



Innovation
Series

Workday Enterprise Management Cloud Platform:

The Power to Adapt



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The digital transformation race is on.

The CIO is in the driver's seat.

Market changes, global disruptions, competitive pressures, and rapid innovations in technology are shifting market landscapes faster than ever, compelling organizations to respond quickly and with confidence. At the same time, the world's workforce is facing a massive transformation in how, when, and where employees work, as well as who is willing to work in what capacity. Additionally, companies must keep up with environmental, social, and governance (ESG) and compliance mandates, as well as other nonfinancial metrics.

Add shifting industry dynamics—such as competitive movements and changing customer expectations and behaviors—and you'll see why companies must adapt and innovate or be left behind.

In short, the race to digital transformation is on—and CIOs are in the driver's seat.

The acceleration gap is growing.

Lagging digital strategies create an acceleration gap—the difference between the rate of expected change and an organization's ability to keep up with it. And that gap is felt across the C-suite and by leaders in IT, finance, and HR.

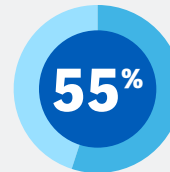
Adaptable technology can begin to close the gap by:

- Increasing flexibility to create and support new revenue streams
- Engaging talent by providing a great employee experience with less friction
- Creating breakthrough business innovation and responsiveness

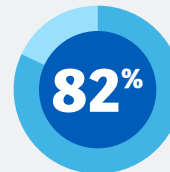
¹ Workday global research, "Closing the Acceleration Gap Toward Sustainable Digital Transformation," conducted in partnership with Longitude, a *Financial Times* company.

² Ibid.

Digital strategies are lagging behind.¹

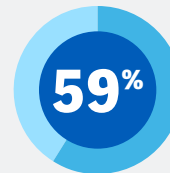


55% of leaders say their organization's digital strategy is often or always outpaced by the demands of the business.

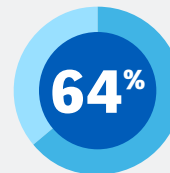


82% of firms have digitized fewer than half of their internal operations.

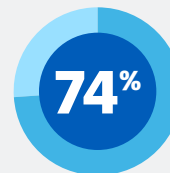
Pressure is building on IT and business leaders.²



59% of IT leaders admit it takes weeks or more to change an automated business process.



64% of finance leaders say it takes weeks or more to get results at the end of a reporting period.



74% of HR leaders are not confident in their ability to elevate human performance through technology.

Gain the power to adapt.

With Workday, agility is built in.

Workday Enterprise Management Cloud Platform is designed to close the gap between business demands and an organization's digital strategy. With adaptability built into its core, Workday Enterprise Management Cloud Platform helps finance, HR, and IT professionals innovate more, grow faster, and better engage employees.



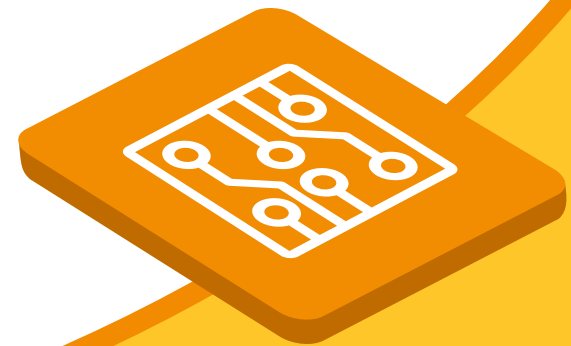
Innovate more. Maximize your IT team's strategic focus by streamlining routine maintenance and operations. Enable your team to use the extra time to create new capabilities and implement process and technology innovations to activate digital transformation and increase productivity across the business.



Grow faster. Change operational processes and workflows on the fly to accelerate business agility and growth.



