



G-Cloud 15 Service Definition

**Accenture Workday ERP & HCM Cloud
Services**

Jan 2026

accenture

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1.0 Scope of our services

Accenture provides services across the whole Workday implementation lifecycle, as well as many of the pre and post non-Workday specific services that may be required and integrated into the Workday solution, including Finance and HR Roadmap, Finance and HR Transformation, Shared Service Centre, Application Outsourcing and Business Process Outsourcing. Accenture would also welcome discussions with clients that are looking for both Workday subscription services and Accenture professional services offerings.

- Accenture's services include:
- **Strategy.** We work in partnership with clients to define a strategy for transition to Workday. The strategy can be encapsulated in a broader ERP / HCM or Cloud strategy, or as a more tactical effort focused on achieving a "quick win" for an organisation. Our UK team has excellent skills in the disciplines that underpin strategy definition and execution, including Total Cost of Ownership (TCO) analysis, Business Case creation, Business & Technology Roadmap definition, vendor/software evaluation and selection and the ability to engage with stakeholders at all levels of the organisation.
- **Implementation.** We provide professional services to manage the e2e project lifecycle, these include the following:
 - **Project & Programme Management** – Services to plan mobilise and execute Workday SaaS projects and programme governance.
 - **Design, Build & Test** – Services to enable rapid development of high quality Workday solutions, leveraging our global delivery network we can tailor the onshore / offshore model to meet the cost, quality and schedule expectations of our clients.
 - **Integration** – Whether Workday is deployed as an ERP / HCM only solution, or as part of a broad transformation, it will typically be necessary to integrate it with other systems in the organisation's IT landscape. For example, integration with Payroll or 3rd Party Benefit Providers. We have the experience and knowledge in integrating Workday to a large number of mainstream vendor and bespoke solutions (point-to-point or middleware) using Workdays core integration framework. We work closely with our clients to define the optimal integration solution to address their business needs.
 - **Data Migration** – Migration of data and files from existing legacy ERP or custom applications to Workday. Includes development of a solution for data migration, reconciliation, technical architecture development, mock/production migration preparation & execution.
 - **Change management** – We focus on supporting Workday SaaS implementations by conducting and/or facilitating the necessary change management, organisation transformation, training, performance support, and leadership activities to drive successful adoption and value realisation.
 - **Deployment** - Encompassing Go-live preparation, Go-Live execution and post Go-Live support our services are designed to support incremental or "big-bang" approaches to deployment.
 - **Transition** – At the end of the project or programme, we position our clients for success by supporting transition to the new operating model. For example, empowering business users to build custom reports and perform certain configuration tasks; training the 1st and 2nd line application support staff in incident capture, analysis and resolution.
- **Governance & Operating Model Definition.** We help clients define a Governance approach and process for:

- Capturing, escalating, and resolving issues and risks;
 - Reviewing, prioritising, and approving/rejecting change requests for defined releases;
 - Assessing, prioritising, and approving (or rejecting, delaying) new ideas to drive business results
- Additionally, we help align the client's people, processes and technology to maximum effect by defining a high performance operating model.
 - **Managed Services.** Accenture offer a range of Workday managed service wrappers from full Application Outsourcing to Application Maintenance only. We can identify the ideal managed service strategies that address an organisation's unique needs, and create a tailored solution based on specific requirements. The following illustrates the breadth of our Support services for Workday:

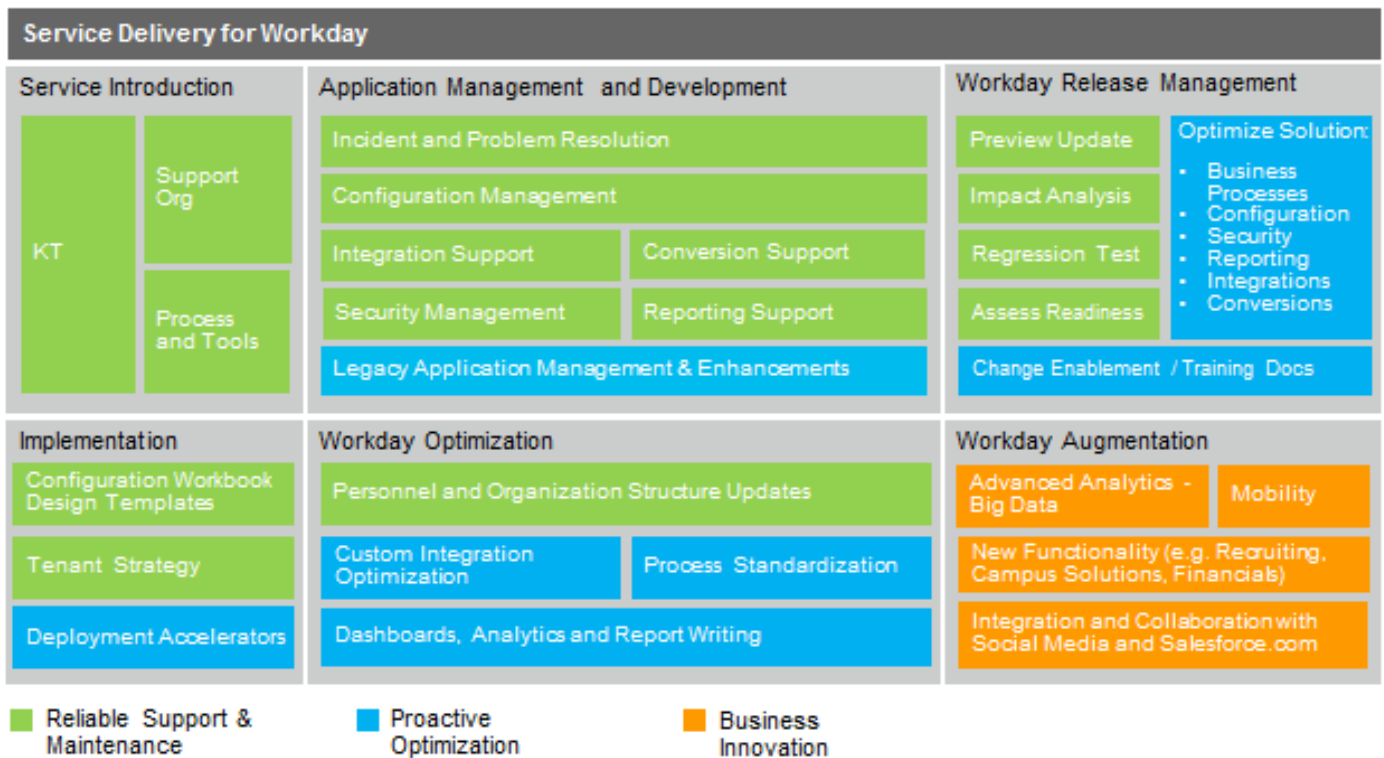


Figure 1: Service Delivery for Workday

2.0 Methodology & Approach

- The Accenture Delivery Suite is Accenture's proprietary tools & methodology distilling Accenture's collective experience into an integrated set of components to standardise and industrialise both systems implementation activities and service delivery. This common framework helps our global teams to work in a consistent and predictable manner, endeavouring to deliver reliable, quality solutions and services on time and at a lower cost. The following illustrates the ADM methodology framework for Workday:

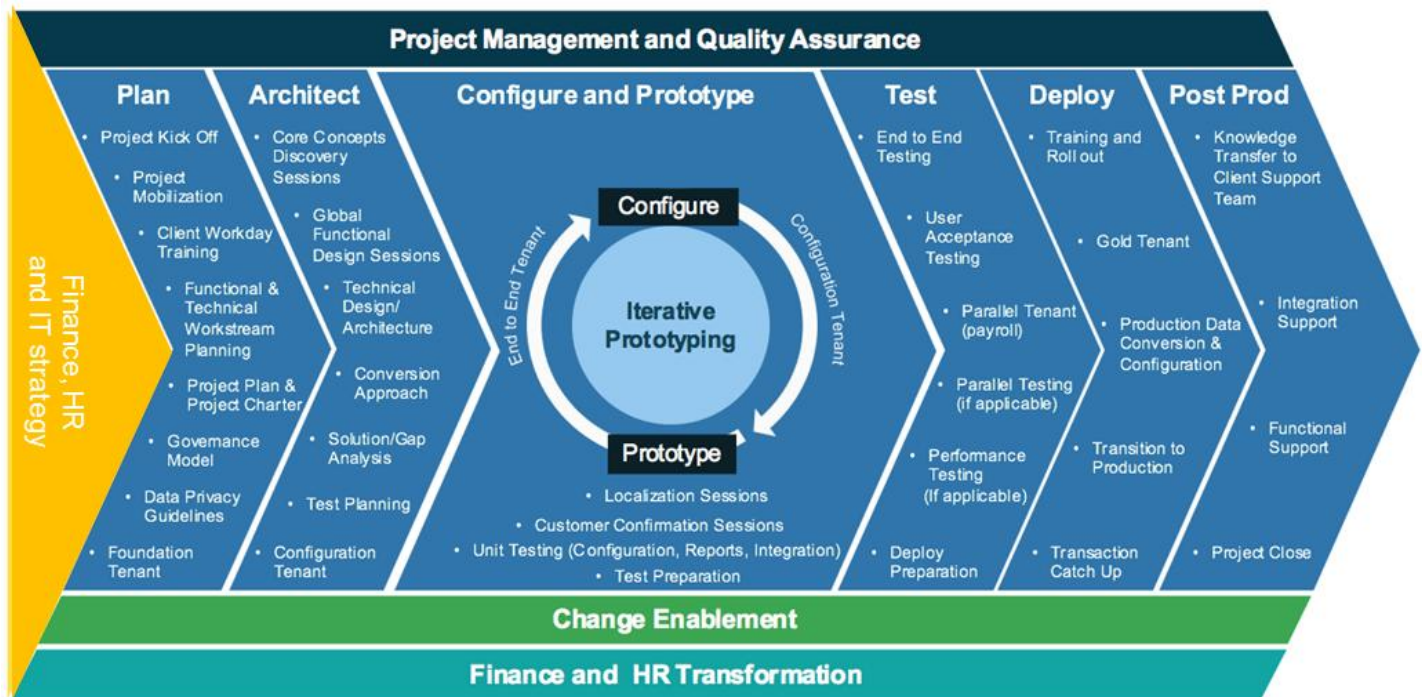


Figure 2: Accenture Delivery Methodology

- Within the Delivery Suite, Accenture Delivery Methodology (ADM) for Workday guides our global teams through a set of planning documents, activities, techniques, assets, and deliverables tasks and activities to help deliver increased value in system solutions and ongoing service operations. The methodology supports the agile approach to development and can be tailored to the requirements of your organisation depending on the scope and nature of the project and the preferences of the client organisation.

