

Destination: Success

A Guide to Your Journey with Workday



Empowering you for the future of work. From day one.

In the new world of work, business doesn't stand still. And when it comes to helping our customers achieve their goals, neither does Workday.

With Workday, every customer journey starts with a clear focus on our destination—customer success. We're on a mission to deliver value to your business today, while innovating to meet your most critical business needs of tomorrow.

Only Workday gives you the power to adapt, with beyond-agile cloud technology, unmatched tools and resources to accelerate your success, and responsible artificial intelligence (AI) to empower you to solve problems like never before.



When it comes to your satisfaction and success, average is never good enough.

In today's changing business environment, you don't have time for unpredictability and business disruptions. This is why Workday's customer satisfaction and delivery rates matter so much to us.

Workday aims to maintain a customer satisfaction rating of over 95 percent, and we've surpassed this goal for more than a decade. And it's no coincidence that this aligns with the fact that more than 95 percent of Workday customers deploy on time.* We embrace these industry-leading statistics because they show we take our commitment to customer satisfaction and success to heart, throughout your entire journey with Workday.

More than
95%
of Workday customers
deploy on time

Workday has a customer
satisfaction rating of over
95%

*Based on FY23 performance.

Workday services maximize value at every stage of your journey.

No matter where you are in your journey with Workday, our services are designed to help you realize the most value from your investment. From deployment and education to training and support, we're here to accelerate employee adoption and help your organization realize increased efficiency from Workday, quickly and over the long term. There's nowhere else you'll find greater peace of mind in your technology investment.



1. Align with your business goals

The focus of our partnership is to help you achieve your business goals, while innovating alongside you with technology that grows as you grow and evolves as you evolve.



2. Advance your success

With Workday, deployment is where you get your initial value. We get you up and running quickly. But it's just the start. Whether you deploy with Workday or one of our trusted partners, engaging with our services helps increase value over time.



3. Evolve with your strategic vision

Because we're truly cloud-based, we continually offer new features and functionality to ensure that you continue to operate at top efficiency and productivity. And we'll be there to make sure you take advantage of continuous innovation for a competitive edge and the greatest return on your investment.

Embrace the opportunity in change.

In business, one thing is certain. There will be change—both from internal and external sources. When you choose Workday, you're not only investing in the Workday Enterprise Management Cloud platform that enables adaptability for your future, you're gaining a partnership designed to keep you a step ahead of change from the start.

Before we define your project needs and scope, we truly listen. We get to know and understand your business, your industry and your challenges. We zero in on and align with your most critical business and technology needs today and help identify how they may change in the future. With Workday, you'll always be positioned to adapt to any change, from the day-to-day adjustments to the once-in-a-lifetime transformations.

Align
with your
business goals

Accelerate your time to productivity and value with Workday Success Plans.

With Workday, you have the flexibility to choose the training, services and resources that are right for the level of self-sufficiency you want to achieve—even if you work with a partner.

From the start, Workday provides you with a solid foundation for success with robust online tools, resources, and support. Ready to take your Workday journey to the next level? Subscription-based Workday Success Plans offer even more expertise, support, and education to empower your organization for maximum performance and help you unlock the full power of your Workday investment.



Services Spotlight

Choose Your Level of Engagement

Workday Success Plans provide you with options, whether you are looking to build a base of understanding of Workday solutions or achieve greater independence in growing with Workday.

Align
with your
business goals

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We are a self-sufficient team, but Success Plans nailed what we needed to be more productive and use Workday to meet our goals.

Exeter Finance

[Read](#) about how the tools in Workday Success plans helped Exeter Finance's HR team operate and upgrade faster.

Make proactive business decisions before you deploy.

Since Workday was developed for the cloud, it offers predictability through built-in integrations and pre-configured processes. This, along with our consistent planning tools and proven deployment practices, means you can count on being up and running on Workday quickly—with minimal business disruptions. And because we use your own data to preview what success will look like in your environment, you'll have visibility into the value Workday will bring to your business, to help guide and validate your investment decisions.