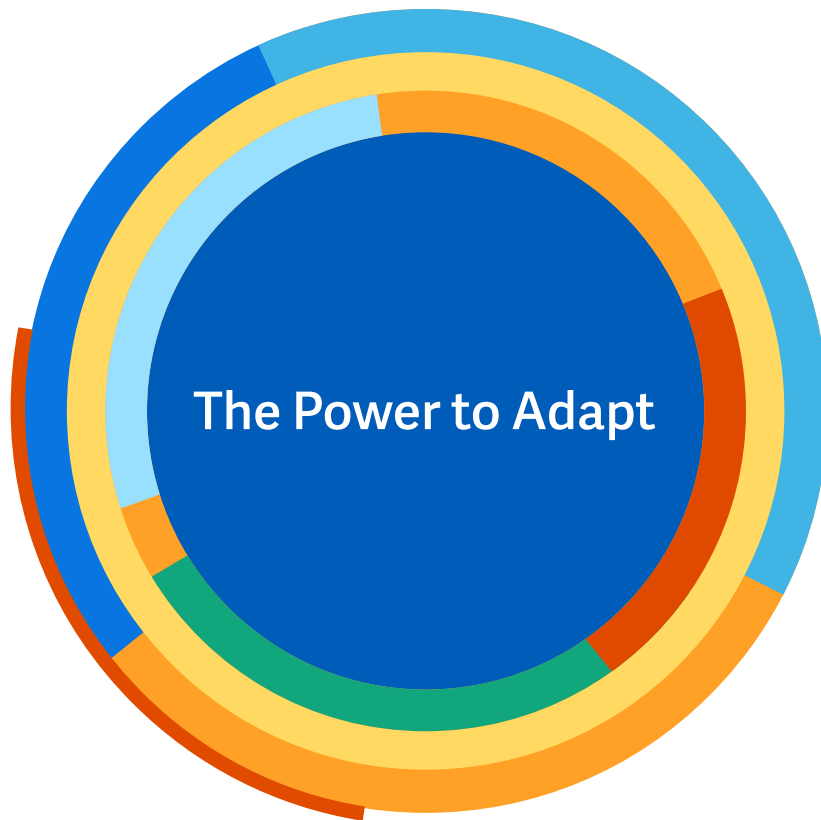
Ignite employee engagement. Provide workers with personalized experiences to increase productivity, align employees around new business strategies, and ignite employee engagement—all to create a highly adaptable organization.



Take on a changing world with confidence.

Workday Enterprise Management Cloud Platform contains five core elements that work together to increase adaptability.

On the next page, you can see how these capabilities work together to enable adaptability.

