

eBook

# Three Reasons Why Workday Human Capital Management Enables Modern HR



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# Three reasons why Workday Human Capital Management stands out in the cloud.

To paraphrase Albert Einstein, if you follow the crowd, you'll usually go no further than the crowd. Truer words have never been spoken about human capital management.

The problem is that breaking away from the crowd has traditionally been difficult. Many legacy systems were implemented decades ago with a patchwork of hard-coded applications and inflexible processes, and this has created stark silos between departments, including HR and finance.

In a world of economic uncertainty, skills and labor shortages, shifting employee expectations, and rapid technological innovations, this system-level failure leaves HR leaders with persistent practical challenges:



Poor user and admin experiences



Delays in solution deployments and system performance issues



Slow adoption and a disengaged user community



Inconsistent innovations



Shifting priorities and seemingly endless changes in strategic direction

Moreover, traditional enterprise resource planning (ERP) systems have led CHROs to believe that transitioning to the cloud poses risks to the workforce, core business operations, and the bottom line. This mindset keeps them tethered to the status quo, unable to steer the business in the right direction.

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Sound familiar?

## The better path has arrived.

Before you unwittingly stumble into years of the same problems and headaches, ask yourself if there's another path you could be taking.

Workday Human Capital Management (HCM) is fundamentally different and refreshingly easy to use. With a true-cloud architecture, Workday HCM offers an AI platform with a single source for data, a consistent security model, and a user-friendly interface. It seamlessly adapts to evolving business needs and provides an exceptional ownership experience by simplifying complexity, reducing deployment risk, and eliminating integration issues with other HCM systems.

We could list many ways that Workday differs from other HR solution providers, but from speaking to our customers, we know there are three that really set us apart.



# 1. Workday HCM simplifies deployment and integration.

The HR technology landscape features many vendors that have grown through acquisitions, resulting in numerous integration points and added complexity. This is the case for many Workday competitors.

This affects various aspects of the overall solution—from implementation, where delays and extra costs are incurred, to day-to-day matters that contribute to a negative overall ownership experience, such as inadequate security models, limited reporting capabilities, and inefficient workflows. All of these challenges significantly drive up the total cost of ownership.

In many cases, deployments with these organizations don't go according to plan because they lack a consistent and proven deployment methodology. This, in turn, hampers the efficiency and strategic value of IT and HR teams, forcing them to address issues instead of focusing on innovation and their people.

Workday HCM offers an AI platform with a single source for data, a consistent security model, and a seamless user experience across all areas of HR. Its single-object architecture eliminates the need for module-to-module integration, simplifying HR processes and providing the best experience for system professionals and users. This innovative system architecture allows Workday to deliver an unparalleled ownership experience, starting with the deployment of Workday HCM. Moreover, because all users are on the latest version of the system, they benefit from innovations as they roll out. Finally, our select group of certified partners use the same, consistent, reliable methodology that ensures deployments are on time, on budget, and within scope.

Additionally, Workday HCM enables businesses to protect existing investments. Through Workday Integration Cloud, organizations can securely and efficiently connect to third-party ecosystems without incurring additional costs or requiring middleware. As a result, Workday has more than 5,000 customers worldwide.

## How customers benefit with Workday.

- Increased efficiency and innovation from IT and HR teams with on-schedule and on-budget deployments
- Complete and quick value realization thanks to deployments delivered within the initially planned scope
- A streamlined and secure process for integrating third-party systems with the customer's existing ecosystem
- Configuration and customization capabilities that enable system administrators to meet the organization's unique requirements
- A straightforward, no-code approach, eliminating complexity and enhancing the ownership experience

## Challenges with other systems.

- Multiple acquisitions and products without a shared technology or underlying architecture decrease IT and HR productivity due to deployment delays, higher implementation costs, and increased effort
- Inconsistent and unproven implementation methods increase costs and effort



## Our customers say it best.



“Workday is transformational for the City of Akron. You get very few opportunities in the government space to make a systematic leap forward in technology.”

