



Innovation  
Series

# Balancing Business Continuity with Innovation

The solutions organizations need for  
continuity and uncompromised innovation.



workday®

The Workday logo, featuring a stylized orange and yellow arc above the word "workday" in a blue, lowercase sans-serif font, with a registered trademark symbol.

## Don't just survive change. Leverage it.

For the CIO and their IT organizations, recent years have been defined by change. Teams have had to manage crises that have stressed IT service delivery and highlighted processes and technologies that are ill-suited for new business models and evolving expectations.

However, change can be a galvanizing event for the CIO and their team because it presents an opportunity to lead the organization through disruption. With the right strategy, teams can build confidence in existing systems and processes while driving innovation, establish best practices for new scenarios and business models, and deliver the relevant data at the right time to the right people. All of these things elevate the role of IT and create powerful new alignment across the business.

To succeed, leaders need technology platforms that are built to maintain continuity in the face of unplanned spikes in demand, disruptions in resources, and new security threats—while they support continuous innovation.



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# 1

## The power to adapt.

Today, innovation and continuity demand a technology foundation that moves beyond the limitations of legacy enterprise resource planning (ERP) solutions to provide new levels of resiliency, elasticity, and agility. In other words, IT teams need technology with the power to adapt.

Workday delivers the power to adapt through applications and a technology platform that eliminate the digital barriers of legacy systems, helping to balance the need to ensure security, compliance, and availability with the need to create breakthrough business innovation, support new revenue streams, and increase employee productivity and engagement. Born in a digital era of constant change and adaptation, Workday has been tested and proven through thousands of deployments around the globe.

The Workday applications and technology platform balance continuity and innovation through five key elements explored in this guide, starting with a true cloud foundation.



# 2

## True cloud.

### A foundation for reliability, security, and elasticity.

Legacy ERP approaches require support for competing products, multiple versions, point releases, and mixed delivery models. Ensuring continuity in the face of all this distraction is difficult, if not impossible. The lack of focus places additional burden on IT to be available on standby to address fluctuating workloads, constant monitoring, and security maintenance.

In contrast to these approaches that stack separate solutions—and their maintenance—on top of each other, Workday is a unified cloud technology platform that combines the best possible scalability, elasticity, and observability. This foundation delivers new innovations without disrupting your operations.



True cloud architecture means that all Workday customers are on the same version and receive regular releases of new capabilities. As regulations and industry requirements change, or your own organization grows and evolves, so does Workday—and everybody in the Workday community benefits.

Workday continuously monitors the health of all Workday services through built-in observability that delivers real-time visibility into the performance of all Workday-distributed services. This ensures resources are applied strategically to keep you running at the performance you expect, whether it's anticipated based on historical patterns or new demand driven from world or local events. With automated, built-in capabilities for configuration management, key management, tenant-level supervision, and more, Workday continuously applies best-of-breed solutions to proactively pinpoint issues to deliver against the most rigorous service-level agreement (SLA) standards in the industry.

### Continuity through reliability, elasticity, and observability:

- Delivery against 99.7% uptime SLA and performance SLA with no notable exclusions
- 67% year-over-year transaction growth
- 96.3% of transactions in 1 second or less

## Managing continuous innovation.

As new Workday innovations are rolled out, customers always have access to the latest technology to help drive the business improvements needed to thrive. Biannual releases deliver major, fully tested improvements with minimal downtime, supporting a try-and-test process to preview before rolling into production. Over the course of a year, customers also have access to thousands of new capabilities that are inactive until activated.

Users can always leverage Customer Central—an optional, Workday tenant that's free and separate, and designed to simplify and centralize these processes. It provides a platform for customers to enrich tenants with Workday content offerings using the configuration catalog and to use tools to migrate data and configurations between tenants. Users also have access to a sandbox tenant of their own data—without PII data, ensuring security and privacy—to see how it's really going to work.

In addition to encouraging a more fruitful customer-Workday feedback loop, this approach gives customers time to prepare before new features arrive in production. They can then decide when to migrate into their production tenant according to their business needs.

