



Global Customer Support

Expert help when you need it most

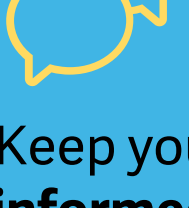
At Workday, we strive to consistently exceed customer expectations by delivering the best customer support in the industry. If we don't find and solve a problem first, our experts around the world are here to assist.



We work diligently to:



Fix problems fast



Keep you informed



Expand your expertise

Global Support Coverage.

With experts located around the world, we're ready to tackle your cases around the clock.



When you submit a case, we're on it – immediately!

We stand behind our contractual response times, and your satisfaction is our top priority.

97.7%

case service level agreement met*

95%

customer satisfaction rating for more than a decade

99.95%

average service availability (uptime)*

“

Our experience with Workday Support has been top-notch. I've worked with many vendors, and their support pales in comparison to Workday.”

Sr. Director HR Operations and Technology

Guidewire Software, Inc.



Check out our proactive support process:

1

Monitor. We keep tabs on all production, sandbox, and implementation tenants, performing millions of performance checks.

2

Detect. Whenever something seems off, we quickly gather experts to investigate.

3

Assess. Our subject matter experts diagnose the issue and immediately start to resolve it.

4

Notify. If we identify an issue that could affect our customers, we reach out right away.

5

Resolve. After implementing a fix, we notify impacted customers that the issue is resolved.

6

Prevent. Every resolved issue is a chance to analyze what went wrong, ensure it doesn't happen again, and ultimately strengthen Workday products.

“

The partnership with Workday is unique for us. We're not the biggest Workday customer. We're 1,000 employees, plus or minus. That doesn't matter. Our Workday support team is always there to help us.”

CIO

Skookum



Because everyone works from the same version of Workday,

a fix for one customer is a fix for all customers.

Harness the power of the Workday Community to find solutions.

The Workday Community is your source of limitless Workday expertise, real-work experience, and first-hand knowledge. Enjoy quick and easy online support, or tap into a wealth of knowledge and experience with:

365,000+

active members

800+

user groups

17,000+

knowledge articles

“

The Workday support model is incredible. I'm amazed at the speed of support and the consistently clear and honest responses.”

SVP Human Resources

Concentrix Solutions Corp.



We do support differently at Workday.

Whether it's proactive resolution or 1:1 case collaboration, Workday Support has you covered.

[Learn More](#)

* Service level agreement and service availability calculated based on data from Workday 2024 fiscal year, February 2023 to January 2024.



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

©2024 Workday, Inc. All rights reserved. Workday and the Workday logo are registered trademarks of Workday, Inc. All other brand and product names are trademarks or registered trademarks of their respective holders. 20240429-workday-global-customer-support-infographic-enus