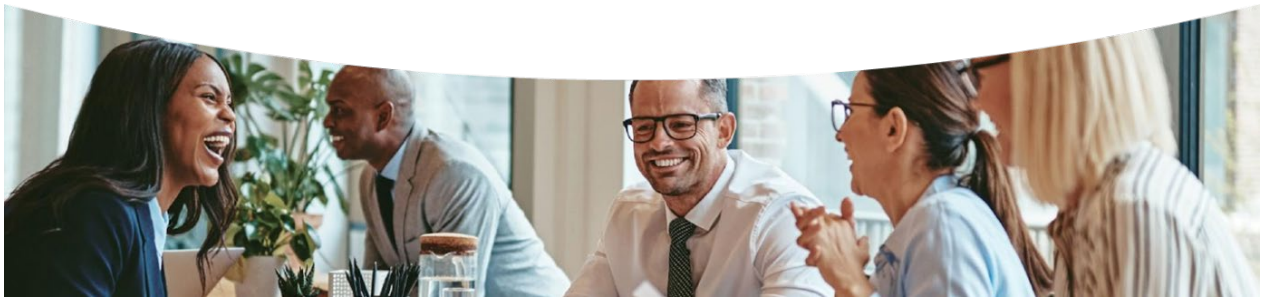
Workday Customer Experience

Implementation and Post-Production Services for Workday

Service Definition Document

G-Cloud 15



Who are Workday?

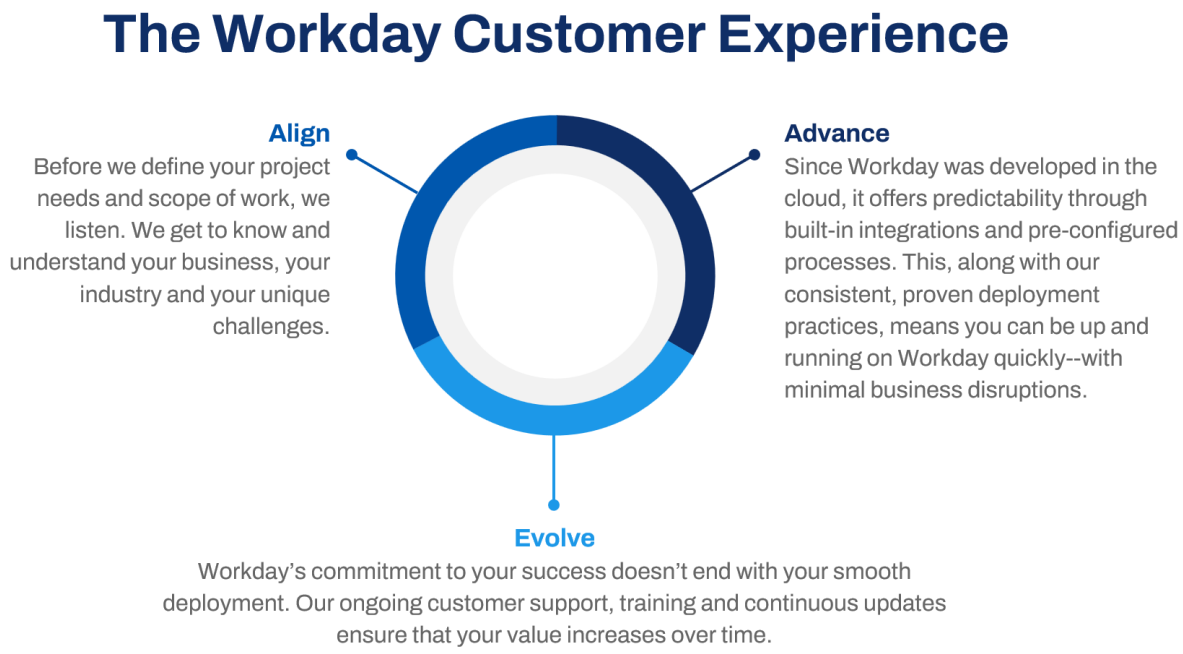
Workday is a leading provider of enterprise cloud applications for finance and human resources, helping organisations adapt and thrive in a changing world. Workday's applications for financial management, human resources, payroll, planning, spend management, and analytics are built with artificial intelligence and machine learning at the core. This helps organisations around the world embrace the future of work by moving away from disconnected systems and processes. With a unified solution, you are able to manage your most critical business functions, all supported by Workday's commitment to continuous innovation, ensuring you are always on the latest technology without disruptive upgrades.

