



Why You Need the Benefits of the Cloud Now

A Guide for IT Leaders





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Cloud Architecture Matters

As the CIO, it can be challenging to adopt agile ways of working. The cloud is where to start.

In our rapidly changing global environment, the operating climate for business is complex and shifting more quickly than ever before. In response, companies and organizations are reimagining all aspects of their operations with the goal to drive efficiency and revenue while establishing resiliency and gaining [organizational agility](#). Natural disasters and far-reaching crises such as [COVID-19](#) are acute examples of sudden changes that increase operational complexity—exponentially. While every functional leader must think differently in a time of sudden, unpredictable, and multidimensional change, the greatest impact of these changes falls on the CIO and their IT organization.

In a time where the difference between continuity and failure depends on organizational agility, we believe the value proposition offered by the cloud has never been more compelling. Before 2020, the definition of success with “digital transformation” and “IT innovation” brought forth a wide array of strategies and focus areas across different stakeholders. However, most business leaders now believe that in order to execute innovation fundamentals and digital transformation across the organization with agility, you must start by being brilliant at the basics.

Let’s explore what we mean by being brilliant at the basics. Rapid and iterative digital innovation can only take place on a reliable, scalable, and secure foundation—a resilient IT core. And moving your IT core to the cloud is the fastest and most proven way to deliver a resilient IT core at scale. The cloud is fundamental to business resiliency in a rapidly changing operational climate, and to establishing a foundation for organizational agility and iterative digital innovation.

Workday was founded on the principles of providing agile business applications in the cloud for people and finances, delivered with continuous innovation and an exceptional customer experience. We’ve architected Workday based on cloud principles that support ongoing technology innovation. And we’ve established [true SaaS operating principles](#) that ensure our customers’ experiences are best in class. It’s because of this basic promise—cloud innovation and customer service excellence—that Workday customers have been able to pivot their business operations in the face of remarkable change, and remain resilient and agile enough to quickly reallocate their people and finances now and into the future.

As CIOs and other technology leaders contend with where to focus their organization’s resources to ensure they are set up for resiliency in times of unprecedented change, this guide will help you better understand how innovation starts with the basics, and details the ROI of an IT core enabled by true cloud.



Core Business Systems Built for Agility

With our architecture modeled on the principles we call the **Power of One**, our customers can plan, execute, and analyze seamlessly across their people and finances, enabling them to react faster to change.

The value of the cloud for business resiliency and organizational agility starts with architecture. Workday delivers core business systems built on a cloud architecture designed for change. It starts with a foundation for scalability and resiliency based on true **cloud multi-tenancy**. From there, Workday has architected a highly adaptable object data model with business logic separated from technology dependencies through **metadata**. This means that Workday business functionality can continuously adapt and expand. It also means that underlying technologies can continuously evolve without any regression or replatforming required. And, along with the highly scalable and adaptable cloud foundation, Workday has an unwavering commitment to the architectural principles of the **Power of One**.

With one source for data, one experience, one security model, and one community, we're able to innovate faster while meeting the highest security standards and delivering an unmatched customer experience.

With our architecture modeled on these foundational principles, our customers can plan, execute, and analyze seamlessly across their people and finances, which enables them to react to change faster. The Power of One also means we can focus our innovation investment on a single cloud service rather than across an array of disparate application architectures and versions, maximizing ROI for our customers. With all customers on the same version of Workday, no one is left behind.

Reliable Service from a Trusted Partner



One Platform



Business Process Framework



Object Data Model



Reporting and Analytics



Security



Machine Learning






Integration Cloud

Having Insights to Drive Faster Decisions

Find out what “instant ROI” can look like when machine learning is applied to information that comes from a trusted, always up-to-date data model.

Your organization collects a lot of data—about your people, finances, and operations. Blending those data sources, making sure the information is accurate, visualizing implications across data sources, and turning it all into actionable insights can be challenging, if not unattainable, unless you can leverage one source of data across all your systems. At Workday, having one source for data across all of your critical business assets is core to our architecture.

It’s because of this principle that our customers can react to changes and pivot their plans quickly. Workday surfaces insights across financial and human capital plans and operations and supports blending data from Workday Human Capital Management and Workday Financial Management with non-Workday operational data through Workday Prism Analytics. It does this all securely in the cloud. From there, our customers can:

-  Rapidly pivot across plans
-  Analyze results of actions and initiate new actions
-  Feed that data back into continuous planning models to enable timely ad hoc analysis

Customers can do all of this without launching complex and time-intensive IT analytics projects that burn through scarce resources.

