The Cloud HCM Playbook for

Successful Workday Application Management and Integration

Gartner research shows that only 9% of CHROs agree that their organization is prepared for the future of work[1]

The cloud HCM market is growing

According to market reports[2], the global cloud HCM platform market is expected to grow to ~$26.5 billion by 2023, up from ~$20.1 billion in 2018. While North America remains the largest adopter of cloud-based HCM platforms, growth and demand in EMEA and APAC are rapidly increasing with organizations of all sizes seeking to adopt modern cloud HCM solutions. In APAC, increasing regulatory pressure on businesses to digitize operations is further driving accelerated cloud adoption.

NelsonHall predicts[3] that in the next five years:

- Cloud HCM platform adoption among small and medium businesses (SMBs) will steadily increase
- More than 90% of large enterprises with legacy, on-premises HR platforms would have transitioned to the cloud
- All cloud HCM platforms will offer an open platform approach to enable the adoption of integrated third-party solutions
- Augmented, conversational analytics will replace traditional analytic reporting methods in HCM
- All platforms will leverage embedded AI, ML, and NLP to enable a conversational HR experience, driving closer toward “zero UI” and mobile-first/only UX

Top priorities for HR leaders

Organizations recognize that workforce is their greatest asset. Effectively managing employee expectations, skills, knowledge, and experiences, can help to deliver business value. However, business leaders and CHROs are faced with a continuously evolving global environment and new technologies. They need to ensure that their technology investments are primed and protected to meet future requirements.

According to Gartner[4], the top five priorities for HR leaders in 2020 include:

1. Building critical skills and competencies
2. Strengthening the current and future leadership bench
3. Incorporating organizational design and change management
4. Driving digital business transformation
5. Enhancing employee experience

The global humanitarian crisis rendered by the pandemic reinforces the urgent need for organizations to focus on their people. Businesses are looking for an HCM enterprise software that is ready to meet new requirements quickly. The biggest need is to help employees deliver on their goals with minimum disruption to productivity and experience.

Why a cloud-based HCM

Unmatched advantages

The unmatched advantages offered by the cloud have accelerated the adoption of cloud HCM across both large enterprises and SMBs. Key advantages include:

- Lower TCO: It is a pay-as-you-go model and no investment is required for hardware
- Regulatory compliance: Helps businesses to be compliant with local rules and regulations like taxation, labor laws, minimum wage rules, medical benefits, etc.
- Automatic upgrades: Software is updated automatically without impacting speed
- Supports global requirements: Enables global organizations to host information related to local rules and regulations, right down to the last form and policy
- Improved employee engagement & experience: Enables employees to access HR & payroll-related information easily, from any location and through any device (mobile, desktop, etc.)

Supporting remote work with cloud HCM in the pandemic era

Several reports have indicated that even after a vaccine, a full return to workplaces will be highly unlikely. Therefore, the need to invest in technology and skills to enable people to work remotely will be imperative. A cloud HCM platform will help to navigate change in the pandemic/post-pandemic era.

A pulse survey conducted by Brandon Hall Group[5] in April 2020 on 'Managing Remotely During Disruption' revealed the following:

%	Extremely challenging/ challenging functions during COVID-19
61%	Adjusting business operations
50%	Employee engagement & productivity
50%	Impact on the suspension of business travel
49%	IT adjustments to expand remote work
47%	Meeting customers' needs & answering questions
45%	Continuation of scheduled learning and development with VILT and eLearning versus in-person training
43%	Meeting employees' needs, answering questions
42%	Job candidate interviewing

%	Challenges that can be addressed with improved technology
50%	Assessing employee well-being
48%	Deliver adequate training sessions and hours
43%	Interview and screen new talent
42%	Create learning content in a timely fashion
41%	Assess employee engagement
40%	Continue competency and skill development
36%	Onboard new talent

%	Technology readiness for increased remote work (4 or 5 on a 5-point scale)
78%	Payroll
47%	Workforce Management (T&A, scheduling, employee self-service/ helpdesk)
41%	Learning technologies
39%	Wellness/well-being
36%	Employee self-service/help desk
36%	Onboarding
34%	Hiring (Recruitment marketing, sourcing, screening, candidate management, video interviewing)
19%	Talent Management (Performance management, recognition/ engagement, career development, succession planning)

Cloud HCM platform goals

2020 has ushered in a new era of remote work that brings new challenges. Is your HCM platform meeting your expectations?