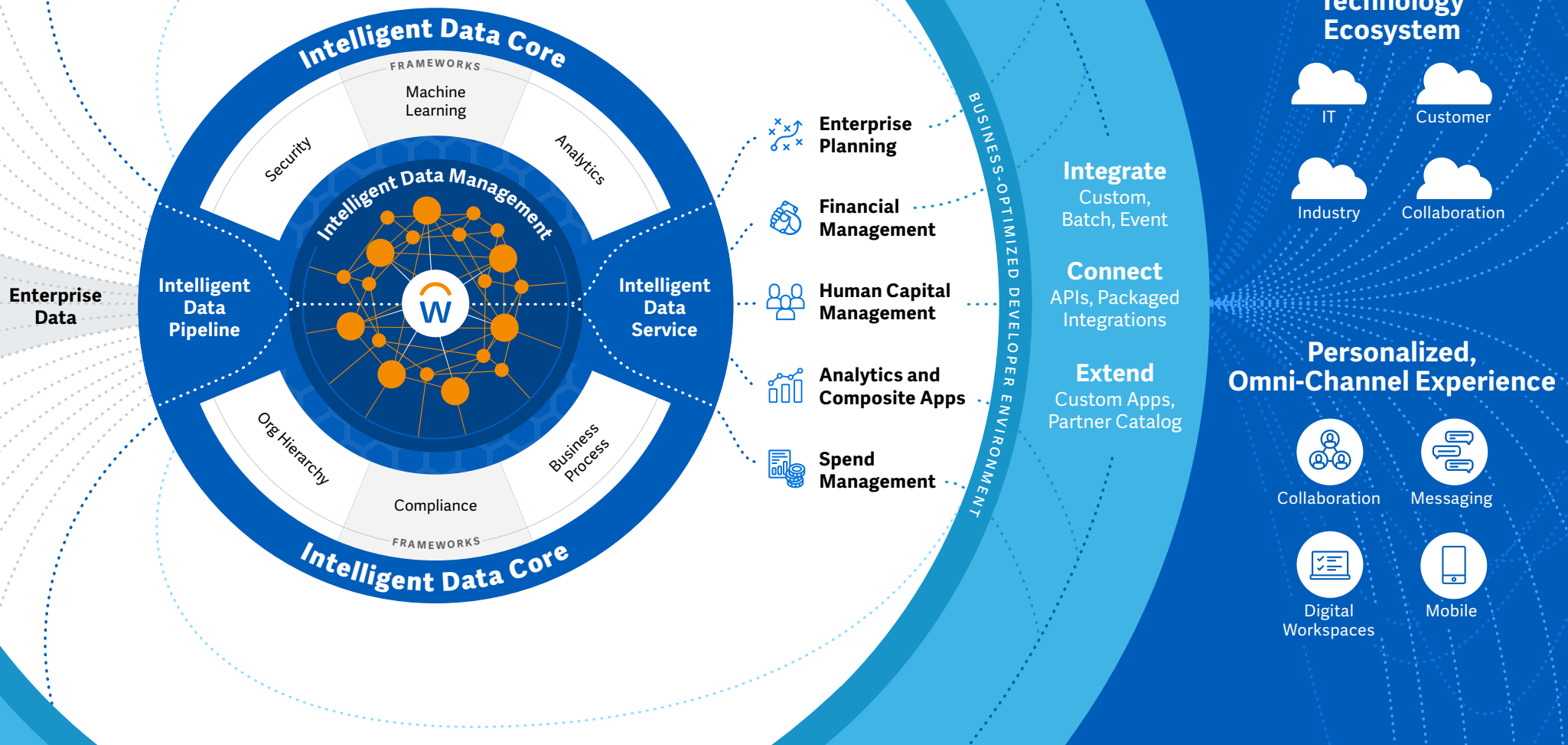


Five elements that enable adaptability.

- 1 True cloud.** Provides a resilient, elastic, and secure service architecture with all customers running on the same version. Every Workday customer receives weekly releases of innovative new capabilities so no one is left behind.
- 2 Intelligent data core.** Brings external data together with Workday people and finance data, forging a unified source of truth for a decision-ready organization. The intelligent data core has three foundational components:
 - Intelligent data pipeline to rapidly infuse external data into Workday at scale
 - Intelligent data management to provide a single brain that can create a trusted, rich data foundation for Workday
 - Intelligent data services to drive composite applications and highly personalized experiences
- 3 Configurable frameworks.** Frees the business from IT dependence for process and operational changes while confidently retaining security and durability.
- 4 Business-optimized developer environment.** Provides interoperability and lifecycle tools that integrate, connect, and extend the value of Workday through new integrations, apps, and experiences.
- 5 Personalized, omni-channel experience.** Keeps employees actively involved in a tailored workflow, elevating productivity and engagement.

Workday Enterprise Management Cloud Platform

The Power to Adapt



True Cloud Scale • Elasticity • Performance • Availability • Continuous Delivery of Innovation • Single Version

True cloud.

Adaptability begins with a true cloud SaaS delivery model.

We invest in advancing the Workday cloud infrastructure to ensure the best possible scalability, elasticity, and performance—outpacing our service-level agreement (SLA).

Our true cloud architecture supports continuous delivery of innovation so all customers run on the same version and receive weekly releases of new capabilities with minimal downtime.

Over the course of a year, customers have access to thousands of new capabilities that are inactive until deployed. Larger biannual releases deliver major, fully tested improvements with minimal downtime, supporting the same try-and-test process in preview before rolling into production. IT gains maximum access to innovation with minimal change impact.

Keeping our customers secure.

Our weekly releases and DevSecOps practices help keep all customers secure from today's cybersecurity threats. With all customers on the same version of Workday, each customer benefits from the practices and requirements of our most security-conscious customers. And our security and operations teams test and implement security fixes for all customers within minutes.