[Read the customer story.](#)

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“Workday provides the foundation, flexibility, and speed we need in an HR software partner.”

[Read the customer story.](#)

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“Workday is absolutely transformative to our business . . . it’s going to allow us to scale and mature our HR function in a way that we never could have imagined.”

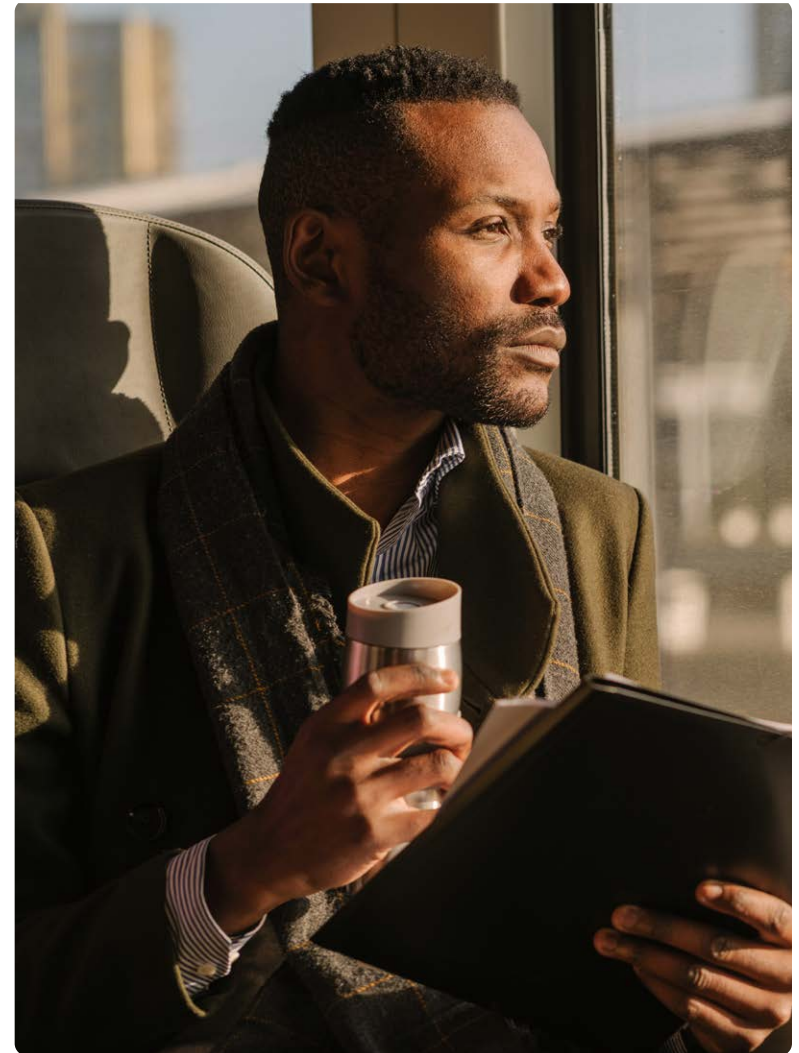
[Read the customer story.](#)

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“Workday has fundamentally changed the way we work. We are now faster and more efficient than ever before. Workday makes life easier for our employees and managers, and supports us in our pursuit of ever-better performance, true to our motto ‘FOREVER.FASTER.’”

[Read the customer story.](#)



## 2. Workday HCM delivers exceptional return on investment (ROI) with outstanding system adoption and performance.

Today's HR leaders face skills and talent shortages that have far-reaching implications for organizations—affecting everything from productivity and competitiveness to employee satisfaction and customer relationships. These challenges are exacerbated by uncertain and volatile economies, rising inflation, supply chain issues, and sociopolitical disruptions.

Now, more than ever, HR leaders must be prepared to quickly adapt their strategies and ensure their critical initiatives deliver the expected ROI. Success will only come with the right technologies that provide organizations with optimal performance, free from outages and technological hiccups.