The Workday Customer Experience

In our rapidly changing world, organisations struggle to do it all:

- Manage the day to day
- Keep up with changes in the business, organisation, market, regulations and more
- Drive Continuous improvement with new systems, processes, and innovations

The Workday Customer Experience is a structured, continuous journey designed to ensure customer success and maximise value over time. It is divided into three distinct yet connected phases: Align, Advance, and Evolve.



What is Workday?

Workday is the enterprise AI platform that unifies **People, Money, and Agents** into a single, intelligent ecosystem. By consolidating HR, Finance, and total workforce management—including both full-time employees and contingent labour. With embedded AI at its core, the platform automates complex lifecycles from hire-to-pay, mitigates bias in talent acquisition, and provides the real-time visibility needed to adapt quickly to organisational change. It is the definitive solution for modern businesses seeking to maximise their human and financial capital through an intuitive, cloud-native experience.

- **Unified Intelligence & Data Integrity:** Eliminates data silos by housing HR, Finance, and Payroll in a single model, ensuring that every decision is based on a consistent, real-time single source of truth.
- **Total Workforce Visibility:** Provides a holistic view of the entire talent landscape—integrating full-time employees and external contingent labour—to enable strategic workforce planning and cost control.
- **AI-Driven Operational Efficiency:** Leverages embedded AI to automate candidate screening and end-to-end business processes (like procure-to-pay), significantly reducing manual effort and operational risk.
- **Organisational Agility:** Utilises a dynamic, configuration-first architecture that allows the business to pivot in response to critical regulatory or market changes without the need for costly, time-consuming custom code.
- **Accelerated Talent Velocity:** Optimises the talent lifecycle by using intelligent orchestration to instantly match the best-fit internal or external candidates to critical roles, boosting both productivity and employee retention.
- **Equitable & Compliant Growth:** Through objective, data-driven AI models, ensuring that talent management is fair, transparent, and compliant with global standards.

Our Services

Our approach to Professional Services is different and provides the right knowledge at the right time to constantly create value for you, through:



Offerings

We provide Professional Services across the full range of Workday technologies, including Workday HCM, Financials, Payroll, HiredScore and VNDLY. This includes, but not limited to:

- **Deployment Services:** Guidance and support for initial and subsequent deployments of Workday products, including project management, testing, and change management.
- **Strategy Services:** Strategic consulting in all solution areas.
- **Advisory and Consulting Services:** Access to Workday experts for advice, hands-on support, and troubleshooting through offerings like Ask an Expert and Expert Assist.
- **Integration and Data Services:** Assistance with building, deploying, and managing integrations, as well as services for data extraction, transformation and loading.
- **Mergers, Acquisitions, and Divestitures:** Specialised support for tenant consolidation, separation, and data management during corporate restructuring.
- **Public Cloud Migration:** Assistance with the configuration changes required for migrating your tenant to the public cloud.
- **Advanced Services:** A suite of services that includes specialised expertise in Testing, Change Management, and Program Management/Governance.
- **Packaged Solutions:** Pre-configured solutions designed to address specific business challenges, such as regulatory compliance or industry-specific needs, which can accelerate implementation.
- **Optimisation Services:** A variety of packages to help you get the most out of Workday, including functional reviews, health checks, and technical guidance.
- **Training and Certification:** Including Implementation Training, as well as the Workday Pro program offers certification paths to build and validate expertise in various Workday product areas.

