



## ***GO LIVE IS DAY ONE***

Converging forces may propel many businesses to rethink how they extract long-term value from their Workday environments. Post go-live, is it time to look at next-generation managed service operating models?

Cost-constrained, risk-consumed, and talent-crunched, many businesses are rethinking what comes next after undergoing a Workday-enabled transformation. When the pace of change was less dynamic, they would often turn to their internal support teams to maintain their new cloud applications. Or, if their internal capacity was insufficient, they would look to a third-party provider to augment their staff in a cost-effective way, engaging them to perform routine tasks such as addressing user queries and managing tickets. But these options don't always address today's reality in

which technology, talent, and risk forces are colliding. Few support teams have the capacity to uptake releases on a regular cadence. And the traditional cost-focused application managed services (AMS) model doesn't bring the industry experience and business process knowledge necessary to embed continuous innovation and agility into the constant evolution of human capital, supply chain, financial management, risk and tax functions. This gap between cost-control and value-creation has given rise to next-generation Operate services for Workday. ➤

## SHIFTING TOWARD VALUE

Multiple forces are converging to move the market toward Operate services, a new type of value-focused managed services. As outlined in a recent article by [Harvard Business Review Analytics](#), these forces include the urgency of digital transformation, the difficulty of bridging talent gaps, and the importance of complying with increasingly rigorous regulations in areas such as tax, legal, and cybersecurity. These dynamics are likely to intensify with the rapid ascent of AI, including Generative AI, and the need for greater automation.

Many companies are finding themselves caught in the crosshairs of this convergence. They may have successfully gone live with Workday only to discover that they underestimated the staffing and skills needed to make the most of its semiannual releases. Others may be surprised to find that maintaining their legacy system versus their new cloud platform requires different skills. While their support team may be comfortable maintaining an on-premise application,

about customization and development, it may be ill-equipped to optimize a cloud application, which is about configuration and release uptake. And, still others may find it challenging to keep pace with industry trends in financial management and HR, which may require intelligent automation, deeper insights, or new types of reporting.

A new dynamic approach to managed services is needed to navigate this complex landscape. Operate services fulfill this need by taking traditional AMS to the next level. Building upon a foundation of essential maintenance services, Deloitte's Workday Operate services focus on achieving value-based business outcomes that help enable organizations to run more efficiently and with greater agility. While the shift from relatively static maintenance engagements to new business-oriented dynamic partnerships is occurring across technology platforms, Deloitte's robust Workday Operate services open up a host of new opportunities for organizations seeking to optimize their Workday investments.



## EVOLUTION TO OPERATE. WHERE DOES IT FIT?

Deloitte meets clients wherever they are on their journey, helping them move beyond traditional outsourcing models into a world focused on outcomes, where they operate with agility and control.



### Traditional Outsourcing

- Goal is highly focussed on cost and labor arbitrage
- Narrow and static in scope
- Transactional in nature
- Non strategic
- Could easily be automated



### Operate

- Goal is outcome-oriented, innovation driven solutions
- Solutions are broad and dynamic in scope
- Focussed on strategic, mission-critical areas of the business
- Highly collaborative
- Flexible access to hard-to-source talent and tech know-how
- Underpinned by automation, insights, and ecosystems



## EMBEDDING CONTINUOUS ADVANTAGE

Deloitte's Workday Operate services help embed continuous advantage into client operations by combining hard-to-source domain and industry talent, technology, and transformation know-how. The emphasis is on delivering business outcomes while providing the creative spark for helping to enable organizations to innovate continuously, accelerate growth, and manage risk with confidence. Deloitte's Workday Operate services have six key outcomes:



### Health check

A Health check provides a holistic view of your current Workday solution, including the support model. It assesses how Workday is supporting your strategic objectives with an ultimate focus on identifying opportunities for driving further value across the business.



### Rapid stabilization

Reducing time to the business-as-usual state post go-live is essential for realizing value from a Workday transformation program. Deloitte Workday Operate teams can quickly guide companies to a steady-state phase through effective transition management and defined service-delivery processes.



### Periodic release adoption

Due to staffing shortages and skill gaps, many businesses forgo implementing Workday's optional releases, instead choosing only to implement mandatory updates. This can leave a huge amount of value on the table. Deloitte Workday Operate teams help organizations to seize that value by establishing a cadence for release uptake, impact analysis, regression testing, and collaboration with the business.



### Business value enablement

Deloitte staffs its Workday Operate teams not only with Workday-certified practitioners but also industry-specific human capital and finance talent. These teams are well-equipped to support operations as well as undertake new developments and releases — all focused on enhancing the user experience and driving business outcomes.



### Continuous evolution

Deloitte's Workday Operate teams provide innovative solutions to the business through the latest cloud functionality and other leading technologies, including proprietary tools for AI-enabled testing and process automation.