Scale

265B transactions
in 2021



Elasticity

88% YoY increase



Performance

95% of transactions
one second or less



Availability

99.97% actual
service availability



Innovation delivery

1,000+ new features
delivered in 2021

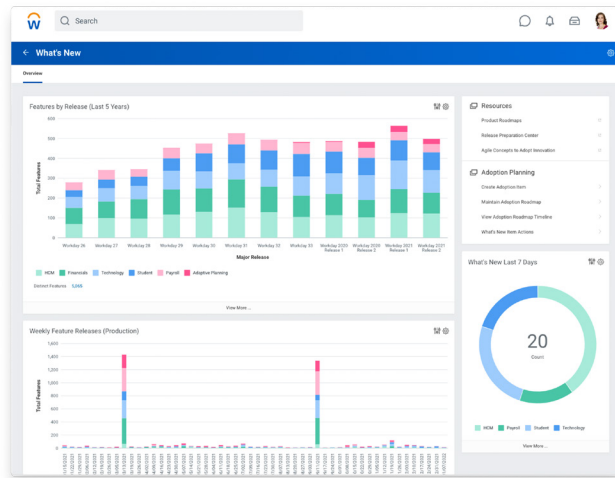


Single version

No customer left
behind

Workday commits to continuous innovation.

Our reporting and dashboarding capability enables customers to report on new features released over a select period, categorized by weekly and biannual releases. Customers can group what's new by area—HCM or financials, for example—and preview, plan, and test new features before introducing them into the product. This process empowers customers to innovate on their terms and prioritize high-value features while minimizing upgrade disruptions, increasing the value of their Workday investment.



Weekly reporting on new innovations.

“

Workday’s constant innovation provides us with new capabilities powered by the latest technology, twice-a-year seamless upgrades, and new data that is easily accessible to process owners. Together, these benefits have accelerated our digital transformation journey and improved our employee experience.

Ananda RS
Vice President, Enterprise Applications, Everise

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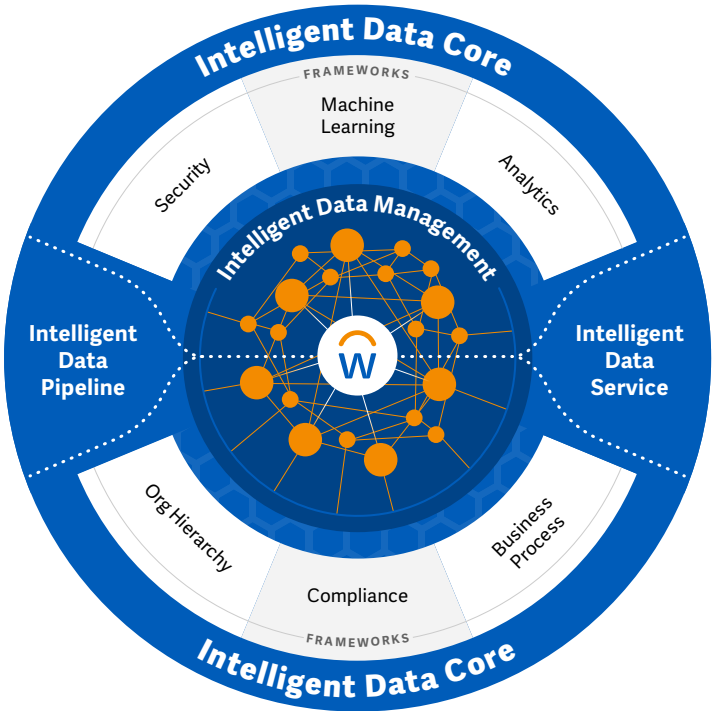
Because Workday is cloud-native and delivers constant innovation, we don’t have to worry about outgrowing Workday. This allows us to focus our efforts on growing our business, improving our margins, and scaling our processes, effectively evolving our company and organization faster and with greater agility.

Chris Garber
SVP, FP&A and Investor Relations, LiveRamp, Inc.

Intelligent data core.

Adaptability starts with data.

The intelligent data core combines external and internal data to create a unified source of truth for a decision-ready organization. It has three components: a pipeline for rapidly ingesting high volumes of data, a management capability that creates a single data brain, and data services that fuel unique data-infused experiences.



The three components of the intelligent data core provide a unified source of truth across all applications, empowering business teams to rapidly modify data models, reflect evolving requirements, and trigger automated processes—turning insight into decision and action.



Intelligent data pipeline. Rapidly ingests high-volume external data, transforms it, and maps it to Workday people and finance data, providing a source of truth for finance and HR. It leverages the unique IP of the Workday Prism Analytics engine and patented technology to automate mapping.