Why Workday Global Professional Services



We only do Workday technologies, we know our products better than anyone because we built it and we've been training other people to develop, deploy, and run it for years. We can help you do that too.
With Workday you have a partner that brings integrity, collaboration, and creativity to our customer relationships to help you drive the highest possible value for your organisation.

2,110+
Workday Consultants
with *6,626 Certifications*

6,440+
Primed Projects

61
Global Offices

68
Industries

95%+
Customer Satisfaction

70%+
Customers Live

Workday in UK Public Sector

Workday Professional Services has extensive delivery experience across the UK Public Sector, supporting Central Government departments, Local Authorities, Higher Education institutions, and other Public Bodies through complex HR, Finance and Planning transformations.

Our teams combine Workday product specialists, and experts who understand UK Public Sector requirements around Governance, Data, Auditability, Security and Statutory / Regulatory requirements. Drawing on this track record, we bring proven sector-specific methods, business processes and reporting templates that act as a foundation to deployment, reducing risk and shortening time to value while still allowing for local nuance.

Our delivery approach is based on iterative and collaborative methodologies that emphasise stakeholder engagement, configuration over customisation and early value realisation, all aligned with UK policies, regulatory frameworks and reporting standards. This experience and our assets help Public Sector organisations modernise legacy systems, improve service quality and transparency, and build a resilient digital operating model on the Workday platform.

Following Proven Success Paths

Customer-tested journeys that drive predictable success

Proven Methodologies

Workday and our partners use tested approaches that have driven success for thousands of customers.

Data-driven Insights

With all customers on the same version, we leverage data and signals to feed digital success paths and help customers improve.

Proactive Success Programs

We guide your path with proactive customer success programs.

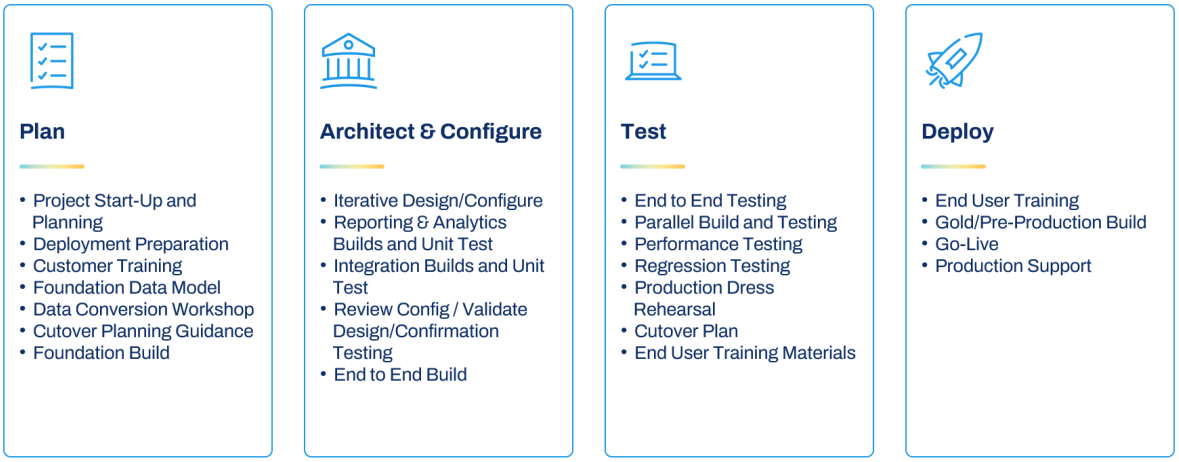
Release Playbooks

We offer continual advice to drive value from our new innovations.

Workday Methodology

Workday is committed to your organisation's successful deployment of the Workday solution. While Workday's Methodology (below) will serve as the baseline roadmap for any engagement, we work with you to further define options and refine project scope to provide a finalised deployment quote. It is a deliverable-based approach and applies across applications, business processes, and technologies. The overall process is supported by a set of planning documents, activities, techniques, and deliverables necessary to effectively implement Workday for your organisation.

