



Workday Success Plans

In today's changing world, it's easy for organizations to get caught in the acceleration gap—the place where your resources, skills and capabilities can't keep up with the accelerated pace of change. Workday Success Plans can help you close the gap with comprehensive expertise, support, and education at every stage of your journey with Workday; and embrace the opportunities that emerge during times of change.

Unlock the full power of Workday.

Workday provides you with options, whether you are looking to build a base understanding of Workday solutions or unlock the full power of Workday. All Workday customers benefit from a solid foundation for customer success. With robust online resources including customer collaboration forums, knowledge articles, recommendations and product learning series; plus global support and access to Workday Community, you have what you need to get started with Workday.

If you want to accelerate time to value and unlock the full power of your Workday investment, you can access additional tools, expertise, and resources with one of two subscription-based Workday Success Plans: **Accelerate** or **Accelerate Plus**. Both plans wrap a range of expertise, support, and education into a single, holistic package where you can consume what you need, when you need it. Workday Success Plans are designed to drive value at every stage of your Workday journey.

No matter where you're at, Workday Success Plans can help you achieve greater independence in growing with Workday.



When we first deployed Workday, we started at a basic Pinto level and had a plan that would bring us up to a Cadillac, but Workday kept releasing more features. We needed help keeping up with the rate of innovation and using the Cadillac we had. That's why we subscribed to Workday Success Plans.

Emilie Clark

Vice President of Talent Operations
Basis Technologies

Key Benefits

- Accelerate time to value and unlock the full power of your Workday investment
- Achieve greater independence in growing with Workday
- Deploy with confidence and drive value from day one
- Connect the dots between your business objectives and Workday's capabilities
- Accelerate productivity and efficiency, elevate skill sets and inspire your team
- Keep pace with innovation
- Focus on the road ahead, knowing we have you covered with support

Key Features

- Personalized, one-to-one guidance in-tenant for configuration and adoption
- In-depth, expert-led education and just-in-time learning on-demand
- Tools, reviews, and assessments through deployment and beyond
- One-to-one guidance on change management, analytics, reporting, testing and more
- Assistance in building and evolving your adoption strategy and planning and refining your governance and support model
- Global support and access to one-to-one Technical Account Management

Included
with all Workday Products

Robust online resources to get you started with Workday.

- Access customer support with contractual response times
- Connect and collaborate with the Workday Community
- Benefit from customer collaboration forums, knowledge articles, and product learning series

Accelerate Plan
builds upon Included

Deploy with confidence, accelerate productivity and expand your Workday know-how with access to comprehensive expertise, support, and education.

- Access personalized one-to-one configuration and adoption guidance in-tenant from Workday experts—helping you work faster, not harder
- Elevate skill sets and inspire your team with in-depth, expert-led education and just-in-time learning on-demand
- Drive value from day one with a range of tools, reviews, and assessments through deployment and beyond

Accelerate Plus Plan
builds upon Included
and the Accelerate Plan

Drive value through deployment and beyond with premier, custom technical and strategic guidance, where Workday acts as your thought partner at every turn.

- Access one-to-one guidance throughout your Workday journey on change management, testing, analytics, reporting and more
- Build a roadmap tailored to your goals, define and manage a governance plan and refine your support model for ongoing success
- Minimize disruption and have peace of mind with one-to-one Technical Account Management that helps you solve issues before they arise

Connection and Engagement	Included	Accelerate	Accelerate Plus
Collaborate, spark ideas, and share challenges with peers through Workday-facilitated small-group sessions, Workday Community, and more.			
Community Access	•	•	•
Workday Rising Passes		•	•
Collaboration Crews		•	•
Education and Learning	Included	Accelerate	Accelerate Plus
Access robust, on-demand training and education that enables your team members to expand their Workday expertise like never before.			
Workday Pro - Exam Fee Waiver*	•	•	•
Learn On-Demand		•	•
Workday Administrator Library		•	•
Product Overview Trainings	•	•	•
Production Preparedness Series (Webinars)	•	•	•
Feature Release Reviews (Webinar)		•	•

* Based on customer eligibility

Self-Guided Tools	Included	Accelerate	Accelerate Plus
From change management to testing and adoption kits, access self-guided tools and resources on the go.			
Usage Monitoring	•	•	•
Adoption Kit		•	•
Testing Guidance Kit	•	•	•
Change Management Guidance Kit	•	•	•
Additional Tenant			•
Feature Accelerator Library			•
Expert Guidance and Insight	Included	Accelerate	Accelerate Plus
Enjoy direct access to personalized, one-to-one advice in a variety of areas through deployment and beyond. Set yourself up for success with expert guidance that helps you connect the dots between your business objectives and Workday's capabilities.			
Governance Planning			•
Support Models Workshop			•
Strategic Planning			•
Feature Adoption Assessment		•	•
Feature Adoption Workshop			•
Ask-an-Expert		•	•
Accelerator Webinars (live experts)		•	•
Feature Accelerator Coaching			•
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		•	•
Deployment Review and Assessment Steer Co Updates			•
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.			
Functional Review		•	•
Program Management Guidance			•
Testing Guidance			•
Change Management Guidance			•
Analytics and Reporting Guidance			•
Operational Success			•
Technical Guidance			•
Health Checks			•

Technical Account Management	Included	Accelerate	Accelerate Plus
Get technical expertise when you need it with Technical Account Management.			
Event Management			•
System Health Insights			•
Incident Management			•
Operational Reviews			•
Live Service Availability/Root Cause Analysis Reviews			•
Additional Alerts			•

Support	Included	Accelerate	Accelerate Plus
Rest easy with support available globally 24x7x365 at all severity levels.			
Workday Support (24x7 P1, 24x5 P2-P5)	•		
Workday Support – Accelerate (24x7 P1-P5)		•	
Workday Support - Accelerate Plus (24x7 P1-P5)			•

With the extended expertise, support, and education from Workday Success Plans, you can accelerate time to value, achieve greater independence, and unlock the full power of Workday. No matter where you are on your Workday journey, we have a Success Plan that is right for you. [Learn more.](#)



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