Application Management for Workday
Rise and Shine: Get more from your Workday solutions
Most organizations now have access to the tools they need to become more agile, more efficient and more competitive. They can engage customers and employees through social and mobile solutions, and they can better understand their performance through analytics. And while that may make every business a digital business, it doesn’t guarantee success. What’s needed is a clear understanding of what is possible and the skills to turn vision into reality. What’s also needed is the ability to manage the digital capabilities to drive long-term success. Enter Workday and Accenture.

We’ve designed our leading-edge Workday capabilities around a single goal: to help our clients get more from their Workday investment than they ever thought possible—from day one to the end of the application lifecycle. On top of strategy and implementation services, we offer application management services that aim to ensure the value of Workday solutions keeps on coming.

Create something extraordinary

Even though Workday’s SaaS solutions are flexible, economical and easier to use than traditional systems, operational challenges may arise. Releases need to be managed. Upgrades need to be kept up-to-speed. With Accenture’s proven application management services, our clients can not only run faster, smoother, smarter and more economically than ever before, but also know that the long-term value of their Workday investments are never compromised.

Our tailored services for Workday include:

Core Services
Application development and maintenance. We do it all: incident and problem management, configuration, integration, conversion, reporting, tenant maintenance and security. From updating personnel and organizational structures to standardizing processes to managing dashboards, analytics and reports, we continually optimize our clients’ solutions to make sure they have the business agility they need, when they need it.

Optimization Services
Assessment and Strategy. Effectively managing Workday applications requires a deep understanding of an organization’s objectives, requirements and stakeholder expectations. It also calls for a well-defined strategic plan that aligns with the organization’s business and technology imperatives. Accenture strategy specialists help you create the vision and leadership needed to drive ongoing value from your Workday investments. We recognize that a strong and active governance framework is critical to an effective long-term, relationship. We work with our clients to build the governance capabilities that are necessary to maintain the right level of accountability and control.

Release Management. When Workday announces new software updates, Accenture is the go-to source for assessing the impact, as well as architecting, configuring, prototyping, testing and deploying the update.

Change Management. We develop communications and training to help workforces make sure they are ready for the new release.

Additional Services
We can boost Workday solutions with business process transformation (such as recruiting campus solutions), advanced analytics, mobile solutions and social media integration. As one of the world’s leading business process outsourcing (BPO) providers, we are more than ready to assume responsibility for the management of any Workday-enabled Finance or HR process.

The Accenture Workday advantage

Accenture is a trusted business ally to our clients, helping them get the most from their investments. In doing so, we offer:

Application management experience. For more than 20 years, we’ve provided deep industry experience in more than 40 industries to our clients in 50+ countries around the globe. Today, some 60,000+ professionals support more than 1,000 clients worldwide.

Cloud leadership and innovation. With 8,000 SaaS professionals around the world, we bring business smarts, deep industry experience, and proven strategy and technology leadership to clients. To date, we have worked on more than 13,000 cloud projects in 50 countries, and have led hundreds of successful enterprise SaaS implementations.

Leading Workday capabilities. Accenture has more than 600 dedicated Workday professionals, located strategically around the world. They hold more than 900 Workday certifications. To date, we have deployed approximately 1,600,000 Workday seats globally, in 20 languages, for clients in more than 100 countries. Additionally, we’ve tripled our Workday practice headcount and opened five Workday delivery centers, which give us the flexibility we need to ramp up or ramp down resources, as needed, cost effectively.

Global reach/Local delivery. Accenture’s “industrialized” approach to delivery comes from developing repeatable processes and robust structures to make sure our clients get the best service. With our Global Delivery Network—which makes up the largest and most diversified group of management consulting, technology and business process outsourcing professionals in the world—resources are there when our clients need them—locally and within our extensive network of centers around the world.

A startup’s passion/A leader’s resources. Even though we have one of the largest Workday practices in the world, we operate much like a startup. It allows us to be nimble, focused and passionate about results. Better yet, we have the power of Accenture’s full set of skills and global resources at our disposal.

