen your change management plan and processes to maximize end-user adoption in production. Partner with a Workday change management expert who will seek to understand your organization's unique challenges, share best practices from across the ecosystem, and leave you with a set of actionable recommendations.

Our Accelerate Plus Plan builds on the resources included in the Accelerate Plan. The following key tools and resources are available exclusively to Accelerate Plus customers:

Analytics and Reporting Guidance: Improve reporting and unlock insights from your Workday data to enable data-driven decision-making. Partner with Workday reporting experts to optimize your use of the Workday reporting platform, receive design and best-practice guidance, and define the key metrics to drive your business forward.

Feature Accelerator Coaching: Complement the Feature Accelerator Library with virtual Feature Accelerator Coaching, exclusive to the Accelerate Plus Plan. This coaching helps you to quickly self-deploy or enhance features to make sure you're agile in times of change.

Implementation Tenant: Get one additional standard implementation tenant for core Workday products at no additional fee.

Demonstration Tenant: Get one private demonstration tenant for core Workday products at no additional fee. This tenant can help you and your team test Workday features in a secure, dedicated environment.

5. Enhance the value of Workday Illuminate™.

While the potential benefits of AI for business are substantial, today's changemakers want to know:

- How will AI benefit my business?
- What AI innovations are right for us at this time?
- How do we go about adopting them?

Having a trusted adviser alongside you throughout your AI journey who can help answer these questions can make all the difference in realizing maximum value from AI.

All Workday customers have access to **Workday Illuminate**. Embedded directly into the Workday platform, Illuminate is the next generation of our AI that delivers tangible value and transforms work from start to finish. **Workday Success Plans** can help you connect the dots between your business objectives and Illuminate capabilities, keep pace with AI innovation, and help elevate your teams' skills to feel confident in embracing AI. For example, you can:

- Identify the Illuminate features to adopt that will deliver the most impact on achieving your business goals, with a **Feature Adoption Assessment** (available with the Accelerate and Accelerate Plus Plans)
- Learn how your peers are adopting new AI innovation in Workday-facilitated, small group **Collaboration Crews** (available with the Accelerate and Accelerate Plus plans)
- Inspire your team with live and on-demand **Accelerator Webinars** designed to grow their AI expertise

IBM says **42%** of business leaders don't believe they have the in-house talent necessary to move forward with AI[7]

Keys to success.

- **Start small.** For many businesses, getting started with AI can seem like a daunting task. You don't have to do it all at once—start small by identifying a few tasks or workflows that could save your team time—then build out a step-by-step plan from there.
- **Don't be afraid to ask for help.** One of the biggest barriers toward AI adoption isn't a lack of interest—it's a lack of confidence. Seek out a support partner who can give your team the skills and tools to feel confident in adopting AI.
- **Connect with your peers.** From streamlining workflows to enhancing talent strategies, it's useful to understand how others are leveraging AI capabilities. Connect and learn from your peers how they're adopting—or planning to adopt—new AI innovations.

> I think what's really helpful with Workday Success Plans is having the vision of what's possible . . . WSP helps us formulate the idea: "This is where we could go next."

Noemi Whitehead
Sr. Director, HR Service Delivery & Technology, Sutter Health

6. Focus on the strategy, knowing that you have our support.

When an incident or roadblock arises, it's not only frustrating—it can also be costly and disruptive to the business. Building a robust bench of support staff can help solve for those risks but carries costs of its own. No wonder many organizations struggle to find the right balance between sufficient technical support and controlled operating costs.

True-cloud platforms can solve for that balancing act with embedded, automated processes and underlying architecture that's far more resilient than on-premise legacy systems. But even within the cloud, organizations need comprehensive, on-demand support they can count on. Because focusing on the road ahead is hard to do if you don't first have peace of mind.

4x

Companies are 4x more likely to say they face no barriers to achieving improved resilience[8]

Companies with the strongest record of achieving measurable value from cloud transformations are more than 2x as likely as their peers to dedicate resources for cloud governance and controls[8]

Keys to success.

- **Don't compromise visibility.** Getting a view of the health of your tenant is critical and allows you to make educated decisions.
- **Plan for continuous improvement.** No matter your starting point, invest in guidance from experts who will help you navigate events throughout your journey and guide you on how to consistently improve system performance.
- **Get it in writing.** Resolution times and quality of service can vary considerably between external partners. Promises might be enticing in a sales pitch, but contractual response time commitments are what you can rely on.
- **Scan for red flags.** Proactive critical alerts can warn of potential risks so you can solve issues before they cause downtime or business disruption.
- **Prioritize root cause analysis.** Speedy resolution is a win, of course. But even better is identifying the root cause of recurring incidents so you can prevent them from happening again in the future.

Minimize disruption and get to value faster with technical guidance and support from Workday Success Plans.

Whether you're configuring Workday to reach your goals or something isn't working right, your success is our top priority. We're deeply invested in providing the support you need, not only when technical hiccups happen but also to proactively flag and mitigate risks. With Workday Success Plan Accelerate Plus, one-to-one support from your technical account manager helps you to proactively improve the operational performance of your tenant, solve issues before they arise, and minimize disruption.

Technical support.

At Workday, we measure success by your satisfaction, not by how many cases we close. And with our platform, when we resolve a software issue for one customer, it's resolved for everyone.

With Workday Success Plans, support is available globally 24/7/365, for all issue-severity levels. We set ourselves apart from competitors by providing contractual response-time commitments in our service-level agreement for all our Workday Success Plans. Rest easy knowing that our technical support team has you covered.

> "Our technical account manager consistently exceeds expectations, providing us with the information and support necessary to navigate the future with ease.
>
> **Senior Solution Architect**
> Salesforce, Inc.

Technical account management.

With personalized technical guidance from your technical account manager, this Accelerate Plus offering can help you mitigate risk and multiply the impact of your Workday investment.

- **Tenant Capacity and Go-Live Readiness:** Ensure scalable performance and adequate capacity for production and non-production critical tenants. Leverage predictive tools and performance methodology to validate readiness without full-scale testing or performance testing analysis when needed. Support go-live success through best practices and cut-over activities coordination.
- **Event Management:** Proactive guidance and one-to-one support to successfully manage large-volume and critical events throughout your Workday journey.
- **System Health Insights:** Monthly one-to-one reviews with your technical account manager to give you regular visibility into the health of your Workday tenant and enable you to consistently improve system performance.
- **Security Risk Mitigation Review:** Strengthen the security of your Workday tenant with ongoing, proactive technical guidance to help you safeguard your data and make the most of our robust security tools.
- **Incident Management:** Premium support from your technical account manager through critical and escalated incidents to drive a quicker resolution and minimize downtime.
- **Operational Reviews:** Holistic review of the operational performance of your Workday tenant, including incidents, upcoming critical business events, and more. Additionally, receive guidance and support from your technical account manager to prepare for future feature releases.
- **Service Availability/Root Cause Analysis Reviews:** One-to-one monthly meetings with your technical account manager to review service availability and identify the root cause of recurring incidents.
- **Additional Alerts:** Solve issues before they arise and minimize business disruption with proactive critical alerts that warn of potential risks.

Workday Success Plans: A success multiplier on your Workday investment.

Designed to help your business adapt and thrive in this new age of work, subscription-based Workday Success Plans deliver comprehensive expertise, support, and education that multiply the impact of your Workday investment.

To learn more about Workday Success Plans, visit: workday.com/wsp

Sources

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