Workday will help you directly connect the dots between technology, your goals and the business landscape around you—before you deploy, and beyond.



Services Spotlight

The Workday Touchpoint Kit

With diagrams, heat maps, and organizational details that illustrate the connection points across all Workday product areas, customers can see how to advance deployment, re-envision change management, strategize their Workday footprint, and more.

Align
with your
business goals



Teamwork and technology help customers plan for successful outcomes.

You help us define your goals, objectives, and vision for your business transformation. We'll bring the expertise, proven methodology, and innovation to get you there.



Services Spotlight

Workday customers report:

- A 72% improvement in expenses capabilities
- A 70% improvement in procurement capabilities
- A 65% improvement in talent & compensation capabilities
- An 80% improvement in HR operations capabilities

Align
with your
business goals

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With Workday, we've achieved operational efficiencies, accelerating our time to value for acquisitions and hiring seasonal employees.

The Amenity Collective

A partner like no other.

Helping customers plan for deployment is just the start of our partnership. Ongoing, open communication shapes how we guide customers through deployment and every transition.

Even the way Workday evolves our technology is based on customer input and on how we anticipate your needs will evolve. That's why, with Workday, you'll always have access to the latest technology to take on new capabilities that can drive the business improvements you need to thrive.

As your long-term partner, we'll help you directly connect the dots between technology, your goals, and the landscape around you to drive successful outcomes for your business.

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We found in a partner in Workday that continued investing in its system by adding new features and functionality and not resting on its laurels.

CNI Government, LLC

**Align
with your
business goals**



Consistent methodology means peace of mind.

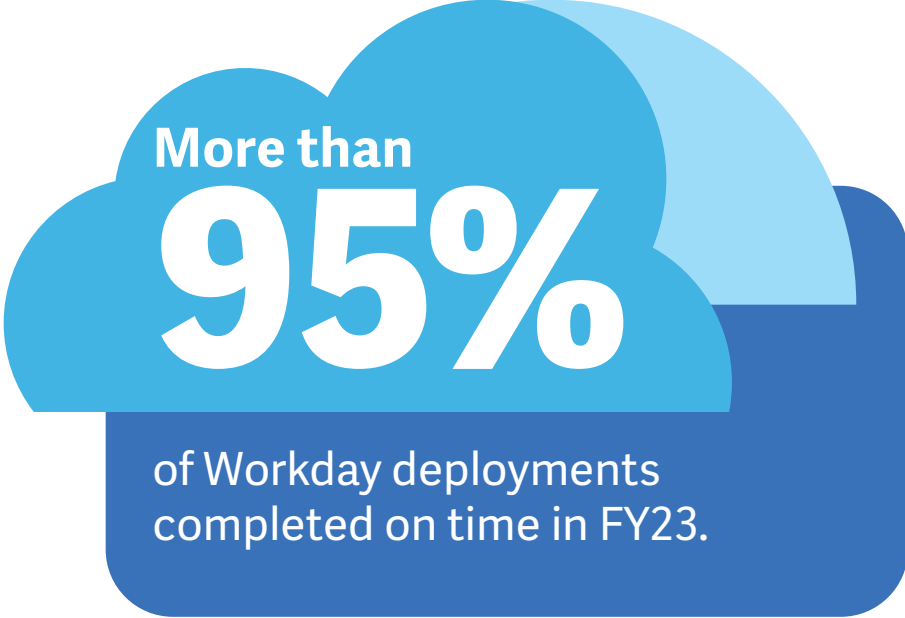
Workday has refined deployment to an art, as evidenced by our track record of thousands of on-time, on-budget deployments for businesses of all sizes, across nearly every industry.

Most of our customers deploy Workday in less than a year, regardless of complexity and unforeseen changes. Our proven, consistent methodology and built-for-the-cloud technology enable on-time, on-budget deployment. And our combination of self-service tools and direct guidance provide predictability you won't find anywhere else.