Accenture's delivery assets and Intelligent Tools help speed migration to the cloud and help organizations achieve business results faster.

Our tools include:

- Accenture Client Enablement for Workday
- Accenture Implementation Guide for Workday
- Accenture Release Management Services Suite for Workday
- Accenture Business Process Design Accelerator for Workday
- Accenture Rapid Configuration Suite for Workday
- Accenture Payroll Reconciliation Accelerator for Workday
- Accenture Conversion Suite for Workday
- Accenture Integration Suite for Workday
- Accenture Systems Diagnostic for Workday
Accenture helped a leading security services company consolidate more than 100 global human resources systems into a single cloud-based system of record. The Workday solution—across more than 50 countries and for more than 60,000 end users—helped increase the consistency of information and business processes to improve usability, agility, flexibility and cost-effectiveness. Following the successful implementation, Accenture took on responsibility for the ongoing development and maintenance of the Workday solution with nearly 80 percent of the company’s employees and locations now using Workday.

Accenture helped a leading global financial services firm migrate their HR systems from its existing custom-developed, inflexible platform to Workday to lend flexibility to the firm’s HR function and maximize business value. By transitioning to the new HR IT platform, the company was able to improve talent and performance management, reduce operational risks associated with earlier manual processes and achieve necessary future scalability. Accenture continues to provide application management services to help optimize and integrate new functionality—helping the client gain the full value from their Workday investment.

Accenture is positioned in the "Winner's Circle" in HfS Blueprint Report: Workday Services 2015

Optimize Your Workday

Accenture tailors its Workday application management services to address our clients’ priorities. Some of the most common benefits we deliver are:

**Business agility.** We help clients address business changes and marketplace volatility by continually optimizing their human capital management and financial management applications in the cloud.

**Long-term value.** Our holistic approach to application management takes into account our clients’ goals, strategies and processes to make sure the Workday solution is always giving them what they need—and often, more than they thought possible.

**Performance improvements.** We boost the responsiveness, efficiency and productivity of finance and human capital workforces in two ways: by facilitating easy access to information, applications and work processes; and by simplifying and unifying those processes on an ongoing basis.

**Better insights/Faster decisions.** With better access to reliable data, analytics and insights, leaders can make better, faster decisions to drive their organizations forward.

**Cost savings.** We can help reduce application management costs by simplifying processes and leveraging the Accenture Global Delivery Network.

**Confidence.** We are a global leader when it comes to SaaS, cloud and Workday management. By leveraging our SaaS delivery assets, tools and methodology, business leaders can more accurately predict (and manage) their costs.

Accenture has been ranked one of the top three outsourcing providers in the world for eight of the last nine years by the International Association of Outsourcing Professionals (IAOP), including five consecutive years as the #1 provider.

Accenture’s Intelligent Tools. Accenture’s proven methodologies and tools help reduce risk and ensure that solutions run smoothly. They include benchmarking and assessment tools, automated testing tools, accelerators, a comprehensive methodology for delivering implementation and application management services, as well as industry-specific solutions that include configuration workbooks, process flows, and testing and training documentation. For example, the Release Management Services Suite can reduce the time required to analyze the organizational impact of integrating new Workday functions and for planning regression tests by more than 50 percent. As well, the Accenture Solution Factory for Workday brings our industry, function and technology skills together with deep knowledge of Workday.

With these capabilities at their disposal, clients can shift their own resources to focus on more strategic initiatives.
Contact Us

Accenture has a team of advisors that is poised to help your organization manage and improve the business benefits from your Workday applications. Accenture welcomes the opportunity to learn about your goals and discuss how we can help you.

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About Accenture

Accenture is a global management consulting, technology services and outsourcing company, with approximately 336,000 people serving clients in more than 120 countries. Combining unparalleled experience, comprehensive capabilities across all industries and business functions, and extensive research on the world’s most successful companies, Accenture collaborates with clients to help them become high-performance businesses and governments. The company generated net revenues of US$30.0 billion for the fiscal year ended Aug. 31, 2014. Its home page is www.accenture.com.