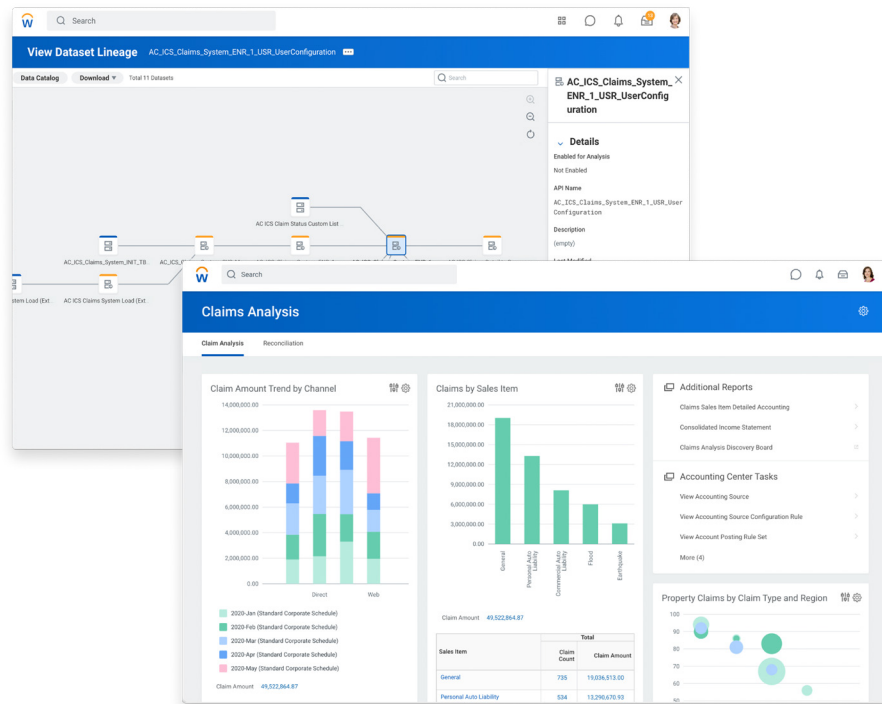
Intelligent data management. Blends outside data to objects within object memory services (OMS) in Workday, creating a consolidated hub of financial, HR, and operational data founded on a modern graph structure. Data in the OMS is adaptable, represented as a set of context-sensitive objects. OMS uses its highly scalable and extensible graph data structure to manage, secure, and represent the truth. This relieves constrained IT resources from managing data, and removes lag time associated with data synching, aggregation, and preparation.



Intelligent data services. Supports planning, execution, and analysis in Workday through composite, data-infused applications and solutions. Also unlocks capabilities in composite applications—from consolidated accounting and workforce optimization to vaccine management and test tracking, for example.

Workday Accounting Center

Leveraging intelligent data services, Workday Accounting Center ingests high-volume business events from multiple external finance and ERP systems into the intelligent data core. Workday Accounting Center transforms business events by removing errors and enriching records to generate rule-based accounting entries and instructions. These enriched entries are posted to the Workday general ledger. The result? A single consolidated view of all accounting transactions in one place, significantly simplifying reporting, management, auditing, and compliance.



Finance powered by the intelligent data core.

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Analytics is hugely important in terms of bringing together different sources of information from outside Workday and integrating them to give a more cohesive and rounded set of data to enable decision-making. That’s important as things change fast. We’ve used that to create dashboards and make data more visual. Having a visual dashboard in front of key stakeholders is a really powerful tool and it’s brought some immediate insights into our business.

Joel Ripley
CFO, Scottish Widows Schroder Personal Wealth Limited

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We are pumping more and more data into the platform so we have a single source of data. I think Workday is still the leader in this area in terms of the ability for users to access information in real time.

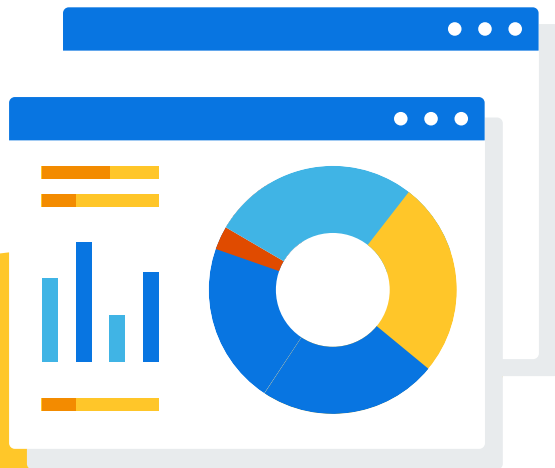
Shamim Mohammad
CIO, Carmax

Configurable frameworks.