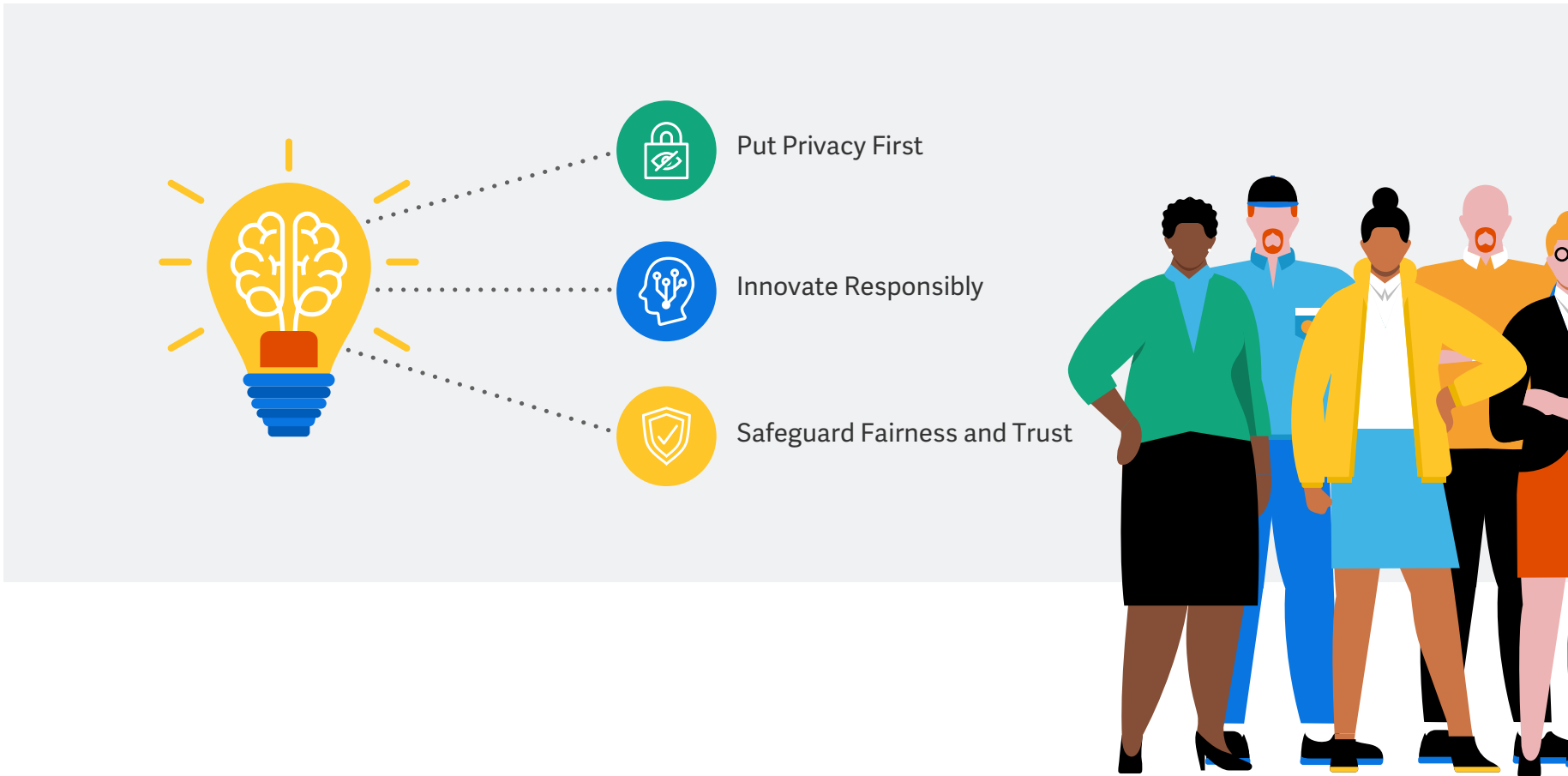
And the benefit of having one source for data significantly increases in value as machine learning (ML) services are architected in the Workday cloud and leveraged across all Workday products. With ML operating across a single source of high-quality, high-veracity transaction and decision data, Workday is able to turn data into predictions and greatly increase the value of human judgement. Since Workday is based on a true cloud architecture, we can apply data use transparency and trust across all our customers by explaining, via the Workday Innovation Services agreement, how we use data in machine learning. With Workday Innovation Services in the cloud, customers can choose to opt in to providing data to enhance ML services when they decide they are ready to receive the benefits.