Whether your deployment is delivered by Workday or one of the partners from our trusted ecosystem, we'll get you up and running with minimal disruption.



**Advance
your success**



**More than
95%**

**of Workday deployments
completed on time in FY23.**

A smooth deployment gets you off to a great start.

With Workday, our customers succeed from the start and through every step of their journey, to meet their short- and long-term business goals.

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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.

City of Akron

[Learn](#) how the City of Akron achieved go-live in 45 weeks with Workday Services.

**Advance
your success**



Plan for success with confidence.

Workday knows that having line-of-sight into where you're headed can bring certainty to change, so we give you reassuring visibility into your Workday future from the start. Within weeks of starting your deployment, we preconfigure your solution with your data to preview what success will look like for you in your own environment. We'll guide you in preparing and prioritizing what needs to get done, every step of the way.

We want our customers to know what to expect when they go live. By identifying integrations and testing along the way, there are no surprises. And that means less risk for you. Our culture of transparency and open communication with our customers ensures we get you where you need to be, on your schedule.



Services Spotlight

Workday Cloud Connect Integrations

Our pre-packaged offerings meet most common integration needs. And when customization is needed, we have pre-built Connectors that provide a starting point for a wide variety of custom integration patterns.

**Advance
your success**

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The Workday implementation was, and continues to be, a great example of how we should implement cloud technology in partnership with our business areas across AstraZeneca.

AstraZeneca UK Limited

Workday is shaping the future of work.

We're constantly innovating to make work less work for you and deliver true business adaptability. With AI and machine learning (ML) at the core of our platform, Workday helps power intelligent predictions and automation like no one else can. You can finally make decisions faster than ever.

Our vision is to use AI and ML to elevate human capabilities and improve the way we work everywhere by making finance and HR more intelligent. By embracing Workday, everyone in your workforce is enabled to achieve maximum performance with the greatest possible impact. The result? More time to dedicate to the strategic initiatives that will bring you the most business success, today and into the future.



Services Spotlight

Workday customers report:

- Accelerating time to productivity through faster onboarding by 21%
- Over 3x increase in productive work between finance and IT
- 2x improvement in time they can spend on strategic tasks
- Gaining over 300% (4x) more time to do strategic work

**Advance
your success**

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As we look to our future with Workday, the possibilities are endless when it comes to analyzing our data and driving business intelligence to uncover new opportunities to drive both our top and bottom lines.

The Amenity Collective

[Learn](#) more about how Amenity Collective is using Workday to help accelerate business transformation.

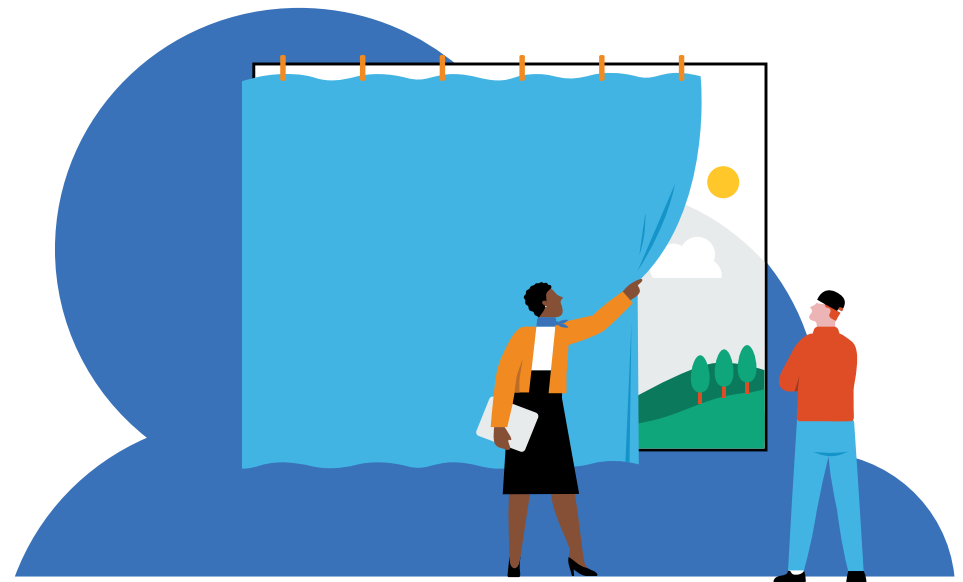
At Workday, technology conversations are business conversations.