Adaptability means rapidly changing operations and processes.

IT and business leaders are frequently frustrated by the inability to make quick changes and adjust business operations and processes in response to internal or external events or competitive moves. Workday addresses this issue head-on, supporting rapid change through completely configurable frameworks built on the intelligent data core.

Configurable frameworks are core to Workday Enterprise Management Cloud Platform. They are shared across applications and support self-service adaptability by business users. Configurable frameworks free up IT to innovate, and allow business users to change processes, adjust organizational and cost structures, and customize reports as needed—knowing that all changes are durable and auditable. Configurable frameworks in Workday enable business tasks, processes, and organizational and financial structures to run at scale and adapt when necessary. Security, privacy, policy, and governance are automatically applied with changes and remain through upgrade cycles.



Examples of configurable frameworks in Workday:

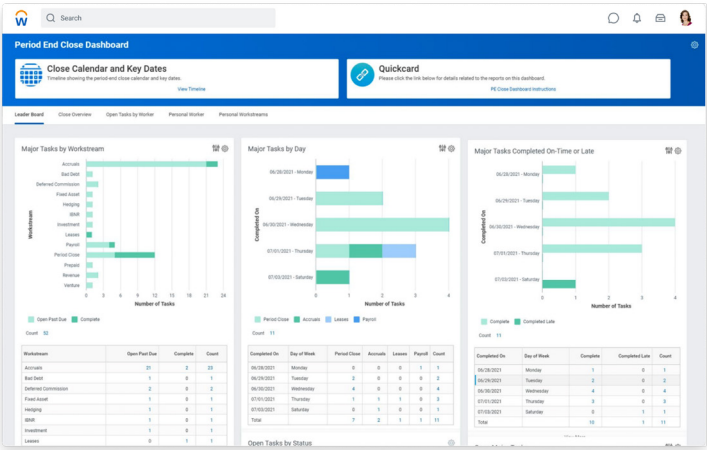
- **Business processes.** With more than 700 prebuilt business processes and the power to adapt them, business users can make process changes rapidly based on structures, roles, rules, or security policies.
- **Compliance.** Our compliance frameworks make it easy for business users and IT to adapt to changing compliance objectives. And with our true cloud service delivery model, all compliance-driven updates are released to all customers with no service disruption.
- **Security.** Configurable security defines relationships among users, roles, data, and capability access, continually building the trust foundation needed for business self-service and IT confidence.
- **Organizational hierarchy.** Business leaders have the flexibility to rapidly model changes, test downstream impacts, and deploy organizational and financial structure changes in minutes, not days—with full auditability.
- **Reporting and analytics.** Analysts and decision-makers can create new ways of exploring, visualizing, and collaborating on data.
- **Machine learning (ML).** Built into the core of Workday Enterprise Management Cloud Platform, ML can be activated by customers at any time.

Configurable frameworks enhance adaptability by:

- Reducing response time
- Providing a collaboration structure for IT and business
- Unlocking more resources for IT to innovate—rather than manage—ongoing operations
- Lowering overall costs for customization management

Streamline period-end close.

Finance needs to close books quickly to give everyone access to the latest actuals in real time. Workday configurable frameworks and the intelligent data core are key to achieving zero-day close. Workday provides a single source of financial data and configurable reporting and security frameworks so that finance can confidently manage period close data and spend more time focused on innovation, such as using machine learning to automate financial processes.



Period-end dashboard created using configurable frameworks.

“

The Workday product is incredibly configurable. We were able to streamline business processes and configure the system in a way that suited our unique business needs.

Gary Chung
 Vice President of Supply Chain Services,
 MGM Grand Paradise Limited

“

Workday allowed us to better communicate with our employees and do new things with compensation. We standardized processes and technology, which made a lot of different reporting—and reporting we normally wouldn’t have done—much easier.

Deb Hall-Lefevre
 CIO, Couche-Tard

Business-optimized developer environment.