Governance | Project Management | Knowledge Transfer



Approach

Our expert services and proven methodology ensure a fast, efficient, and successful transition to Workday, focusing on rapid time-to-value and organisational independence. The Workday Deployment Methodology enables our proven track record of completing deployments on time and under budget.

Partnering for Success

We view deployment as a cohesive partnership, working alongside your team to ensure alignment and shared ownership from day one.

- **Unified Team Approach:** We establish **one cohesive team** encompassing your key stakeholders and our certified consultants, fostering open communication and collaborative problem-solving.
- **Established Governance:** We quickly establish clear **project governance,** controls, and a unified project roadmap. This includes setting expectations, defining roles, and proactively managing risk and issues with assigned ownership.
- **Shared Vision:** We orient your customer team to our deployment approach and methodology, ensuring a clear understanding of scope and shared commitment to the project's success.

Core Deployment Services

- **Solution Configuration:** Deployment using best practices, providing **real-time data access** and eliminating manual efforts.
- **Data Migration:** Expert conversion and secure transition of all critical **historical data** to the cloud.
- **Integration:** Utilisation of **Cloud Connect** and **Connectors** for seamless communication with third-party systems and organisations.
- **Knowledge Transfer:** Comprehensive training that ensures your team achieves self-sufficiency in the use, management and enhancement of the solution.

The Workday Professional Services Difference

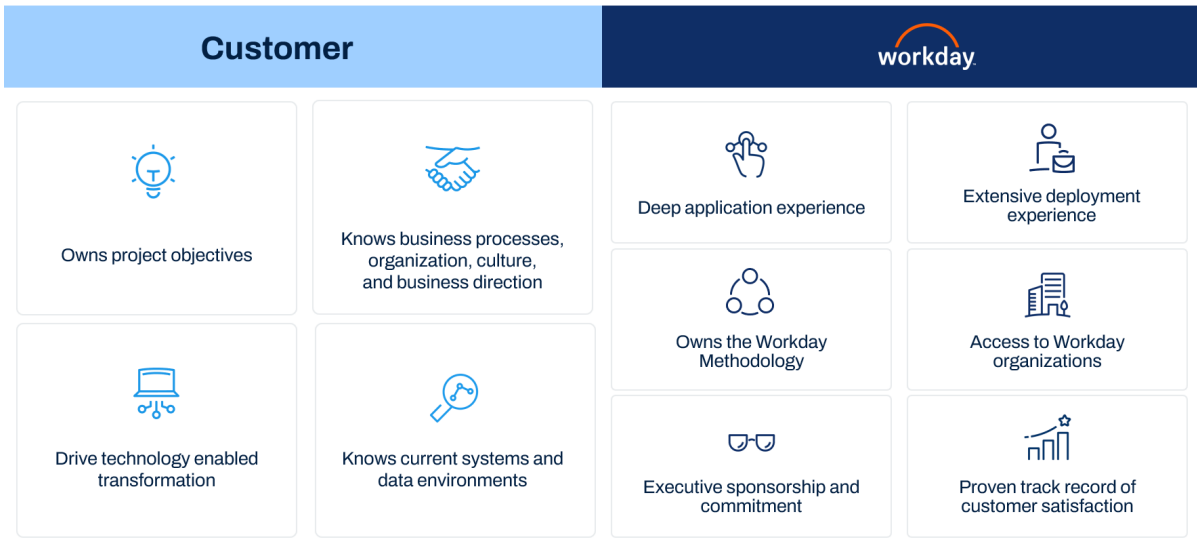
We leverage the unified Workday architecture for superior results:

- **Pre-Configuration:** We use our extensive **Content Library** to apply configured frameworks, avoiding costly customisations and saving you money long-term.
- **Business Agility:** Deploying 500+ optimised, consistent **Business Processes** across the suite allows you to adapt quickly to change.
- **User Experience:** drives higher adoption and workforce efficiency from the start.
- **Enhanced Tooling:** Specialised tools and a single methodology ensure consistency, reduce risk, and **accelerate your deployment.**

Our commitment is to get you **live, self-sufficient, and ready to enhance** your solution quickly.