Once you go live on Workday, you'll immediately recognize the value of having your processes streamlined through the integration of your systems. How you grow with Workday can help shape your future business growth.

We stay true to your blueprint to provide the analytics and insights you need to make informed business decisions and measure results. Our unwavering commitment to responsible AI is designed to make your team more productive, prepare them for future skills, and empower them to solve problems like never before.

A single solution saves time and money – you work faster and more efficiently with Workday by your side. We care about your long-term success, which is why our ongoing, strategic partnership post-deployment keeps you working at a consistent pace.

**Advance
your success**



Workday services make your future look bright.

Workday's services bring you immediate value. And, as you transition into production, we'll align you with the training, education, support, and resources to help accelerate widespread adoption and ensure you're empowered to get the most out of Workday today, tomorrow, and every day.

More than

70%

of the top 50 companies in the Fortune 500 have selected Workday.

**Advance
your success**

Go further, faster.

Subscription-based Workday Success Plans can be an accelerating force to harness the best of our technology and expertise for your continued success.

As we innovate and release new features, Workday Success Plans provide the personalized resources and one-to-one engagement to help you adopt and optimize Workday and empower your team for success like never before.

What's more, with expert planning and guidance that continually adapts to your evolving needs, you'll be on the fast track to connecting the dots between Workday's capabilities and your business objectives, today and into the future.



Services Spotlight

Workday Success Plans

- The **Accelerate Plan** provides personalized, one-to-one guidance, in-depth education through live webinars, and on-demand learning to expand your Workday expertise like never before.
- The **Accelerate Plus Plan** provides premier, custom technical and strategic guidance through our Technical Account Management service. This service helps build you a strategic roadmap and adapt your plans as your business evolves.

Evolve
with your
strategic vision

Keep pace with change.

Because Workday is cloud native, it provides business-friendly adaptability and flexibility by design. As your business experiences change—internal or external—you always have access to the technology you need to take on new capabilities and modify or change processes.

Our services, education, and resources will empower your organization to adopt, deploy, and leverage new functionality to keep pace with every shift.



Services Spotlight

Education and Training

Workday's range of Education and Training services are designed to help you and your team continue to grow with Workday. With Workday, you can select from a variety of learning delivery options, from independent, self-paced offerings to more intense, hands-on activities. Choose the delivery option, pace, and investment that fit your needs and budget.

Evolve
with your
strategic vision



Be part of a powerful community.

With Workday Community, you're never alone. As the one-stop, single-sign-on hub to Workday resources, Workday Community unifies case management, learning, knowledge, and engagement into a single, easy-to-use, easy-to-access location.

In addition to providing a direct link to request support, Workday Community offers self-solve capabilities that give you the power. With more than 580 user groups and nearly 3,000 questions answered monthly, Workday Community is home to one of the industry's largest and most united communities of peer collaborators who come together to discover the best solutions to shared challenges.



Services Spotlight

Workday Community

Through Workday Community, you can engage with Workday teams, expert partners, and one of the most collaborative peer groups in the industry to form connections, provide feedback, and find solutions from peers who've tackled a similar issue.

Evolve
with your
strategic vision



Workday has revolutionized customer support.

