



# Workday Customer Experience

## Implementation and Post-Production Services for Sana Learn

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.

## What is Sana Learn?

Sana Learn is an AI-powered LMS that centralises authoring, delivery, and management of training. It provides AI-assisted content creation, adaptive learning paths, interactive experiences, strong analytics, and enterprise integrations. Organisations use it for onboarding, compliance, skills development, and external training—all within one unified, scalable platform.

## Sana Learn Benefits

We leverage our advanced AI for immediate impact:

- **AI-Powered Content Creation at Scale:** Our sophisticated AI-powered platform transforms course creation from weeks to minutes, reducing content development time and enabling your L&D teams to create high-quality training faster - freeing them from administrative burdens to focus on strategic learning initiatives that drive business performance
- **Accelerated Employee Productivity & Time-to-Competency:** By delivering personalised, AI-driven learning experiences with adaptive tutoring and skills-based recommendations, we dramatically reduce new hire ramp-up time and boost course completion rates - enabling your workforce to reach full productivity faster.
- **Exceptional Learner Engagement by Design:** Our AI creates personalised, adaptive learning journeys that increase active user engagement and drive course completion rates ensuring every employee - from frontline workers to executives - receives relevant, impactful training that sticks.
- **Total Learning Automation & Scalability:** We transform your learning operations by automating content creation, translation across 50+ languages, course recommendations, and compliance tracking - consolidating multiple learning tools into one platform.

Our commitment is to empower you to upskill faster, engage more learners, and deliver world-class learning experiences that strengthen your employer brand, reduce turnover, and accelerate business performance in an AI-driven future of work.

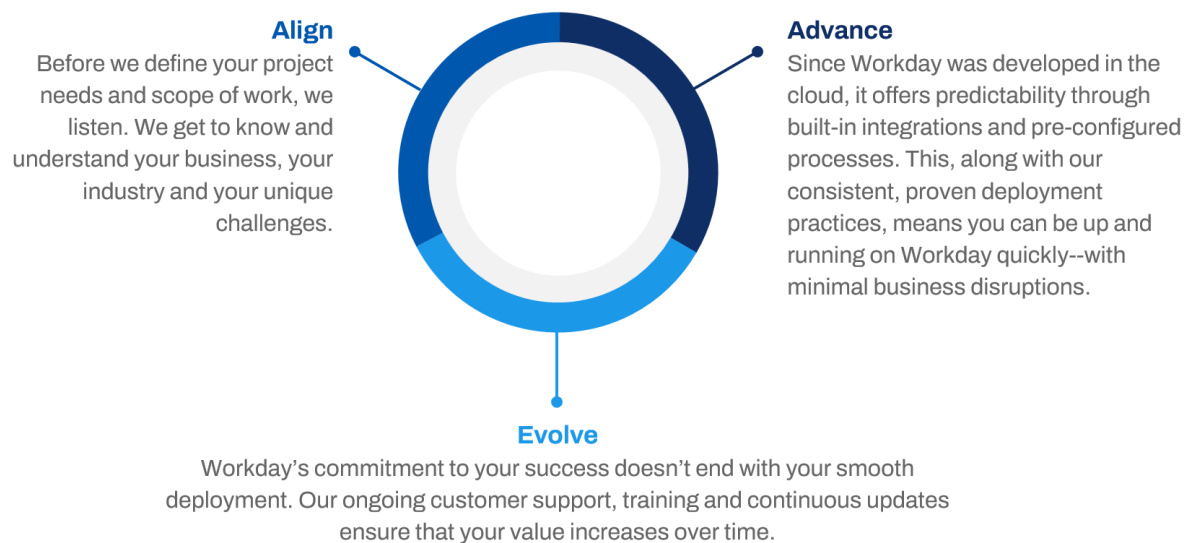
## The Workday Customer Experience

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.

## The Workday Customer Experience



## Our Services

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



## Offerings

- **Deployment Services:** Guidance and support for initial and subsequent deployments of Sana products, including project management, testing, and change management.
- **Content Services:** Workshops and support for content creation, including leading practices for Sana's interactive features and visual assets, as well as the adaptation and migration of existing non-Sana courses into the service.
- **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.
- **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 and user specific training across Learner, Creator and Administrator personas.

## 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.

## 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.

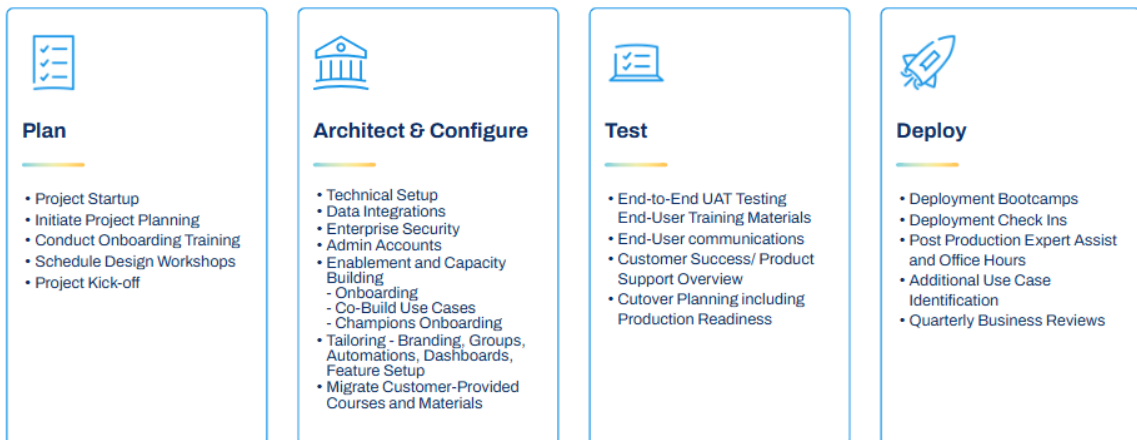
### Release Playbooks

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

## Sana Methodology

Workday is committed to your organisation's successful deployment of the Sana solution. While our 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. The overall process is supported by a set of planning documents, activities, techniques, and deliverables necessary to effectively implement Sana for your organisation.

Governance | Knowledge Transfer | Production Preparedness



## Approach

Our expert services and proven methodology ensure a fast, efficient, and successful adoption of Sana, focusing on rapid time-to-value and organisational independence. The Sana 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.
- **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.

## Teamwork drives Success

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



## Training and Knowledge Transfer

Training for Sana Learn is designed to be as "AI-native" as the platform itself, moving away from traditional dense manuals in favour of hands-on, interactive experiences.

Because Sana is a unified platform (LMS, LXP, and Authoring tool in one), training is typically categorised by your specific role: Admin, Creator, or Learner.

- **Administrator:** Focuses on the Admin's Checklist for technical configuration, automating dynamic enrolment via Smart Groups, and using AI Insights for natural-language reporting.
- **Creator:** Focuses on the Creator's Checklist for rapid authoring, leveraging AI assistance to convert files into interactive courses, and embedding active learning elements.
- **Learner:** Focuses on Discovery Training for navigating the personalised homepage and mastering the AI Tutor to find instant answers within the company's knowledge base.

## 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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