

# Embrace Innovation. Unlock More Value from Workday.

## Meet your business needs—today, tomorrow, and forever forward.

At Workday, we built an AI platform that continually adapts. We give you 3x the innovation—not only from Workday but from our customers and partners as well.

# 3x

Innovation

Built by **Workday**

Built by **Customers**

Built by **Partners**

## Start driving extraordinary value for your business.

Every Workday subscription includes a foundational customer success experience at no additional cost. We help you navigate your journey, achieve early value, and take ownership of your outcomes through scalable, self-guided resources and timely support.

Our customer success experience is designed to meet you where you are, blending guidance tools, curated content, and expert advice to help your team embrace innovation and move forward with confidence. By providing proactive, prescriptive, and preemptive guidance, we help you realize the value and outcomes your business needs to successfully scale and grow.



### Success paths.

We personalize journeys by persona and product, outlining key milestones and best practices.

### Targeted engagements.

We support onboarding, adoption, and tenant health, delivered digitally or with expert support when needed.

### Peer-to-peer support.

Our Success Forum gives you a space to ask questions and share ideas with other Workday customers.

### Workday Community.

The Workday Community provides on-demand resources including tools, templates, and curated content aligned to your goals.

We monitor product adoption and usage, tenant health signals, and journey milestones to identify when additional support may be helpful. When appropriate, you'll receive personalized outreach from our Customer Success team to help you stay on track.

## Unlock the full power of the Workday Community.

Get the most relevant Workday resources and information, perform critical business tasks for managing your goals with Workday, and engage with your peers and Workday experts.

# 400,000+

members collaborating,  
learning, and sharing ideas

# 5,000+

innovative ideas delivered  
with the help of  
member feedback

# 800+

groups to connect with members  
online and offline based on product,  
location, or special interests

# 3,000+

questions answered  
each month

## Access key Workday Community resources and adopt more features.

### Release center.

Track and learn about all features, fixes, and retirement release notes for all products.

### Guides.

Get detailed how-to, reference, and contextual product guidance.

### Feature release guidebook.

Your gateway to guidance on feature release planning with videos, timelines, FAQs, and more.

### Feature release reviews.

Access on-demand webinar recordings showcasing new features through real-life use cases, spanning more than 30 product areas.

### Feature adoption blueprint.

Create a blueprint for your feature adoption strategy.

### Strategy roadmaps.

Understand upcoming Workday innovation.

### Product hub.

Read comprehensive information on all Workday products.

### Training catalog.

Dive into the “Getting Started with Workday” course.

## You also get:



Access kits including the Testing Guidance Kit, Change Management Guidance Kit, and Support Models and Governance Kit to support your feature adoption journey.



**Next Level** presentations and publications to expand your working knowledge of Workday products and features.

Join live webinars or watch recorded presentations, review how-to guides showing Workday in action, and get tips on deploying and using features.



# “

Workday has delivered on every promise they gave us. And if they couldn't deliver on a promise, they showed up and found a way to help us solve it in a different way.

Senior Director,  
HR Shared Services,  
First National Bank of Omaha

As a Workday customer, you get global support 24 hours a day, 5 days a week. If any P1 issues arise, support is available 24/7.

And with our subscription-based Workday Success Plans, support is available 24/7/365 for all severity levels.

## Looking to get maximum value out of Workday?

Subscription-based Workday Success Plans provide comprehensive expertise, support, and education that can take your business even further.

# 25%

greater feature  
adoption

Customers who subscribe to Workday Success Plans adopt 25% more Workday features than those customers without a subscription.

# “

With just one dedicated support person on my team, we needed help keeping up with the rate of Workday innovation. That's why we subscribed to Workday Success Plans.

Vice President of  
Talent Operations,  
Basis Technologies



## Become a Workday expert.

Complement Workday Success Plans and amplify your results with [Workday Pro](#) certification.

For more information about how Workday continuously supports your success, contact [Workday Customer Success](#).