Workday's global support is not only customer-centric, it's customer-driven. Unlike competitors who decide the priority of your issue, Workday trusts you to dictate the severity level of your need. If you tell us you have a severity 1 issue, we're on it—immediately. In fact, any severity 1 issue that's not resolved within an hour is automatically escalated to our top priority and attention, so your employees can get back to doing great work in no time. What's more, Workday won't close your case until you tell us the issue is resolved to your absolute satisfaction, not simply after we offer a solution. With Workday, you'll know we're always there when you need us most.



Services Spotlight

Workday Support

- All Workday customers can count on reliable availability and response times from support teams located around the world who are here for you 24 hours a day, 5 days a week, at minimum.
- With our subscription-based Workday Success Plans, support is available globally 24/7/365 for all severity levels.

Evolve
with your
strategic vision

Discover services to maximize your productivity, efficiency, and value from Workday at every stage of your journey.



1. Align

- Discovery Session
- Cloud Connect Integrations
- Business Process Framework
- Training and Education
- Certified Deployment Partners



2. Advance

- Professional Services
- Deployment Services
- Workday Success Plans
- Training and Education
- Change Management Services
- Testing Services
- PMO Services
- Pre-Configurations and Configuration Library



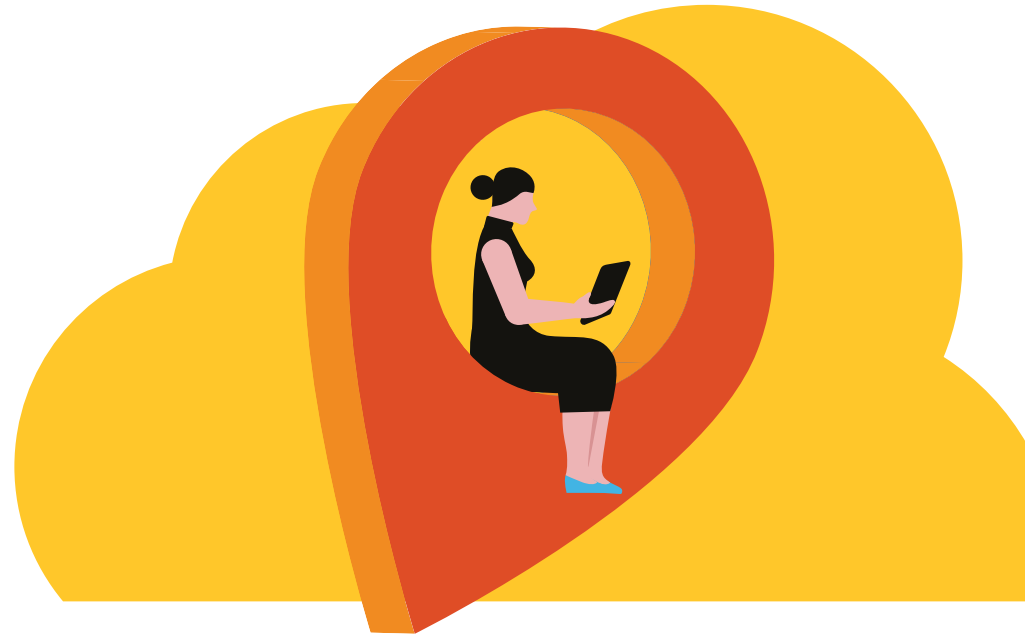
3. Evolve

- Reporting and Analytic Services
- Training and Education
- Enablement Services
- Workday Success Plans
- Community
- Support

Ready to start your journey to success with Workday?

Workday's commitment to your goals begins the moment you start your journey with us. With AI and ML at the core of our platform, we can help you elevate your team and adapt to the changing world of work. Because we built Workday, no one can match our expertise and understanding of it. As the most trusted source for Workday knowledge, we have the unbeatable education, training, support, and resources to help you leverage our transformative technology for success like no other.

[To learn more, contact your Workday account team.](#)





+1-925-951-9000 +1-877-WORKDAY (+1-877-967-5329) Fax: +1-925-951-9001 [workday.com](https://www.workday.com)

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