Extend the value of core applications and processes with an open, interoperable platform.

Critical business platforms cannot stand alone—they must be open, interoperate with other systems, and remain extensible for building new capabilities. Yet, building integrations and net-new apps often brings additional challenges from separate middleware and app dev stacks.

Workday Enterprise Management Cloud Platform—with open APIs, Workday Integration Cloud, and Workday Extend—provides app developers with the business-optimized developer tools, integration services, workflow orchestration, and app lifecycle management capabilities to rapidly extend value.

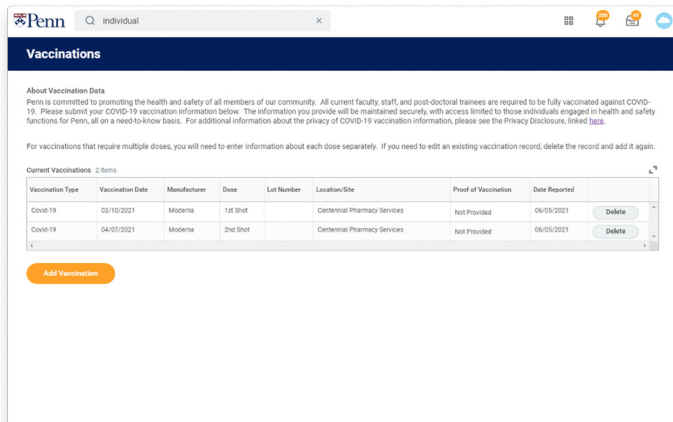


With its business-optimized developer environment, the open, extensible Workday Enterprise Management Cloud Platform helps IT teams:

- Build and maintain integrations between Workday and third-party systems more efficiently and economically, eliminating the need to manage separate integration middleware. Workday Integration Cloud is core to Workday, inheriting the system's resilience, security, durability, and manageability.
- Speed development of new digital business capabilities. Rapidly extend Workday data and processes with the core architectural principles of Workday Extend and its close proximity to Workday Enterprise Management Cloud Platform.
- Reduce complexity and costs by eliminating procuring and training on a patchwork of app development and deployment platforms.
- Create a consistent and streamlined user experience by combining the data and processes from Workday and third-party applications into the Workday interface.
- Provide expanding value through ecosystem innovation. To date, more than 250 new Workday Extend applications and thousands of prebuilt integration connectors are in production across Workday customers and partners.

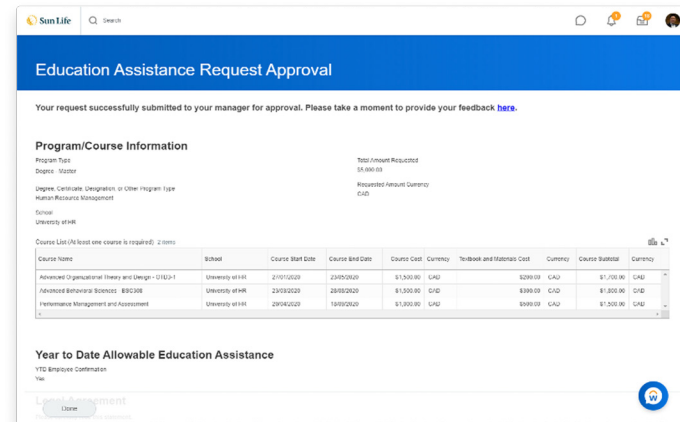
Vaccine management app.

In just 30 days, University of Pennsylvania used Workday Extend to build a vaccine management app. Within a week, the new app was accessed across devices by thousands of users to collect vaccine data in response to the university's rapidly evolving COVID-19 situation.



Employee educational assistance app.

At Sun Life, hybrid teams of IT and business members have used Workday Extend to rapidly build new apps and share capabilities, reducing time to value by 75 percent. Team-built apps include a popular app for requesting employee educational assistance. Sun Life consolidated point systems and automated offline processes, simplifying user self-service support while reducing IT overhead.



Custom apps powered by the business-optimized developer environment.

“

Workday Extend lets us utilize all the benefits of the core Workday architectural principles—taking our user experience, data harmonization, and security to the next level, and removing the reasons to operate outside of Workday.