**All of this gives customers the ability to empower their teams. They can let their business needs—not the limitations of their ERP system—dictate when to prioritize new innovations without worrying about continuity.**



## Continuous innovation without disruptive upgrades.

- The same Workday version so all users get all updates
- Weekly updates for automatic, continuous security improvements and minor updates
- Biannual major feature releases with limited downtime or IT support
- Automatic refresh of nonproduction tenant so customer configuration and production data is always current for testing, training, and more
- Persistent tenant to preview upcoming features and updates, giving customers months of time to test, plan for, and provide feedback on upgrades



# 3

## The intelligent data core.

The intelligent data core is the heart of the Workday system. It combines external and internal data to create a unified and trusted source of truth for confident, real-time decision-making. As new questions emerge, employees can drill down into the details and take immediate action—without worrying about stale or dispersed data. Because Workday locates data where planning, transactions, and analysis happen, users can always ingest, manage, and distribute data quickly, securely, and confidently.

### Plan, execute, analyze.

Being able to rapidly plan, execute, and analyze new strategies is key to guiding the business through disruption. This might mean capturing new sources of revenue, responding to supply chain issues, allocating resources to deal with inflation, addressing new market entrants—and many other scenarios.

What IT needs for all these challenges is a system that provides trustworthy insights in the right format at the right time, and the ability to quickly turn those insights into revised models and new plans. By embedding key financial, people, and operational data in a unified core and making that data readily available for planning and modeling at scale, Workday shortens planning cycle times and encourages greater collaboration in planning processes.



### **Integrate less, extend more.**

As finance, HR, and plenty of other business operations will tell you, complex system stacks and burdensome integrations are hallmarks of legacy ERP, and they can threaten both innovation and continuity. Workday avoids them.

With financial and people data connected in a unified core, your data governance and security stay intact and continuous as business changes. Fewer system integrations mean less maintenance when the business changes direction; as well, change and innovation can take place quickly, with dramatically fewer technical hurdles and demands on IT.

Using Workday Extend, our customers can create new applications and experiences. Workday Extend enables developers to build new application objects that extend the Workday object model to store, process, and secure new app data. It also enables app developers to extend security domains and business processes, resulting in innovative new apps and experiences for people and finance. These apps run alongside existing applications on the same technology foundation, leveraging a common user experience, one trusted source of data, and a consistent approach to security.

## **Workday uses data to its full potential by:**

- Ensuring a connected view of data through applications with interoperability, resulting in a unified view of the truth in the application or the ability for data to coexist with third-party applications
- Democratizing access to data with integrity by keeping data close to where analytics, reporting, and machine-learning-based decisions are made
- Driving rapid response to change and growth with agile planning processes that support continuous recalibration in the same system as transactions and analysis



# 4

## Avoiding the customization trap.

Legacy systems are often heavily customized because they weren't built to scale with change. Unfortunately, when an organization finds itself several generations down a customization path, its options can be severely limited—further adaptation becomes difficult, costly, or even impossible.

With a true cloud solution, the customization trap can be minimized. Workday replaces burdensome customizations with configurations, which take place quickly, require no hardware or software procurement processes, and are typically easier for IT and the rest of the business to manage.

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Workday configurable frameworks allow business users to change processes, adjust organizational and cost structures, and customize reports rapidly—freeing IT to focus on innovation while retaining security and policy durability at any scale.

### Highly configurable frameworks in Workday:

- Business processes
- Compliance
- Security
- Organizational hierarchy
- Reporting and analytics



# 5

## Security by design.

IT teams need to be ready for the next regional or global compliance mandate—and the next unexpected security vulnerability. They must also keep up with constantly evolving environmental, social, and governance (ESG) mandates; user privacy issues; and business, payroll, and other regulatory obligations.

Workday continuously supports emerging security and privacy regulations, often well ahead of deployment dates; for example, Workday was the first ERP vendor to fully support GDPR. Our configurable security and business process framework (BPF), as well as capabilities such as our data masking and data purge, enable organizations to rapidly respond to emerging regulatory requirements.