YOUR CLOUD HCM CHECKLIST-1

Use this checklist to evaluate if your cloud HCM platform is meeting your business expectations

Cloud HCM platform business goals	Your inputs here
Will it deliver cost-efficiency?	
How much technical debt will be reduced from legacy systems?	
What is the measurable improvement in productivity, efficiency?	
How will it support new business models?	
How well can it leverage analytics, improved UX?	
Is the platform scalable to support geo expansions?	

YOUR CLOUD HCM CHECKLIST-2

Use this checklist to evaluate if your cloud HCM platform is ready to meet the new expectations triggered by the pandemic

Cloud HCM platform goals to meet pandemic-induced work conditions	Your inputs here
How well can the platform support business continuity?	
Can it sustain and enhance employee experience in the current business, economic, and health climate?	
With the current distributed workplace, can the HCM application help to reduce compliance risk?	
Can it deliver on-demand, analytics-driven insights for a global, distributed, and remote workforce?	
Is the platform built to address the needs of the future of work?	
Is the platform built for a virtual delivery model with touchless support?	

Organizational readiness

Whether it is enterprises looking to transition from on-premises, legacy systems or SMBs planning to adopt a cloud HCM platform, a careful evaluation of organizational readiness is imperative. This will ensure that the investments are aligned to the long-term goals of the business and ROI is assured.

YOUR ORGANIZATIONAL READINESS ASSESSMENT CARD

Use this assessment card to check your organizational readiness for cloud HCM

What to check	Capture responses from your business, HR, and technology leaders
What are the business expectations?	
Does the cloud cost model support your business case?	
Do you have SMEs to steer governance, transition, and adoption?	
Are all functions demonstrating readiness – business, operations, and people?	
Does HR leadership understand the best practices of HCM implementation?	
Has the future state been articulated in detail?	
Have the employee needs been analyzed in detail?	
Do you have the right HR technology skills within your HR team?	
Are formal training programs in place for quick adoption by employees?	
How robust is your change management strategy?	
Do you have a clear measure of implementation/integration success?	

Workday HCM – helping customers to adapt and thrive in a changing world

Workday is a leading provider of cloud applications for finance and human resources and has incorporated blockchain, ML, and analytics in its products. Businesses need to attract, retain, and develop great talent. They will also need to reskill their people, develop new operating models, and maximize productivity from anywhere. Workday cloud-based HCM helps to achieve all this and more.

- Gartner has named Workday leader in its Magic Quadrant for Cloud HCM Suites for 1,000+ Employee Enterprises (September 2019)[6]
- NelsonHall has identified Workday as a Leader in the Mid/Large Market Focus market segment[7]. This market segment reflects Workday's ability to meet future client requirements as well as delivers immediate benefits to HCM technology clients in the mid and large company markets
- The company's solutions have been adopted by thousands of organizations worldwide and it enjoys a 97% CSAT rating maintained over twelve straight years[8]

Workday's cloud-based HCM software offering includes:

- Core HR
- Talent Management
- Compensation
- Benefits
- Absence Management
- Recruiting
- Payroll
- Time Tracking
- Prism Analytics
- Adaptive Insights
- Learning

Selecting the right Workday integration & AMS partner

Workday integrations and maintenance are highly complex and need deep experience and technical capability. Selecting the right partner is the key to the success of the cloud HCM project and to realize measurable ROI.

YOUR WORKDAY PARTNER ASSESSMENT CARD

Workday integration/AMS partner capabilities checklist	Input your evaluation here
Be recognized by Workday as a 'full-fledged services partner' and/or 'trusted global Workday Application Support partner. This means the partner has deep functional expertise and technical knowledge. • Has certified Workday consultants • Has worked with leading enterprises and across domains • Is an active member of the global Workday community • Demonstrates in-depth knowledge across various Workday modules and Workday services • Has demonstrated a comprehensive and industry-proven approach for application support and maintenance activities • Can identify transition risks and recommend a mitigation plan	
Has a strong global delivery model and global Workday support experience	
Has a strong understanding of the HR function and processes	
Has a proven track record of successful integrations	
Has demonstrated clear ROI in each phase – implementation/integration, testing, data migration, & AMS	
Can offer touchless support services to address safety concerns of COVID-19	
Should be recognized by global analysts	

Six reasons why you should outsource your Workday AMS

In-house maintenance of the application will require a dedicated and skilled team adding to the burden of cost. Workday Application Management Services goes beyond helpdesk or break-fix support. Even after implementation/integration, it requires an expert approach to ensure that the application runs to its full efficiency. Here are six reasons why you should outsource your Workday AMS.

1 Focus on your business: With a dedicated and expert partner for your application management, you can focus on your business without having to worry about updates, releases, break-fixes, or the reason for breaks. Most importantly, you don't have to worry about keeping a dedicated in-house team at a fixed cost, irrespective of the number of tickets.