3.0 Assets and Tools

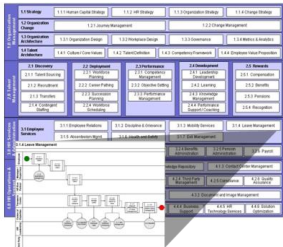
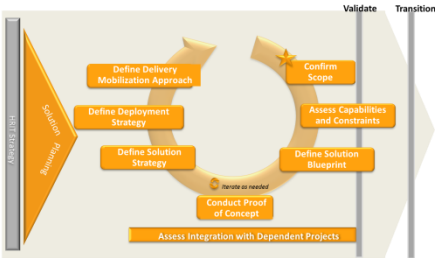
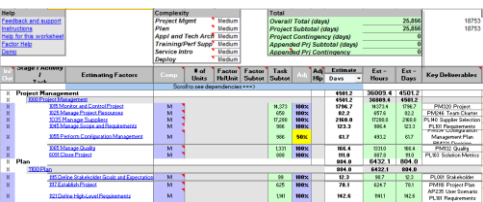
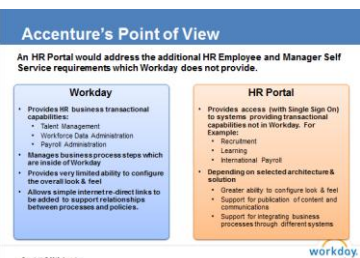
Accenture brings a comprehensive set of tools and methodologies for rapid completion of cost-effective Workday projects. With the Accenture Delivery Centre Network spanning more than 40 facilities globally (Specialist Workday facilities in Manila, Bangalore, Atlanta, San Jose and Lisbon) and staffed by 71,000 technologists worldwide, Accenture has the flexibility and scalability to tackle large, complex projects quickly while reducing risk.

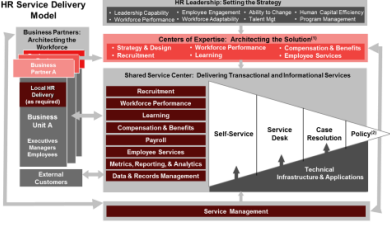
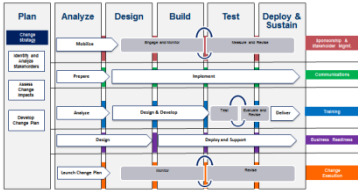
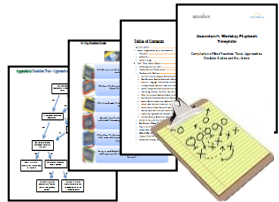
Accenture uses a range of assets and tools throughout the delivery lifecycle to help achieve high performance – developing more than 90 assets for Workday - a comprehensive set of frameworks, templates, accelerators and approaches that we will leverage in order to provide quality delivery at pace. A sample of these assets as follows:

Accenture Delivery Suite

- **The Accenture Delivery Methods Estimator** for SaaS is used to estimate Software as a Service (SaaS) implementations including Workday and includes estimating factors calibrated using actuals from prior projects.
- **SaaS Delivery Toolkit** – Provides a tool to manage the activities associated with the implementation of a SaaS solution and for on-going maintenance and optimisation post go-live including:
 - Requirements Gathering and Prioritisation, Design Specification
 - Test Enablement
 - Project Status, Reporting & Dashboards
 - Risk and Issues Management
 - Project Plans & Release Schedules
 - Resource Allocation
- Broader Accenture Assets and Accelerators:
 - **Accenture Reusable Technical Library** - achieve 30% project efficiency gains
 - **Release Analyser for Regression Testing and Impact Analysis** – achieve 50% savings on product upgrades
 - **Data Load Validator & Data Reconciliation Accelerator** - 60% efficiency gains migrating data
 - Payroll Reconciliation Accelerator - 95% efficiency gains reconciling payroll
- Accenture Enterprise Services for Government (AESG)
- Accenture Enterprise Services for Government (AESG) provides an enterprise template for the back office functions of a government department, namely Finance, Human Capital Management and Procurement.
- It links industry-leading processes packaged with complete project lifecycle documentation and a range of tools, methods and templates tailored to the needs of the public sector industry.

