



## Workday Success Plans Accelerate Essentials

Workday Success Plans deliver a success multiplier on your Workday investment. Designed to help your business adapt and thrive in a changing world, our subscription-based plans give you direct access to an extensive network of experts; proactive, ongoing problem-solving; services that build team competency; and a rich library of education and self-guided resources right-sized for your needs. Offering continuous engagement and value, Workday Success Plans is a modern offering designed to expand and grow with your business.

While all Workday customers benefit from a solid foundation for customer success, with **Workday Success Plan Accelerate Essentials** you can accelerate productivity and enable your team to expand their Workday expertise like never before.

### Designed to support your success.

**Accelerate Essentials** provides configuration and adoption guidance and more to help you unlock the full power of your Workday investment. Wrapping a range of expertise, support, and education into a single, holistic package where you can consume what you need, when you need it, Accelerate Essentials is designed to drive value at every stage of your relationship with Workday.

- Access configuration and adoption guidance in-tenant from Workday experts across all products
- Solve on-the-job challenges swiftly with on-demand, just-in-time learning
- Boost team confidence in managing Workday with live and on-demand webinars
- Focus on the road ahead, knowing we have you covered with comprehensive support available globally 24/7/365 at all severity levels

### Key Benefits

- Connect the dots between your business objectives and Workday's capabilities
- Increase productivity and efficiency, elevate skill sets and inspire your team
- Keep pace with innovation
- Accelerate time to value and unlock the full power of your Workday investment
- Deploy with confidence and drive value from day one
- Focus on the road ahead, knowing we have you covered with comprehensive global support

### Key Features

- Access configuration and adoption guidance in-tenant from Workday experts—helping you work faster, not harder
- Solve on-the-job challenges swiftly with on-demand, just-in-time learning
- Boost team confidence in managing Workday with live and on-demand webinars
- Global support available 24/7/365 at all severity levels

#### Accelerate Essentials

##### Connection and Engagement

Collaborate, spark ideas and share challenges with peers through Workday-facilitated small-group sessions, Workday Community and more.

**Community Access:** Access our one-stop, single-sign-on hub where you can access Workday learning and knowledge, perform critical business tasks for managing your goals with Workday and engage with peers and Workday experts.

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## Education and Learning

Access training and education that enables your team members to expand their Workday expertise like never before.

**Adaptive Planning Administrator Training Kit:** On-demand, self-paced learning courses for Workday Adaptive Planning administrators. Boost your Workday knowledge through videos, how-to demonstrations and more.

**Feature Release Reviews (Webinar):** Engage directly with Workday's product management team on live webinars, prior to the bi-annual release of new features. Get your questions answered live and get up to speed on new functionality more quickly.

**Learn On-Demand:** Get unlimited access to on-demand, just-in-time learning via short, topic-specific videos and job aids. Solve on-the-job challenges swiftly and achieve greater independence as you learn and grow with Workday.

**Product Overview Trainings:** Watch short, product-specific videos on-demand for a foundational understanding of your Workday product and how to get started.

**Production Preparedness Series (Webinars):** Set yourself up for success in production with webinars designed to help you navigate your first few months on Workday and plan your support model.

**Workday Pro - Exam Fee Waiver:** For customers who want to develop the highest standard of Workday knowledge, take Workday's accreditation program exam for free.

**VNDLY Administrator Training Kit:** On-demand, self-paced learning courses for Workday VNDLY administrators. Boost your Workday knowledge through videos, how-to demonstrations and more.

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## Self-Guided Tools

From change management to testing and adoption kits, access self-guided tools and resources on the go.

**Adoption Kit:** Improve self-sufficiency for your managers and employees and boost end-user adoption with just-in-time job aids, videos and templates for common self-service tasks.

**Change Management Guidance Kit:** Navigate change and maintain end-user engagement with foundational advice via self-service resources and materials on Workday Community.

**Testing Guidance Kit:** Test and roll out new features with confidence, using on-demand testing templates and concise supporting materials that help you successfully plan and execute testing.

**Usage Monitoring:** See how your end-users are using and adopting Workday, with monthly usage insights delivered directly to your inbox.

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### Expert Guidance and Insight

Set yourself up for success with expert guidance that helps you connect the dots between your business objectives and Workday's capabilities.

**Accelerator Webinars (Live Experts):** Elevate skill sets and inspire your team with live and on-demand webinars designed to grow their expertise and boost confidence in managing Workday. Discover product features, learn best practices and understand the why, when and how of feature adoption.

**Ask-an-Expert:** Help your team work more efficiently and productively with direct access to in-tenant guidance on configuration and adoption, demonstrations of products you own and more.

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### Support

Rest easy with global support available 24/7/365 at all severity levels.

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#### **Accelerate Essentials Technical Support (24/7 P1-P5):**

Access to technical support 24/7/365 for all issue severity levels (P1-P5).

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Workday Success Plans offer flexible, results-oriented support that grows with your business. No matter where you are in your Workday journey, there's a Workday Success Plan designed to help you reach your business goals. [Learn more.](#)



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