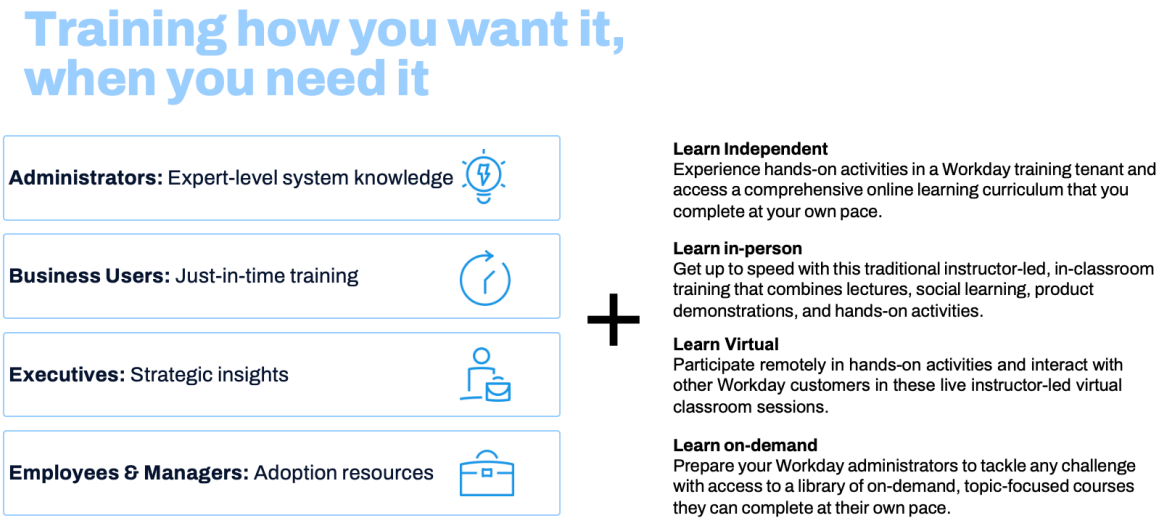
Teamwork drives Success

Working together to deliver value through initial implementation and continued innovation.



Training and Knowledge Transfer

Workday provides training aimed at all user types and knowledge levels within your organisation, from foundation training through to administrator and configuration training.



Additional Services

Should customers require, Workday can provide additional services to compliment the main implementation. These are outlined below.

Workday Change Management

Workday Change Management Services align directly to your Workday deployment, focusing on the people side of change to prepare the business, protect business continuity at go-live, and build sustainable “change muscle” for life in BAU. Prosci-certified Workday change consultants join your project from the planning phase through post-production, partnering with your internal change, communications, and training teams. Using Workday-specific methodology, best-practice toolkits, and tenant-aligned materials, they help you design and execute a right-sized change approach that fits your scope, timeline, and existing capability.

Key features

- Integrated change methodology aligned to Workday deployment phases
- Flexible support: from light-touch advisory to hands-on partnership
- Workday Change Toolkit (stakeholders, strategy, impacts, leadership, comms)
- Partnership with your internal change, comms, and training teams
- Role-based communications and engagement collateral
- Training strategy and plan with configuration-specific end-user materials
- Training tenant for classroom and hands-on learning
- In-tenant Workspace Guidance/help text at point of need
- Train-the-Trainer, readiness, and adoption support for ongoing SaaS change

Key benefits

- Reduced risk to business continuity at go-live through proactive change planning
- Faster, more consistent end-user adoption from day one
- Stronger internal “change muscle” to manage ongoing SaaS change in BAU
- Time savings by using proven Workday best-practice materials
- Improved stakeholder engagement and leadership sponsorship
- Better end-user experience via role-based comms, tailored training, and in-tenant guidance
- Greater realisation of business benefits, supporting renewal and Workday expansion



