Workday Success Plans

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.

Choose the right plan for your business goals.

Offering you continuous, proactive support with measurable results, **Workday Success Plans** are designed to grow with your business while maximizing the impact of your Workday investment. If you work with a third party, Workday Success Plans can help you develop your internal capabilities to improve self-reliance and achieve a balance that best fits your needs and budget. Choose from three flexible plans:

- **Accelerate Essentials** empowers lean teams to solve problems faster, with education, self-guided tools, and expert guidance on demand. *Builds on the resources standard with all Workday products.*

- **Accelerate** enables your team to deploy, adopt and optimize your Workday solution with deployment guidance, in-tenant advice and on-demand learning to expand your team's Workday expertise and help you keep pace with innovation. *Builds on the resources included in the Accelerate Essentials Plan.*

- **Accelerate Plus** provides premier technical and strategic guidance including one-to-one support from a Technical Account Manager, comprehensive guidance during deployment and adoption and governance strategies to power your success. *Builds on the resources included in the Accelerate Plan.*

Workday Success Plans is the success multiplier on your Workday investment. Workday Success Plans customers adopt 25% more Workday features compared with customers not on a Workday Success Plan. With subscription plans right-sized for your business, these plans provide deep Workday expertise, accelerated problem solving and objective setting for your unique business, and the power of accumulated knowledge across the extended Workday family.

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 with comprehensive global support

Key Features

- In-tenant guidance for configuration and adoption
- In-depth, expert-led education and just-in-time learning on-demand
- Tools, reviews and assessments through deployment and beyond
- Guidance on change management, analytics, reporting, testing and more
- Help in building and evolving your adoption strategy and planning and refining your governance and support model
- Global support and access to one-to-one Technical Account Management

"When we first deployed Workday, we started at a basic Pinto level and had a plan that would bring us up to a Cadillac, but Workday kept releasing more features. We needed help keeping up with the rate of innovation and using the Cadillac we had. That's why we subscribed to Workday Success Plans."

Vice President of Talent Operations
Basis Technologies

Standard with all Workday Products	Accelerate Essentials Plan Builds on the resources standard with all Workday products	Accelerate Plan Builds on the resources included in the Accelerate Essentials Plan	Accelerate PluBuilds on the resources included in the Accelerate Plan
• Access robust online resources to get you started with Workday • Contact customer support with contractual response times • Connect and collaborate with the Workday Community • Learn from customer collaboration forums, knowledge articles, and product learning series	• Access one-to-one, in-tenant configuration and adoption guidance from Workday experts on 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 with comprehensive global support available 24/7/365 at all severity levels	• Get guidance at key points during deployment, with reviews and assessments that ensure you are leveraging Workday's leading practices and collective expertise • Access personalized change management guidance with every change you make, whether during deployment, footprint expansion or in production. • Elevate skill sets and inspire your team with in-depth, expert-led education • Identify feature adoption opportunities that align to your business objectives with detailed tenant assessments	• Drive value through deployment and beyond with premier technical and strategic guidance, where Workday acts as your thought partner at every turn • Access comprehensive one-to-one guidance on testing, analytics, reporting and more • Build a roadmap tailored to your goals, define and manage a governance plan and refine your support model for ongoing success • Minimize disruption and get peace of mind with one-to-one Technical Account Management that helps you solve issues before they arise • Test Workday features in a secure, dedicated environment with one private demonstration tenant and one additional standard implementation tenant for core Workday products at no additional fee.

Connection and Engagement Collaborate, spark ideas and share challenges with peers through Workday-facilitated small-group sessions, Workday Community and more.	Standard Resources	Accelerate Essentials	Accelerate	Accelerate Plus
Community Access	•	•	•	•
Workday Rising Passes			•	•
Collaboration Crews			•	•

Education and Learning Access robust, on-demand training and education that enables your team to expand their Workday expertise like never before.	Standard Resources	Accelerate Essentials	Accelerate	Accelerate Plus
Workday Pro - Exam Fee Waiver	•	•	•	•
Learn On-Demand		•	•	•
Adaptive Planning Administrator Training Kit		•	•	•
VNDLY Administrator Training Kit		•	•	•

	Standard Resources	Accelerate Essentials	Accelerate	Accelerate Plus
Workday Administrator Library			•	•
Product Overview Trainings	•	•	•	•
Production Preparedness Series (Webinars)	•	•	•	•
Feature Release Reviews (Webinar)		•	•	•

Self-Guided Tools From change management to testing and adoption kits, access self-guided tools and resources on the go.	Standard Resources	Accelerate Essentials	Accelerate	Accelerate Plus
Usage Monitoring	•	•	•	•
Adoption Kit		•	•	•
Testing Guidance Kit	•	•	•	•
Change Management Guidance Kit	•	•	•	•
Implementation Tenant				•
Demonstration Tenant				•
Feature Accelerator Library				•

Expert Guidance and Insight Enjoy direct access to personalized, one-to-one advice through deployment and beyond. Set yourself up for success with expert guidance that helps you connect the dots between your business objectives and Workday's capabilities.	Standard Resources	Accelerate Essentials	Accelerate	Accelerate Plus
Governance Planning				•
Support Models Workshop				•
Strategic Planning				•
Feature Adoption Assessment			•	•
Feature Adoption Workshop				•
Ask-an-Expert		•	•	•
Accelerator Webinars (Live Experts)		•	•	•
Feature Accelerator Coaching				•
Deployment Review and Assessment Deploy with confidence and identify risk with a series of reviews and assessments designed to ensure your deployment leverages Workday's tried-and-true methodology.				
Deployment Review and Assessment Stage Reviews			•	•
Deployment Review and Assessment Steer Co Updates				•

	Standard Resources	Accelerate Essentials	Accelerate	Accelerate Plus
Functional Review			•	•
Testing Guidance				•
Change Management Guidance			•	•
Analytics and Reporting Guidance				•
Operational Success				•
Technical Guidance				•
Health Checks				•

Technical Account Management Get technical expertise when you need it with Technical Account Management.	Standard Resources	Accelerate Essentials	Accelerate	Accelerate Plus
Event Management				•
System Health Insights				•
Incident Management				•
Operational Review				•
Service Availability/Root Cause Analysis Reviews				•
Additional Alerts				•

Support Rest easy with global support available for all severity levels.	Standard Resources	Accelerate Essentials	Accelerate	Accelerate Plus
Workday Support (24/7 P1, 24/5 P2-P5)	•			
Workday Support - Accelerate Essentials (24/7 P1-P5)		•		
Workday Support - Accelerate (24/7 P1-P5)			•	
Workday Support - Accelerate Plus (24/7 P1-P5)				•

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.