With ML, our customers can deliver insights and predictions to the business leaders who need them most, securely and in real time, to better keep up with our changing world. With machine learning built into the Workday cloud architecture, there is no additional technology infrastructure needed and our ML technology can start adding value to your business immediately.

The benefit of the Innovation Services agreement is that it acts as a virtuous circle, a flywheel of **innovation**: once a customer opts in, they can benefit right away from the improved decision-making empowered by machine learning, all while feeding more information into the system so that ML can get even “smarter” and add even more value. This is what real-time ROI looks like.

Human Judgement



One Experience to Keep Your Employees Engaged

Especially in times of change, it's more important than ever to keep employees informed. With Workday, you have the ability to quickly update and constantly develop your entire workforce.

Workday is designed to continuously deliver an engaging, intelligent, and consistent experience that's fueled by innovation. As mentioned previously, with all Workday customers on the same version in the cloud, everyone benefits from every innovation, on every channel—from web to mobile to conversational user interfaces, such as Microsoft Teams, Slack, and other collaboration tools. Workday leverages machine learning to curate unique experiences for each user, providing everything from guidance in career development to answers to HR and payroll questions. Workday also supports personalized content designed to support employee journeys starting with new-hire onboarding to preparing for big life events, and everything in between.

For finance, Workday leverages ML to help increase efficiency through anomaly detection and process automation, freeing workers from rote manual processes so they have more time for strategic efforts to drive the business forward. Predicting what people want, providing quick access to what they need, and streamlining processes helps save time and stress so your people can lead more productive work lives, grow their careers, and increase their impact on the business.

Especially in times of change, it's vital to keep employees informed. With Workday, you have the ability to update your entire workforce quickly. You can pivot to new learning experiences, rapidly curate and distribute company announcements through a variety of mediums and channels, and simplify real-time access to vital information. This holds true for all

employees—whether on-site or remote, they'll receive important updates seamlessly through a unified, intuitive experience modeled after the consumer internet.

For IT, keeping employees informed in times of change can be quickly implemented using Workday core services, productivity tooling, and frameworks in the cloud. This is secured by a single configurable security model and deployed at scale without any additional infrastructure investment or impact on system resiliency or performance—another example of cloud ROI.