Additionally, HR leaders must ensure users at all levels—from the C-suite to deskless workers—embrace and use their HR systems efficiently and effortlessly.

### Proven in the C-suite—and the home office.

Today's workforce is global, connected, virtual, and multigenerational. Workday delivers a user interface (UI) with a modern look and feel that empowers all users to access information easily, participate in business processes, and collaborate across the enterprise. This engaging experience is exemplified in TietoEVERY's success when it saw "literally thousands" of people log in and successfully complete their tasks on the first day with Workday. TietoEVERY also saw a 9.5% increase in HR efficiency, resulting in \$620K annual recurring savings. In the U.S., First National Bank of Omaha achieved a 100% employee login rate to Workday in the initial deployment phase, with 50% of users embracing the mobile app within 2 months.

According to Okta, [the Workday app ranks among the top 10 most widely used business apps in the world](#). It consistently achieves high scores for vendor and user satisfaction. Workday stands out with a completion rate of over 97% for transactions in under 1 second. By providing a contractual commitment to

our customers, we ensure the seamless operation of our applications—further demonstrating our dedication to providing unparalleled solutions.

Additionally, Workday maximizes the ownership experience and minimizes time to value through [Workday Community](#), an active and inspiring space designed to help customers deepen their knowledge of Workday applications. With more than 356,000 active users, Workday Community represents more than 65 million users under contract, facilitating the exchange of ideas on best practices and maximizing their investment. Workday also offers the Workday Brainstorm program, where customers can voice their ideas and propose product features that would benefit all Workday users.

For these reasons, Workday customers experience increased ROI and a superb ownership experience. They enjoy incredibly high user-adoption rates; unmatched system performance; and a vibrant, unified user community for learning and exchanging best practices.

#### How customers benefit with Workday.

- Higher ROI from business-critical initiatives
- Higher system adoption, significantly reducing time to value
- Same engaging experience across every device—natively mobile ready
- Unmatched system performance with a contractual commitment
- Highly engaged user community providing an outstanding ownership experience

#### Challenges with other systems.

- Lower employee adoption, especially mobile, translates into lower ROI
- Additional effort required by HR and IT to realize value due to the underlying system architecture
- Increased system performance issues and unplanned outages
- Nonexistent contractual commitment to system performance
- Limited ability to collaborate with community members on innovation and business transformation because of various and complex user communities

## Our customers say it best.



"There is no way to stay competitive in today's marketplace without a tool like Workday."

[Read the customer story.](#)

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"Workday has allowed us to adapt and drive change by making things simple."

[Read the customer story.](#)

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"Workday became a one-stop shop for all of our employees, which streamlined operations at our corporate headquarters and facilitated growth within our restaurants."

[Read the customer story.](#)

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"Machine learning in Workday People Experience allows us to surface the tasks and information our people are looking for, when they are looking for it."

[Read the customer story.](#)



"One massive benefit of Workday is that someone with absolutely no coding or IT background can quickly teach themselves how to integrate datasets and pull meaningful information from them."

[Read the customer story.](#)

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"First, it's a far simpler and faster deployment. Flat-file integrations can take us up to eight weeks, while we can do API ones in as little as two weeks, so that's a big efficiency improvement for us as a team. Second, data flows far more quickly and can be event-based, so connected systems can consume our data and fire up their business processes sooner."

[Read the customer story.](#)

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"One of the key drivers behind our decision to use Workday was gaining access to the Workday Community internal forums. We wanted to learn from others while also being a voice for other healthcare customers."

[Read the customer story.](#)

### 3. Workday is an AI platform for HR that drives your company forward.

Innovation never sleeps. If it does, it's not really innovation. For organizations to thrive, HR leaders need continuous access to the latest technologies, including AI, and must embrace new talent management approaches such as a skills-based talent strategy.

