



## Workday Success Plan Accelerate Plus

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.

### Drive value with premium strategic and technical guidance.

Maximize the value of your Workday solution through deployment and beyond with **Workday Success Plan Accelerate Plus**. Offering the highest level of support, Accelerate Plus provides premier strategic and technical guidance including one-to-one support from a Technical Account Manager, comprehensive guidance during deployment, and adoption and governance strategies to power your success.

- Get one-to-one support from your Technical Account Manager to proactively improve the operational performance of your tenant, solve issues before they arise and minimize disruption.
- Take your Workday journey to the next level with Optimization Packages, offering deployment guidance for testing, analytics, reporting and more. You'll also receive guidance for ongoing success through health checks, technical strategies and architecture support.
- Build a strategic roadmap tailored to your goals, including a feature adoption strategy, governance and support model. Our experts will work alongside you to adapt your plans as your business evolves.
- Test new ideas, make changes and deploy new features in a safe non-production environment before pushing live, with both a private demonstration tenant and additional standard implementation tenant provided for no additional fee.
- Elevate skill sets and inspire your team with in-depth, expert-led education and just-in-time learning on-demand.
- Identify feature adoption opportunities that align to your business objectives with detailed tenant assessments.
- Focus on the road ahead with comprehensive global support available 24/7/365 at all severity levels.

### Key Benefits

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- 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

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- One-to-one Technical Account Management to help you solve issues before they arise
- One-to-one guidance on analytics, reporting, testing and more
- Assistance building and evolving your adoption strategy and planning and refining your governance and support model
- Private demonstration tenant and additional standard implementation tenant provided for no additional fee
- Global support available 24/7/365 at all severity levels

### 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.

**Collaboration Crews:** Share, brainstorm and connect with peers in Workday-facilitated small-group sessions.

**Workday Rising Passes:** Get free general admission to Workday Rising. Connect with peers, learn about our latest innovations and get answers from Workday experts.

### 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 Administrator Library:** Get on-demand, self-paced learning for Workday administrators. Expand your classroom training with interactive courses designed to boost your Workday knowledge.

**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.



*I pinch myself every day, not believing what a deal and a gem WSP is. It is the best thing ever, and it is empowering my employees in huge ways.*

**Intact Financial**

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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.

**Demonstration Tenant:** Get one private demonstration tenant for core Workday products for no additional fee. This tenant can help you and your team test Workday features in a secure, dedicated environment.

**Feature Accelerator Library:** Quickly self-deploy or enhance features with exclusive online content to make sure you're agile in times of change.

**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.

**Implementation Tenant:** Get one additional standard implementation tenant for core Workday products for no additional fee.

**Usage Monitoring:** See how your end-users are using and adopting Workday, with monthly usage insights delivered directly to our 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 personalized one-to-one, in-tenant guidance on configuration and adoption, demonstrations of products you own and more.

**Feature Accelerator Coaching:** Quickly self-deploy or enhance features with virtual coaching to make sure you're agile in times of change.

**Feature Adoption Assessment:** Get prescriptive tenant review to identify product feature adoption opportunities that align to your business objectives.

**Feature Adoption Workshop:** Attend a one-to-one Workday-led workshop to help you develop a prioritized feature adoption plan based on your business objectives and our assessment recommendations.

**Governance Planning:** Strengthen your governance of Workday and define a roadmap for ongoing engagement and communication in a working session between Workday and your team.

**Strategic Planning:** Attend a working session to jointly define a plan that translates business objectives into a long-term strategy to maximize Workday adoption.

**Support Models Workshop:** Align your Workday support model to the needs of your business with a tailored working session between Workday and your team. Hear leading practices and discuss activities to support your success including responsibility matrices, governance charters and more.

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## 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:** Access guidance at key points during deployment with reviews and assessments that ensure you are leveraging Workday's leading practices and collective expertise.

**Deployment Review and Assessment Steer Co Updates:** Improve visibility and alignment throughout your deployment with steering committee participation up to one time per month during roll-out.

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## Optimization Packages

From change management to testing to deep-dives on analytics, reporting, technical strategies and architecture support, Optimization Packages can help with a menu of fixed-scope packages that provide personalized guidance.

**Analytics and Reporting Guidance:** Improve reporting and unlock insights from your Workday data to enable data-driven decision-making. Partner with Workday reporting experts to construct and deploy a reporting strategy, optimize your use of the platform, receive design and best practice guidance and define the key metrics to drive your business forward

**Change Management Guidance:** Strengthen your change management plan and processes to maximize end-user adoption with every change you make, whether during deployment, footprint expansion or in production. Partner with a Workday change management expert who will seek to understand your organization's unique challenges, share best practices from across the ecosystem and leave you with a set of actionable recommendations.

**Functional Review:** Get an in-depth tenant assessment designed to identify opportunities to optimize your configuration in a selected product area, boost operational efficiency and improve end-user experience.

**Health Checks:** Get a tenant assessment designed to uncover opportunities to optimize your configuration across multiple areas of your Workday tenant, boost operational efficiency and improve end-user experience.

**Operational Success:** Strengthen and continuously adapt your support and governance model so you can tackle change with confidence.

**Technical Guidance:** Get guidance from a Workday technical expert to help your technical teams better manage your architecture and integrations landscape across your Workday tenant and throughout your Workday journey.

**Testing Guidance:** Optimize your testing approach, minimize disruption and deploy and adopt new features with confidence. A Workday Test Lead will provide you with advice and best practices as it relates to testing your Workday configuration.

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## Technical Account Management

Get technical expertise when you need it with Technical Account Management.

**Event Management:** Rest easy with one-to-one proactive guidance and support to successfully manage large-volume and critical events throughout your Workday journey.

**System Health Insights:** Get monthly one-to-one reviews with your Technical Account Manager to give you regular visibility of the health of your Workday tenant and enable you to consistently improve system performance.

**Incident Management:** Get premium support from your Technical Account Manager for critical and escalated incidents for quicker resolutions and minimal downtime.

**Operational Reviews:** Get a holistic review of the operational performance of your Workday tenant, including incidents, upcoming critical business events and more.

**Service Availability/Root Cause Analysis Reviews:** Minimize system downtime and stay ahead of the game with one-to-one monthly meetings with your Technical Account Manager to review service availability and root-cause analysis of incidents.

**Additional Alerts:** Solve issues before they arise and minimize business disruption with proactive critical alerts that warn of potential risks.

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## Support

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

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

Access 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.](#)