Paul Wright
CIO, Accuride Corp.

Personalized, omni-channel experience.

Support employee engagement—wherever and however they need to work.

Increasingly competitive labor markets and mobile workforces make employee engagement a boardroom-level priority. With our adaptable business capabilities, you can support employees as they work, removing friction from processes and interactions and delivering a data-driven platform that listens, increases understanding, and personalizes the experience—helping to drive employee engagement and productivity. Leveraging the intelligent data core and ML, Workday Enterprise Management Cloud Platform surfaces personalized interactions using relevant reminders, intuitive wayfinding, and prompted task and process navigation.

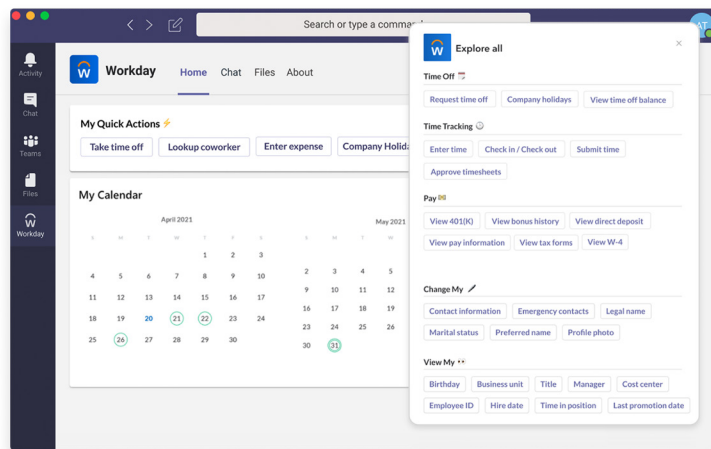
Workday supports web, mobile, and chat interactions and surfaces tasks, reminders, information, and nudges through digital workspaces and collaboration systems. All data stays in Workday, with access informed by an omni-present security model so every interaction is secure.

Furthermore, Workday uses data and ML as a foundation for understanding sentiment, enabling leaders to tailor programs and experiences as employee needs evolve.



Collaborative team environments.

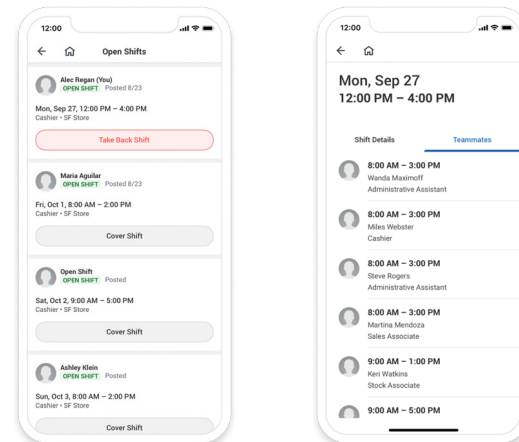
Workers spend more time in collaborative team systems, such as Microsoft® Teams and Slack. Workday can support regular worker and manager actions—such as time-off requests, expense approvals, and access to information—so employees can get questions answered and tasks done without disrupting workflows.



Workday for Slack, Microsoft Teams, and mobile environments.

Integrated mobile experience.

Our mobile experience is consistent with the Workday web experience. Our single native mobile app stays true to the Workday UI, and leverages in-app innovation such as biometric authentication (face ID, for instance), geofencing, and in-app notifications.



“

When putting in Workday, we knew that creating a system that gave our employees real-time, easy, intuitive access would improve their experience and help them better serve our customers. And we know that happy employees make for happy customers.

Karen Collins
Chief Talent Officer, Bank of Montreal

“

We needed something that was easy for our users to figure out and use. We have some hairy processes, but, with Workday, the majority of it is now ‘click, click, click,’ and you’re right there.

Robert Potter
CIO, Skookum

Close the acceleration gap.

Working seamlessly within your IT ecosystem, Workday Enterprise Management Cloud Platform is designed to close the acceleration gap, bringing adaptability and innovation to the management of your people and finances. Let Workday Enterprise Management Cloud Platform:



Activate

IT's transformation engine to increase innovation



Accelerate

business agility to grow faster



Ignite

employee engagement to create a highly adaptable organization

Want to learn more? [Contact us.](#)





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