Data Transformation Services

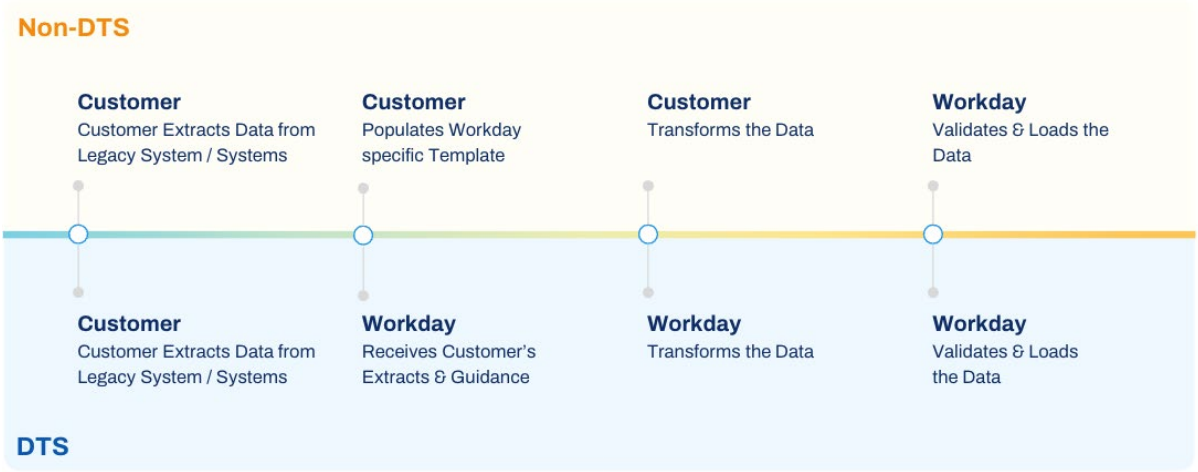
Workday Data Transformation Service (DTS) reduces risk and effort in your Workday deployment by shifting the critical data transformation activities from your team to Workday experts. Instead of having to extract, map, and transform legacy data into Workday-specific templates yourself, you provide source extracts and guidance while Workday performs the transformation, validation, and loading. This proven, scalable service accelerates testing, improves data quality, and frees your project team to focus on design, testing, and change rather than complex data conversion work.

Key features

- Workday-led data transformation from customer legacy extracts into Workday-ready format
- Clear separation of responsibilities: customer extracts data, Workday transforms, validates, and loads
- Proven, repeatable transformation approach and tooling used across multiple deployments
- Earlier testing and validation enabled by accelerated data readiness
- No requirement for customers to build or maintain new data conversion tools
- Close collaboration with customers for mapping, business rules, and data guidance

Key benefits

- Reduced implementation risk through scalable, repeatable data transformation
- Earlier and more frequent testing cycles, improving data quality and solution confidence
- Shorter build timelines and fewer conversion-related issues on the critical path
- Lower client level of effort on complex data conversion tasks
- No need to invest in or support additional tooling for data transformation
- Smaller “catch-up” window close to go-live, easing pressure on project teams and business stakeholders



Test Lead Services

Workday Testing Services, delivered through dedicated Test Lead Services, guide you through every stage of your testing journey to enable a smooth, successful go-live. Acting as your testing partner, the Test Lead helps you define a clear testing strategy, design and sequence scenarios, coordinate roles and hand-offs, and track progress throughout each cycle. With structured planning, issue management, and robust tracking tools, Testing Services ensure your organisation is ready for deployment and confident in your Workday solution.