The Security You Need, the Data Privacy You Trust

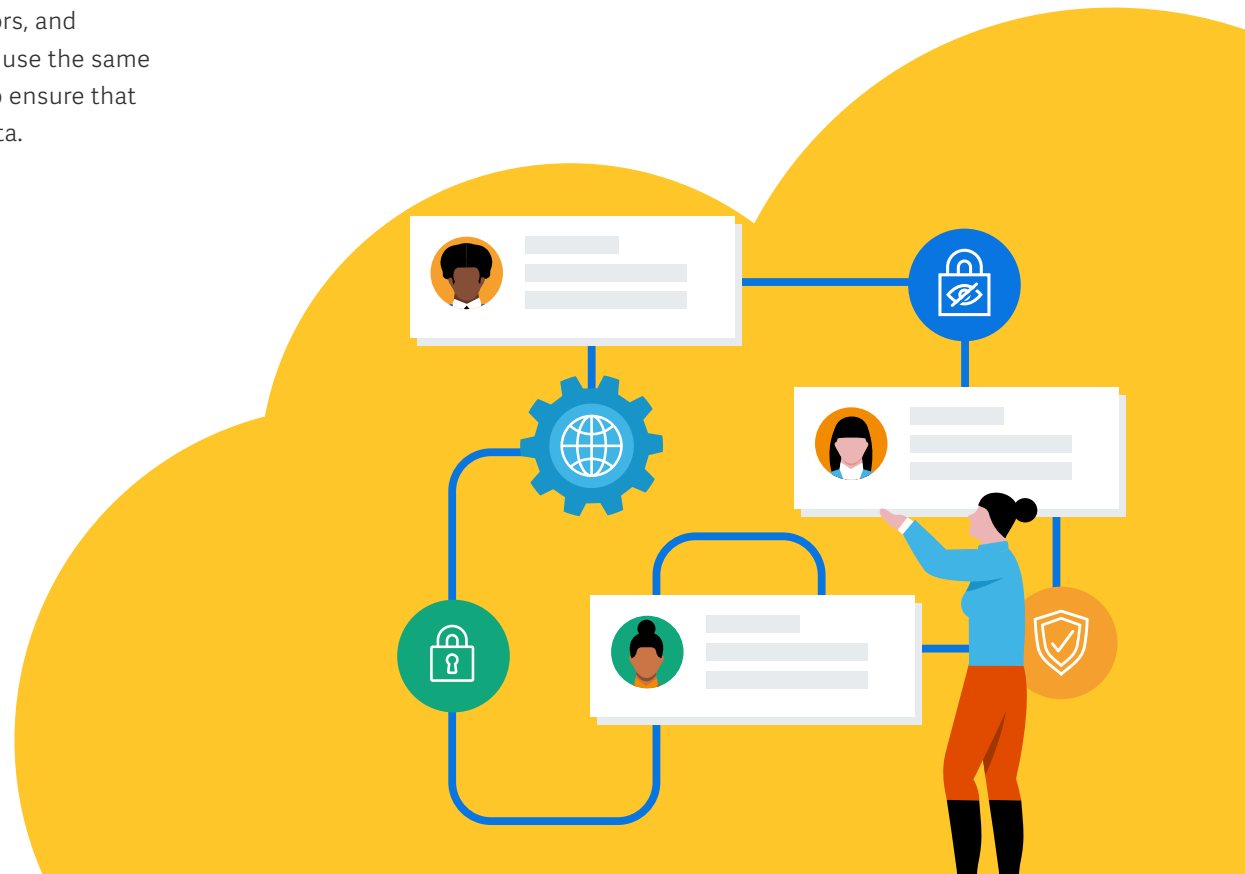
With every customer on the same version, any security updates are immediately available to all customers—no one is left behind.

Central to the Workday architecture in the cloud is our single security model—critical to how we continuously ensure the security of our customers' data. This model enables us to deploy security at scale, across all Workday services, and ensures that security improvements for one customer benefit all customers. Our smaller customers in less-regulated industries can realize the benefits of the investments we make to meet the needs of our largest, more-regulated customers.

One of the tenets of strong security is simplicity. Workday achieves simplicity by extending the single security model to all data, transactions, integrations, business processing, and applications. All end users, administrators, and systems accessing Workday through its UI, APIs, and integrations use the same access model. This streamlines administration, making it easier to ensure that the right people and entities have the right access to the right data.

The single access model also mitigates the risks associated with administrative “backdoor” access that might be present in legacy applications.

As Workday develops and delivers new application features and updates, security is integral to our continuous delivery process. Workday applies automated security testing as an integral part of our continuous delivery pipeline. With every customer on the same version, any security updates are immediately available to all customers—no one is left behind.