2 Continuous optimization: Your AMS partner will look for opportunities to enhance the value of Workday deployments to align with your evolving business needs.

3 Keep pace with knowledge & insights: An expert AMS partner will provide regular updates on the product roadmap, along with best practices through training programs and best practices.

4 Flexible pricing: You can pick a pricing plan based on your needs and budget. This way you are paying only for the number of tickets and support hours that your business needs. The support plan can always be scaled up or down to protect your business. This is especially important in today's highly dynamic environment.

5 Systematic & swift reporting: Swift reporting and analysis of issues in addition to routine reports and dashboards.

6 Update and Release Management: Dedicated Workday certified consultants will help to update new features, understand the update/release, and their impact on your business configuration.

Hexaware – your trusted global Workday support partner

Hexaware is a leading world-wide Workday application support partner for HCM, offering best-in-class services for enhancing the Workday lifecycle. We fulfill the most important criteria of an integration and AMS partner with the following strengths and capabilities:

- Trusted global Workday support partner
- Certified Workday consultants
- High customer satisfaction index
- Workday Center of Excellence (CoE)
- World-class Workday consulting experience
- Experience in report & integrations factory model for Workday deployments
- Cross-trained consultants with HR functional experience and product knowledge
- Consultants with deep technical skills in Java, web services, and XML

Numbers that speak

- 600K+ employees supported
- 30k+ tickets resolved per year
- 3.5k+ Workday integrations built
- 1K+ business processes
- 6k+ Workday reports built/ supported
- 300+ enhancements delivered per annum
- 110+ countries supported
- Ver 14-33 updates

Supporting Workday services across all stages

Phase 0	Phase 1		Support	Phase 2
Consulting	**Implementation**		**Application Support & Maintenance**	**Phase 2**
Scoping Study	Scoping & Requirements	Business Process Configuration	Transition to Production Services	Additional Country Rollouts
Comparison of HCM Cloud Products	Green Field Implementation	Integrations using Workday Studio, EIB & Cloud Connect	Version Updates	New Functionality Implementation in Existing Modules
Workday Product Functional Walkthrough	Deployments	Data Migrations	Monitoring, Security	New Modules Creation, Change Requests
Roadmap Formulation	*Phase 1 Implementation provided by Prime partners	Reporting	Mass Data Loads	Support (L1, L2, L3)
Recommendations		Functional Support	End-to-End Support Services (L1, L2, L3)	
		Manual & Automated Testing		

Hexaware best practices for Workday integration

Implementation / Additional roll-outs

1. Multiple prototype sessions with the customer
2. Regular touch base calls with the customer
3. Code Review checklist for integrations, reports, BIRT
4. Project governance
5. Refer to the community for collaboration
6. Detailed cut-over plan
7. Improve user experience through self-service
8. Adoption of innovative solutions
9. Mobile enablement
10. Change management
11. Training and documentation
12. Usage of comprehensive test cases

Integration

1. Selecting the right data source for reports
2. Usage of calculated fields vs XSL
3. Align BPs to integration needs
4. Standardize naming conventions for integrations and reports
5. Involve payroll vendor early in the phases of the project
6. Usage of Hexaware's integration repository
7. Deciding on Agile or Waterfall model for integration development
8. Usage of Test Case repository

Support and maintenance

1. Post Refresh checklist
2. Usage of security matrix
3. Usage of ticketing tool and tracking SLAs using dash boards from ticketing tool
4. Uptake features from Workday updates
5. Increase self-service adoption
6. Provide permanent fixes
7. Automation of business processes
8. Automation testing
9. Maintaining the Known Error database
10. Integration dashboard for monitoring of failures, with automatic notifications

Data migration

1. Multiple rounds of data conversion
2. Assess data quality
3. Collaborative data mapping activities
4. Convert historical data only as needed
5. Convert only regulatory requirement data
6. Usage of automated data conversion tools

Managing risks

1. Communicate in advance
2. Establishing project governance
3. Frequent communication between the customer and the project team

Checklist for go-live

1. Cut-over checklist
2. Migration checklist
3. Code Review checklist

Leverage business and technical benefits with Hexaware

Business benefits

1. Flexible support models (Fixed, Pay-as-you-Go, Shared Service)
2. Reasonable/low cost for high quality (meets Client's IT budgets and project expectations)
3. Proven global Workday expertise in delivering high-value business impact across Phase 1 and Phase 2