Key features

- Test strategy and planning support from an experienced Test Lead
- Guidance on test scenario creation, coverage, and role assignments
- Definition and validation of entry and exit criteria for each test cycle
- Timeline and resource tracking, including prioritisation support
- Structured defect management and resolution coordination
- Smartsheet-based tracking tools created, maintained, and updated by the Test Lead
- End-to-end support from early planning through to final deployment readiness

Key benefits

- Clear, structured approach to testing, reducing uncertainty and rework
- Better test coverage through well-designed scenarios and clear role hand-offs
- Increased confidence in go-live readiness with validated entry/exit criteria
- Improved control over timelines and resources during critical test cycles
- Faster issue resolution and reduced risk of defects impacting go-live
- Transparent visibility of test progress, changes, and issues via Smartsheet tracking
- Smoother, more predictable deployment driven by strong testing discipline



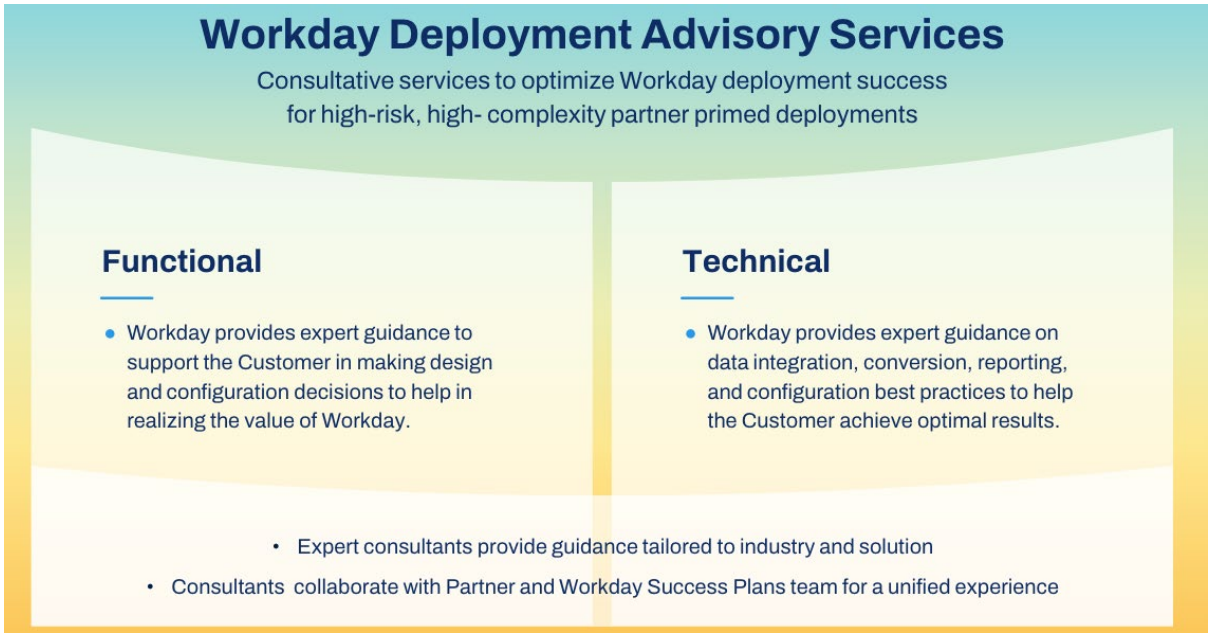
Workday Advisory Services

Expertise and Experience
Deep expertise in deployment strategy, design and configuration leveraging Workday's countless deployment experiences.

Partnership and Engagement
In depth support on the most complex areas of deployment

Tailored Solutions
Deployment guidance aligned to Customer's business objectives

Fast Track ROI
Enablement for optimised product usage and on-time delivery



Post Deployment Services

Workday offers services once customers are live, from Phase X deployment services to implement additional functionality, Advisory Services, adhoc requirements, or packaged services.

For additional information, contact your Account Team and they will work with you on the best service for your organisation.

About Workday

Workday is a leading provider of enterprise cloud applications for finance and human resources. Founded in 2005, Workday delivers financial management, human capital management, and analytics applications designed for the world's largest companies, educational institutions, and government agencies. Organisations ranging from medium-sized businesses to Fortune 50 enterprises, have selected Workday.

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