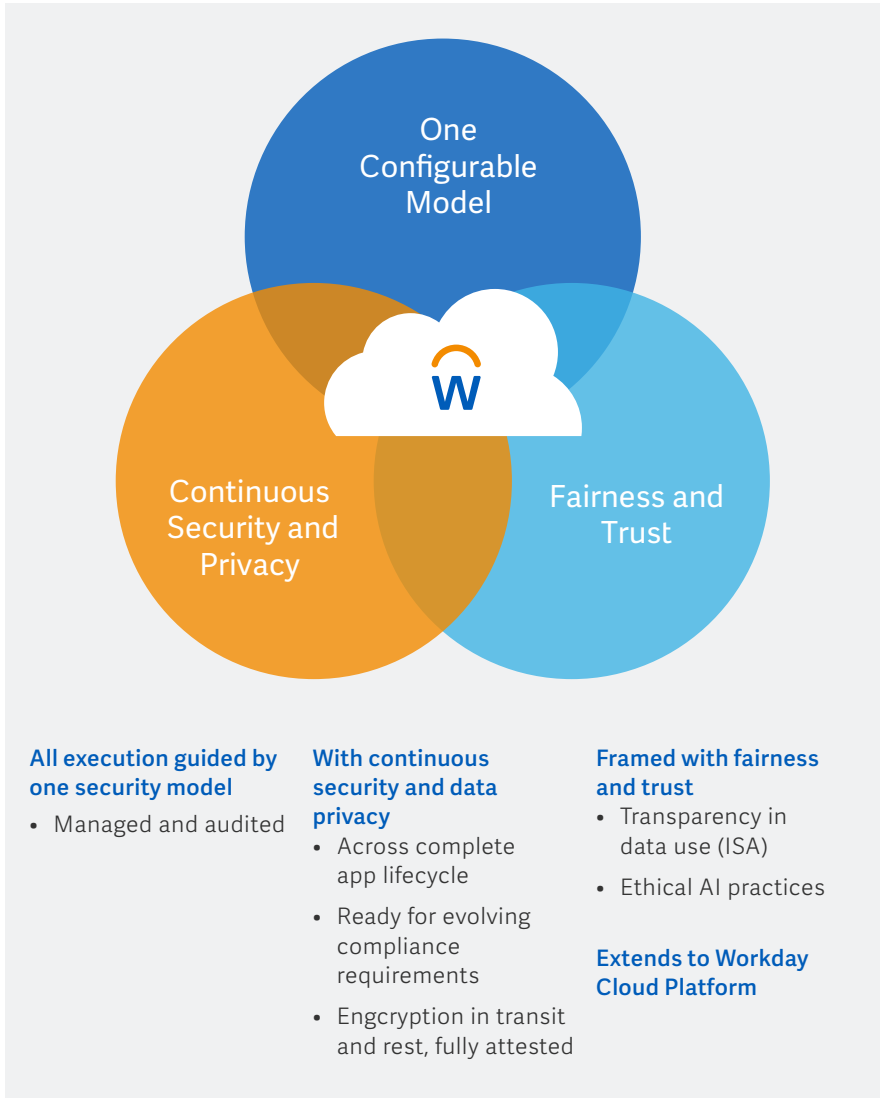


A single security model also means that we consider all customer data to be sensitive and encrypt all customer data at rest. Audit capabilities are integrated into the fabric of our applications, enabling Workday to have pervasive, always-on auditing for all customer data.

And, business processes exist *within* Workday, not outside of it—allowing for a complete and continuous level of audit coverage. Other solutions frequently use bolted-on audit capabilities that are limited to a subset of customer data and can be bypassed, creating headaches for auditors.



Privacy By Design



One Community, One Service Experience for All Customers

IT organizations can leave the heavy lifting of ensuring reliable, scalable service delivery to us, and focus on ensuring business value and end-user satisfaction.

While innovative cloud architecture ensures that Workday can deliver business applications that drive insights and enable organizational agility, ultimately it's the service delivery experience that enables customers and the IT organization to attain optimal ROI from cloud investments. The value of software-as-a-service in the cloud is maximized when customers can leverage their investments in the service across their organizations at scale, reliably and securely, and have the ability to test and apply innovations (at their own pace) in ways that deliver rapid value.

With Workday and our cloud operating model, all customers participate in an active community where they can share best practices, learn from the efforts of their peers, and continuously provide feedback to Workday via conversations and Brainstorms—where customers interact directly with us on desired enhancements—to make Workday even better.







Reliable Service from a Trusted Partner



Workday Community is a vibrant channel for two-way engagement between us and our customers.

Via Workday Community, we:

-  Continuously and transparently communicate our service availability and performance
-  Set our commitments to planned maintenance a year in advance so that customers have maximum predictability
-  Provide an array of resources (such as the COVID-19 [information center](#)) for change management and feature adoption
-  Regularly engage customers in early adopter and design partner programs to shape the future of Workday innovation

IT organizations choosing the cloud can focus on configuring Workday for use efficiently and effectively across the organization, extending Workday to fit unique business processes or operational needs without replatforming or upgrading, and can optimize user satisfaction through training and self-service. In other words, IT organizations can leave the heavy lifting of ensuring reliable, scalable service delivery to us. With Workday, you can accelerate the realization of ROI by focusing your efforts on secure capability adoption for organizational agility, not infrastructure operations, and that's a fundamental value of the cloud.

Learn more about Workday cloud architecture at: workday.com/en-us/pages/it.html





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