Datasheet
Workday Tenants.

Workday deployments go through several phases during the customer journey as organizational changes adjust needs over time. These different phases–including, but not limited to: strategy/planning, integrations, mergers/acquisitions, education/training, UAT, staging, implementing, and managing all of this–all require different states of data, access and functionality. Based on ever-changing customer needs and complexities, we suggest utilizing additional implementation tenants rather than try to work through the aforementioned phases within the production, sandbox, and/or sandbox preview environments customers are entitled to.

Entitled tenants.

The production tenant is considered the "gold copy" and is the customer's source of record.

The sandbox tenant is created once a production tenant goes live. It is refreshed on a weekly basis (data and configurations) with the current data from the production tenant, to ensure it is always inline when the current deployment. It is used as a safe replication of the production environment for any activities that could alter the tenant in ways that are not intended to be committed to the production tenant. Workday Support will often leverage this environment to help customers solve problems.

The sandbox preview tenant is also a mirror image of the production tenant, but there are a couple of nuances to this environment relative to the sandbox. The sandbox preview receives new feature updates ahead of the production tenant. It is also refreshed twice per year. This allows customers to see what's coming, test new features and verify integrations before those updates go live. This ensures a clean path forward across updates without creating issues for end users.

A customer central tenant is also included as part of a core Workday subscription. This isn't a tenant which contains Workday data and features, but rather a management tool to give visibility and control over the tenants that are deployed by the customer. Configurations like SSO can be set here. It is a single pane of glass showing the overall deployment to Administrators.

Tenant Types

Entitled

- **Production:** Contains critical customer data, considered the customer's system of record.

- **Sandbox:** A copy of the customer's Production tenant. The Sandbox is created at customer's go-live and is refreshed weekly as a copy of Production.

- **Sandbox Preview:** A copy of the Production tenant, containing new functionality that may be available in future Feature Releases. Refreshes twice per year.

- **Customer Central:** A display tenant that increases implementation security and efficiency through Single Sign-On and Configuration Catalog features.

Charged

- **Implementation:** Provides flexibility in relation to tenant refreshes. Contains a copy of customer data, can be used to configure, test and then deploy new or current capabilities.

- **Demonstration:** Provides a copy of a GMS/GOV/AMU tenant for customers to explore all features and products with recommended configurations and best in class dashboards and reports.

Key Use Cases

- Scenario Modeling
- New Feature Exploration
- Special Projects
- Testing/Demo
- Training
- Build (e.g., Extend) on top of experience
- Configuration

Charged tenants.

60 days after deployment has occurred, customers commonly purchase multiple implementation tenants. The implementation tenant is a direct replica of the production environment. It is refreshed in an on-demand fashion, which enables customers with the flexibility to run through their various use cases for as long as they need to. The implementation tenant can be used to test out and configure new features before they go live in the production tenant. Likewise, third party integrations can be tested and refined before going live. This reduces the risks of issues found during testing and implementation. The implementation tenant is expected to be spun up when needed and torn down after the testing or integrations have been completed. The key use case section below provides more detail as to when and how many tenants customers often need.

The last form of tenant which reflects a live deployment is the demonstration tenant. This tenant is used for education and training, yet it does not contain any actual customer data. It is pre-filled and pre-configured based on different customer verticals (Enterprise, Education or Government). The demonstration tenant is a safe place to either show functionality or train new hires without exposing any sensitive data or risking active configurations.

Key use cases.

Scenario Modeling: Implementation tenants used for M&A/Divestiture event planning. They can also be used for testing of period-end process and cost center structure changes in an isolated manner.

Explore New Features: Implementation tenants used to test and evaluate new features and integrations before pushing changes into the production environment. Preview upcoming features and get ahead of major updates (via Sandbox Preview tenant).

Testing and Special Projects: Implementation tenants allow testing outside of the Sandbox tenants standard weekly refresh window and allows customers to test the flow of data from other systems and sources into Workday to ensure no downstream impacts. This ensures independent projects can move forward at any pace, without interruption. It also enables separate testing by business unit or use case. e.g., QA, UAT, Staging.

Demo/Training: Showcase functionality with synthetic data used for Workday training. Bring new hires up-to-speed in an isolated, low risk environment.

Core Products
- HCM
- Financial Management
- Student
- Demo

HCM
- Absence Management
- Benefits
- Business Asset Tracking
- Compensation
- Onboarding
- Organizations
- Reporting and Analytics

Financial Management
- Banking and Settlement
- Business Assets
- Accounts Receivable
- Customer Contracts
- Financial Accounting
- Financial Data Model
- Financial Management Reporting
- Accounts Payable
- Supplier Contracts

Student
- Student Records
- Course Catalog
- Academic Advising
- Student Recruiting
- Admissions
- Student Finance
- Financial Aid

Demo
- GMS (Standardized Company Data)
- GOV (Standardized Government Data)
- AMU (Standardized Education Data)

Pricing tiers
- Under 3,500 Workers
- 3,500–10,000 Workers
- 10,000–30,00 Workers
- 30,000+ Workers

Tenant sizing.

While every customer has a set of entitled tenants, customers purchase implementation tenants for various use cases. When deciding what tenants to deploy, and how many to deploy, there are a few measures to take into account. From the overall worker count, Workday products purchased, expected M&A activity, to the planned 3rd party integrations, all play roles in deciding how many to purchase. In a common deployment, customers typically have 4 to 10+ active implementation tenants for various use cases.

When customers subscribe to implementation tenants, they are bucketed into one of two types. Extended Configuration (ECT) or Non-Extended Configuration (Non-ECT). An ECT tenant is a fully isolated, single customer tenant. It is used when customers either have over 10K users and subscribe to Pay or Full Platform, or a customer with over 30K users. A Non-ECT tenant is a tenant which is for customers that do not reach the user or subscription thresholds. In a Non-ECT tenant, the tenant data is fully isolated, but the overall infrastructure is shared (multi-tenant deployment).

For more details about tenant management and sizing, please visit the **Tenant Management section of Workday Community**.

For help with deployment sizing and tenant costs, please reach out to your Customer Support Manager and Managing Partner.

Tenant Rules

- The **minimum** duration for a purchased tenant is 6 consecutive month.

- Tenants can be purchased in 6, 12, 18 or 24 month terms or the purchased tenant is aligned to the underlying subscription term.

- Payment is due at the start of each year in the event the term length is longer than 12 months.

- Products purchased are used to determine the costs.

- You can delete additional tenants by entering a Delete Tenant Management request.

- Prism Analytics is limited to 2 Implementation tenants including Preview (optional), plus Production, and Sandbox.

- Demo tenants have a minimum subscription term of 1 month, with a max term being equal to the underlying subscription term.

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