Unfortunately, many solution providers fail to incorporate these latest technologies into the core of their HCM system, hindering its ability to evolve and adapt to new business use cases. With Workday, innovation is the standard operating procedure, not a disruptive event or afterthought.

Fortunately, our innovations are exactly what customers need, thanks to our highly engaged user community. By actively collaborating and participating in defining new product features, our community plays a pivotal role in driving software evolution. We believe that responsive service propels innovation.

Workday HR applications were built in the cloud on a single code line, ensuring all customers can access a unified system to drive their business. Since every customer is always on the latest version, their system seamlessly updates to the newest release as updates are rolled out. Additionally, we ensure that any new functionality is switched off by default, giving customers the choice over when and whether to use it.

### Welcome to the AI era.

HR is a key beneficiary of our built-in AI capabilities. For example, Workday Skills Cloud empowers organizations to understand the skills and capabilities of their entire workforce, enabling them to elevate their people strategies and easily meet their organizational needs through upskilling, reskilling, redeploying, and hiring new talent. Since its introduction in 2018, Workday Skills Cloud has supported organizations with talent-based strategies, and today, more than 1,875 customers leverage it for their skills-based initiatives.

AI is not new to Workday—we've been using this technology for the last 10 years and have made more than 40 use cases available to customers. This rapid development is possible because Workday AI models are trained by more than

65 million users and 629 billion transactions. As always, this powerful customer data is always shared voluntarily and transparently.

This is particularly important for a trustworthy, ethical, human-centric approach to AI—not a fragmented, opaque, inconsistent mishmash. For over a decade, Workday has been elevating employee productivity, maximizing speed and quality of development, driving powerful automations, and delivering delightful experiences by integrating AI at scale directly within people- and business-related workflows. The next decade will only see these outcomes accelerate, and that's because Workday AI is built on a proven, mindfully constructed foundation unlike any other.

#### How customers benefit with Workday.

- Increased productivity and efficiency for HR teams
- Increased competitiveness with continuous innovation
- One version for all customers that includes the latest innovations
- An open and intelligent skills foundation
- Highest-quality and best-structured HR-specific datasets to train the AI models
- Highly engaged user community that actively collaborates on and participates in defining new product features

#### Challenges with other systems.

- Lack of continuous updates
- Insufficient or nonexistent skills offerings

## Our customers say it best.



"AI has a bright future with us, and Workday Skills Cloud will be an ever-evolving solution providing skills-strategy support globally."

[Read the customer story.](#)



**Hewlett Packard  
Enterprise**

"With Workday Skills Cloud, we're able to unlock infinite potential with our employees."

[Read the customer story.](#)



# Forever forward: Why Workday HCM stands out among AI platforms.

As we look ahead, we see possibilities—for reinvention, for progress, and for elevating humans and supercharging work. Forward-thinking business leaders around the world are investing in Workday because they recognize the value in these things.

They're already experiencing extraordinary benefits. Workday HCM propels HR into the age of the cloud and AI by delivering business-altering advantages.

Our system architecture and integration capabilities seamlessly unite all HR aspects, including payroll, benefits, talent management, employee experience, and workforce planning and management. This unified approach guarantees consistent data, eliminates redundancy, and simplifies HR processes.

Unlike many competitors, Workday employs a single global object model, eliminating the need for module-to-module integration. This single-object architecture ensures that objects inherently understand their relationship to each other. With our proven multistage deployment methodology, Workday and our certified partners deliver on time and within budget, avoiding the delays and scope creep of piecemeal solutions.

Workday Integration Cloud securely and efficiently connects to third-party systems, with no added costs or required middleware. Integrated seamlessly into the core of our system, it is accessible to all Workday users and applications.

Workday achieves on-time delivery in more than 95% of our deployments.



## Your journey forward starts now.

As a trusted partner, we're not just building a platform that transforms how you manage your people and your money—we're building a platform that helps you craft a better tomorrow.

Contact Workday to discuss your most important goals, challenges, and future vision. Let's pave the way toward your envisioned future, together.

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