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Modern security depends on constant adaptation without lags in protection along the way. As you make changes in Workday, security keeps pace.

Workday also enables continuous delivery of innovations and proven fixes designed to keep all Workday customers one step ahead of the next security threat or compliance requirement. And configurable security built directly into the BPF enables companies to maintain security even after users change roles or leave the company.

The Workday security model is exemplified by our practices of “privacy by design” and “privacy by default,” which ensure that security is built in from the outset rather than bolted on, and system updates default to the most secure approach.

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Moreover, by keeping human capital management (HCM) and financial data at its source, the office of the CIO can ensure contextual security, always-on auditing capability, data governance, and complete compliance—with significantly reduced day-to-day intervention from IT.



# 6

## Elevating the employee experience.

Employees today have many ways of engaging with each other and their company. With remote working, distributed devices, and mobility as the default, the employee experience—and thus employee retention—depends on flexible companies and systems. As one of your business's most important resources, happy employees are key to meeting your organizational objectives as you move through disruption.

### Flexible experiences.

Because Workday application development is abstracted from the user experience, Workday is able to change its UI while providing a consistent user experience across applications, without refactoring application logic. As new frameworks and technologies emerge and work patterns change—such as a shift to remote work—Workday continuously adapts.

Whether employees interact with Workday via the mobile app or third-party applications such as Slack or Microsoft® Teams, the experience is intuitive and consistent.



### Understanding employee sentiment.

Delivering a positive employee experience in times of change and crisis is a huge driver of productivity, efficiency, and customer satisfaction. Supporting that experience starts with being able to measure the employee experience and understand how sentiment changes in response to disruptions. The Workday Enterprise Management Cloud Platform and Workday Peakon Employee Voice deliver a data-driven experience that listens, helping people leaders better understand employee sentiment and personalize the employee experience.

The result is that employees become elevated as stakeholders in business execution. This helps to increase organizational flexibility and agility for smarter decisions about how to best connect employees to their work, and enhance their physical and digital workspaces.

“

Because Workday is cloud-native and delivers constant innovation, we don't have to worry about outgrowing it. 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.”

**LiveRamp, Inc.**

<sup>1</sup>Workday, “Closing the Acceleration Gap Toward Sustainable Digital Transformation”; conducted in partnership with Longitude, a *Financial Times* company; 2022.

<sup>2</sup>Hewlett Packard Enterprise, “Getting the most from your data-driven transformation: 10 key principles”; Anthony Delli Colli and Janice M. Zdankus; 2022.

**74%**

**of HR leaders are not confident in their ability to elevate human performance through technology.<sup>1</sup>**

**83%**

**of executives articulated the need to be more data-driven compared to before the pandemic, in large part because of employee needs.<sup>2</sup>**

## Summary: the power to adapt.

Market changes, global disruptions, competitive pressures, and rapid technology innovations are shifting market landscapes faster than ever. This creates urgency as organizations look for technology that enables them to respond quickly, differentiate in crowded markets, and prepare for an uncertain future.

More than ever, CIOs must adopt strategies and technologies that can:

- Enable breakthrough business innovation and responsiveness to change
- Create flexibility to find and exploit new innovations, revenue streams, and related business outcomes
- Retain talent by providing a great employee experience with less friction and more engagement

The Workday Enterprise Management Cloud Platform is a proven, best-in-class technology that supports innovation, growth, and engagement while ensuring security, compliance, and availability. Workday has been proven through thousands of deployments around the globe and across companies of all sizes, needs, and starting points.

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## Master continuity and innovation.

Modern businesses need applications and systems built for continuity and innovation. Workday was built on this principle, and has helped thousands of companies to not only survive rapid change, but also to leverage it.

To learn more and get started, visit [workday.com](https://www.workday.com).



+1-925-951-9000 +1-877-WORKDAY (+1-877-967-5329) Fax: +1-925-951-9001 [workday.com](https://www.workday.com)

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