



Workday Success Plan Accelerate

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.

While all Workday customers benefit from a solid foundation for customer success, with subscription-based **Workday Success Plan Accelerate** you can deploy with confidence, accelerate productivity and enable your team members to expand their Workday expertise like never before.

Designed to support your success.

The **Accelerate** Plan provides personalized, one-to-one guidance, expert-led education and more to help you accelerate time to value and unlock the full power of your Workday investment. Accelerate wraps a range of expertise, support, and education into a single, holistic package where you can consume what you need, when you need it and is designed to drive value at every stage of your relationship with Workday.

- 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 kits and deployment stage reviews through deployment and beyond
- Identify product feature adoption opportunities that align to your business objectives with detailed tenant assessments
- Focus on the road ahead, knowing we have you covered with comprehensive support available globally 24x7x365 at all severity levels

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 comprehensive global 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
- Tenant assessments designed to identify opportunities for feature adoption
- Kits and deployment stage reviews through deployment and beyond
- Support available globally 24x7x365 at all severity levels

Connection and Engagement

Collaborate, spark ideas, and share challenges with peers through Workday-facilitated small-group sessions, Workday Community, and more.

Collaboration Crews: Share, brainstorm, and connect with peers in Workday-facilitated small group sessions.

Community Access: One-stop, single-sign-on hub where you can access Workday learning and knowledge, perform critical business tasks for managing your goals with Workday, and engage with your peers and Workday experts.

Workday Rising Passes: General admission to Workday Rising. Connect with peers, learn about our latest innovations and get your questions answered by Workday experts.

Education and Learning

Access robust, on-demand training and education that enables your team members to expand their Workday expertise like never before.

Feature Release Reviews (Webinar): Engage and interact directly with Workday's product management team in live webinars, prior to the bi-annual release of new features. Get your questions answered live and save time on understanding new functionality.

Learn On-Demand: Unlimited access to on-demand, just-in-time learning via short, topic-specific videos and job aids. Solve on-the-job challenges swiftly and achieve greater independence as you learn and grow with Workday.

Product Overview Trainings: Short, product-specific videos available on-demand give you a foundational understanding of your Workday product and how to get started.

Production Preparedness Series (Webinars): Set yourself up for success in production with webinars designed to help you navigate your first few months on Workday and plan your support model.

Workday Administrator Library: On-demand, self-paced learning for Workday administrators. Expand on learnings from classroom training with interactive courses designed to boost your Workday knowledge.

Workday Pro - Exam Fee Waiver: Exam fee waiver for Workday's accreditation program for customers who want to develop the highest standard of Workday knowledge.

Self-Guided Tools

From change management to testing and adoption kits, access self-guided tools and resources on the go.

Adoption Kit: Improve self-sufficiency for your managers and employees and boost end user adoption with just-in-time job aids, videos and templates for common self-service tasks.

Change Management Guidance Kit: Navigate change and maintain end user engagement with foundational advice via self-service resources and materials available on Workday Community.

Testing Guidance Kit: Test and roll out new features with confidence, using on-demand testing templates and concise supporting materials that help you successfully plan and execute testing.

Usage Monitoring: Gain visibility of how your end users are using and adopting Workday, with monthly usage insights delivered directly to your inbox.



Workday Success Plans gives my teams guidance that grooms independence and confidence with Workday. This has helped our teams work efficiently and has made life easy for me as their leader.

Ann LaPorte

Vice President, Human Resources
Ziegler Inc.

Accelerate

Expert Guidance and Insight

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.

Accelerator Webinars (live experts): Elevate skill sets and inspire your team with live and on-demand webinars designed to grow their expertise and boost confidence in managing Workday. Discover product features, learn best practices, and understand the why, when and how of feature adoption.

Ask-an-Expert: Help your team work more efficiently and productively with direct access to personalized, one-to-one guidance in-tenant for configuration and adoption, demonstrations of products you own and more.

Feature Adoption Assessment: Prescriptive tenant review to identify product feature adoption opportunities that align to your business objectives.

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: Access deployment guidance at key points during deployment with reviews and assessments that ensure you are leveraging Workday's leading practices and collective expertise gained from prior successful deployments.

Optimization Packages

Optimization Packages can help with fixed scope packages that provide personalized guidance.

Functional Review: In-depth tenant assessment designed to identify opportunities to optimize your configuration in a selected product area, boost operational efficiency and improve end user experience.

Support

Rest easy with support available globally 24x7x365 at all severity levels.

Accelerate Technical Support (24 x 7 P1-P5): Access to technical support 24x7x365 for all issue severity levels (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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