- Accenture / Workday Solution Offerings

Asset	Description
Human Capital Business Process Framework 	- Framework with over 40 leading practice Business process flows. - Covers Core HR, Talent, Service Operations, etc. - Aligned with Workday functionality.
Solution Planning Methodology 	- Specific methodology covering proof of concept activities, deliverables and roles. - Focused Solution Planning helps to smoothly transition to the implementation activities and accelerates planning and design.
Workday Finance and HCM Estimator 	- Workday Finance and HCM Estimator used to provide a bottoms-up estimate for Workday Finance and HCM implementations. - Estimator based on Accenture experience in other Finance and HCM applications, our overall SaaS experience, and fine-tuned after every Workday implementation.
Workday & HR Portal Point of View 	- Point of view on key decisions related to how Workday integrates/works with an organisation's HR or enterprise portal. - The PoV covers topics such as content storage, personalisation, languages, access, simple/deep linking, and single sign on.
HR Service Delivery Model Point of View	Point of view on the structure, roles and responsibilities and technology

	enablement of the HR service delivery model. With our experience implementing Workday in a shared services environment, we have added perspective on the impact Workday has on the overall service delivery model and on the shared service technologies.
Change Enablement Methodology 	- HCM Cloud Change Enablement Methodology. - Asset based methodology to initiate, execute, and deliver Change Outcomes. - Structured delivery framework to support all aspects of the implementation lifecycle.
Workday Playbook 	- Detailed templates aligned to each phase of the implementation. - Tools and accelerators to facilitate Consultant and Client collaborative delivery tasks. - Support accurate Configuration and alignment to Blueprint design.

4.0 Expected Outcomes

- Accenture are committed to helping turn your Workday investments into business value by bringing our unique strengths:



Value Realisation

We provide end-to-end capabilities focused on business outcomes while helping to optimise at scale, supporting transformational results as well as targeted projects addressing specific business needs. Achieve the business case.



Leading Workday Capabilities

We have a heritage of high-quality delivery and manage complex Workday environments with multiple partners and intricate business processes, we have deployed over 4.9M Workday seats, in over 20 languages and completed over 4,000 integrations. Accenture has more than 2,500 Workday certifications.



Industrialised Delivery

We have built specialised methods and assets to deliver predictable results and harness innovative automation to improve deployment processes. Our Accenture Client Enablement tool connects cloud technologies and program management leading practices to accelerate solution design and delivery.



Global Reach

We have a global Workday capability with ability to deliver locally. We deliver seamlessly across our Global Delivery Network and tap into 1100+ certified Workday professionals, 15,000 ERP specialists and 20,000 SaaS specialists.



Industry Specialisation

We combine specialised industry experiences and assets to catalyse creative, industry-specific solutions to improve workforce performance and productivity.

5.0 Pricing

Please refer to the associated pricing document/ rate card relevant for this service.

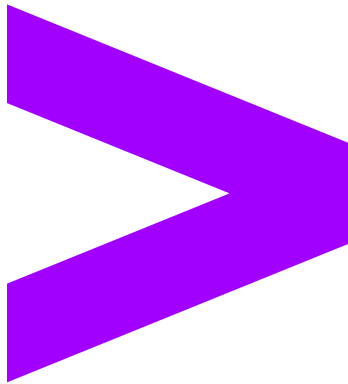
6.0 **Contacts**

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7.0 About Accenture

Accenture is a leading global professional services company that helps the world's leading businesses, governments and other organisations build their digital core, optimise their operations, accelerate revenue growth and enhance citizen services—creating tangible value at speed and scale. We are a talent- and innovation-led company with approximately 799,420 people serving clients in more than 120 countries. Technology is at the core of change today, and we are one of the world's leaders in helping drive that change, with strong ecosystem relationships. We combine our strength in technology and leadership in cloud, data and AI with unmatched industry experience, functional expertise and global delivery capability. We are uniquely able to deliver tangible outcomes because of our broad range of services, solutions and assets across Strategy & Consulting, Technology, Operations, Industry X and Song. These capabilities, together with our culture of shared success and commitment to creating 360° value, enable us to help our clients reinvent and build trusted, lasting relationships. We measure our success by the 360° value we create for our clients, each other, our shareholders, partners and communities



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