Technical Benefits

1. Hexaware's solution accelerators/tools to efficiently deliver Phase 1, Phase 2 & Application Support
2. Holistic application maintenance, integrations factory models for deployment, reports, new modules development, support (L1, L2, L3) for all modules of Workday (3,500+ Workday integrations built and 6,000+ Workday reports built/supported)
3. Workday certified consultants with deep domain expertise & technical skills in Java, Web Services, XML

Why Hexaware

Flexible support models: Managed services, co-support model, pay-per-use (starts as low as $4,400 per month)

Solution accelerator tools: Code reusability, data loading, data migration, integration, reconciliation, automation testing, RPA automation platforms

Committed savings: 30% across the service spectrum

High Customer Satisfaction Index: Rapid transition to support, SLA-based delivery

Hexaware Workday Center of Excellence

Solution center

- Solution Definition
- Proof-of-Concept
- Estimation tools
- Solution Templates

Learning Center

- Training KT/ Methodology
- Workday Certifications
- Knowledge Management: K-Portal
- WD- Community participation

Delivery Project Center

- Best Practices
- Estimation Models
- Re-usability
- Audits & Reviews
- Customer Value Adds

Technology Lab

- Tools & Templates
- Solution/ ideation
- Project Support
- Demo- Functionality

Assured ROI

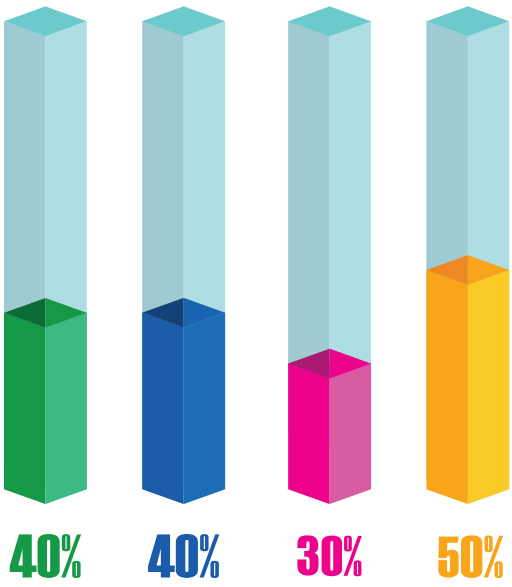
Integrations /Implementations

- Integration Strategy
- Requirements
- Design
- Test and Migration

INTEGRATION FACTORY Code Reusability

CWA Configuration Workbook Automation

MLT Multi Language Translator



SERVICES SPECTRUM

Testing

- Testing Strategy
- QA Testing - Functional/ Integration Testing
- Data Validation Reports

ITAA Test Automation Tool

AMS

- Managed Services
- Shared Services Model
- Co-support Model
- Version updates

MPAT Payroll Data Reconciliation

D2 Loader Mass Dataload

RPA Automated Business Process

*Typical Cost Savings through our Offerings

Data Migration

- Integration Migration Approach
- Functional /Data Mapping
- Data Extraction, Validation & Reports
- Testing Support

CloudMorphy Data Migration Tool

Global analyst recognition

- Forrester: Hexaware positioned as Contender for Workday Implementation Partners, 2019
- Gartner: Hexaware mentioned in Gartner Market Guide for Workday Services, 2019
- HFS Research: Hexaware mentioned in the High Performer Circle in Workday Services Blue print, 2018
- NelsonHall: Hexaware named Leader for Workday Services in Cloud-Based HR Services Report 2017

What would you like to do?

Send me your case studies	Please write to: **marketing@hexaware.com**
I would like to see the full list of your AMS services with pricing plans	
Visit the Hexaware-Workday website	Please write to: **https://hexaware.com/workday-support-services/**

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[1]Gartner research shows that only 9% of CHROs agree that their organization is prepared for the future of work
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[2] Global cloud HCM platform market
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[7]NelsonHall has identified Workday as a Leader in the Mid/Large Market Focus market segment
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[8]Workday enjoys a 97% CSAT rating maintained over twelve straight years.
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About Hexaware

Hexaware is the fastest growing next-generation provider of IT, BPO and Consulting services. Our focus lies on taking a leadership position in helping our clients attain customer intimacy as their competitive advantage. Our digital offerings have helped our clients achieve operational excellence and customer delight. We are now on a journey of metamorphosing the experiences of our customer's customers by leveraging our industry-leading delivery and execution model, built around the strategy - Automate Everything®, Cloudify Everything®, Transform Customer Experiences®. Hexaware services customers in over two dozen languages, from every major time zone and every major regulatory zone. Our goal is to be the first IT services company in the world to have a 50% digital workforce.

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