### HR process support

A comprehensive post-go-live administrative and operations support service for any Workday Human Capital Management (HCM) module, including payroll, benefits and recruiting. Ongoing support allows businesses to make the most of their Workday investment, with constant innovation and advisory support



While emphasizing next-generation AMS, Deloitte's Workday Operate services still cover the full spectrum of outsourced maintenance. Through a comprehensive service-delivery model, Deloitte Workday Operate teams can help in-house IT staff to manage tickets and service level agreements (SLAs) more effectively. In addition to fixing defects, Deloitte Workday Operate teams bring leading practices for enhancing process efficiencies, improving productivity, decreasing incidents, lowering work volumes, and reducing costs. Wherever organizations are on their journeys, Deloitte can meet them there, helping them to move beyond traditional outsourcing models into a world focused on outcomes, where they can operate with agility and control.

## VALUE ENABLEMENT LEVERAGING TOOLS AND ASSETS

Deloitte's tools and accelerators enhance the quality and speed of delivery. Using real-time insights, tenant analysis, and optimization recommendations, these tools optimize your investment in EERP by Workday now and in the future



### Value Automation Insights

- Our Selenium based test automation framework will focus on minimizing manual testing effort while **Clients can focus on transformation activities**
- **Deploy automation bots** to perform automated testing, test monitoring, status reporting
- Collaborate and **continuously enhance and maintain the automated scripts** per test cycle based on additional scope and functionality

100+

Pre-built library of standard automated scripts



### Workday Insights (Workday Insights Tool)

- Drive **insight-based simplifications** powered by *SimplrOps* and monitor data health and identify optimizations with *DataPulse*
- **Comprehensive analysis report** highlighting significant impacts from new feature functionality easily reportable in PDF or XLS
- Regression test plan with **detailed readout of impacted changes** by module, level of effort estimation, and complexity

50%

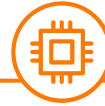
Reduction in release management effort



### Data Pulse/Process Pulse (Workday Operate Tool)

- Data Pulse is a **validation and reconciliation tool** designed to mitigate the data and system issues by improving the quality of the tenant data
- Process pulse is a one stop shop that provides **real time** information on process performance, configuration and failures screen
- It helps in reducing manual efforts up to 30% and saves 365 hours of efforts per financial year per client. estimation, and complexity

- ✓ Data Analysis & Insights
- ✓ Process Heatmaps
- ✓ Email Notification and AUTO Ticket Generation



### OperateEdge

- Deloitte's proprietary IT Operations Management platform drives greater insight and automation into effectively managing enterprise IT operations and **enhanced operational dashboards**
- *OperateEdge* complements service delivery approach, using AI/ML capabilities to drive **greater insight and automation into all activities** associated with effectively managing enterprise IT operations

- ✓ Transition Management
- ✓ Delivery Standardization
- ✓ Operational Excellence
- ✓ Automation & AI

## UNDERSTANDING THE DELOITTE DIFFERENCE

Value-enhancing Workday Operate opportunities come in many forms. Maybe it involves applying bots to accelerate the financial close process. Or, perhaps it is about analyzing HCM processes to identify what needs to change to improve user adoption. Or, it could entail saving money by fully leveraging Workday Supply Chain Management Software (SCM) for Healthcare to automate source-to-pay and implement mobile inventory processes. Regardless of where an optimization opportunity may lie, Deloitte has the depth of Workday experience and industry know-how to help organizations go beyond the fundamentals to embrace a new "operate" mindset. Deloitte's Workday Operate model has several distinct features for helping organizations turn managed services into an engine for value realization:

- **Proactive versus reactive.** Deloitte Workday Operate teams seek to get ahead of concerns before they arise and bring ideas to the business and IT team. Taking a proactive approach is key to progressively reducing defects and incidents.
- **Industry specialization.** Deloitte's industry specialties span healthcare, higher education, government, consumer products, financial services, risk/tax, and more. Thus, Deloitte Workday Operate teams are well-equipped to identify opportunities to improve the user experience and achieve efficiencies across the business as well as within IT.
- **Data-rich analytics and insights.** From dashboards to predictive planning, Deloitte has developed a suite of capabilities that can deliver outcome-oriented intelligence to drive smarter, faster decisions.
- **Trends perspective.** Through scale and collaborative ecosystem relationships, Deloitte can see what potentially lies ahead in markets and suggest vendor product road maps.
- **Continuous innovation.** Deloitte helps organizations stay on the leading edge via an end-to-end, integrated delivery model and proprietary tools and accelerators.
- **Strategic advisor.** Drawing upon its industry experience and multi-disciplinary capabilities across finance, HR, supply chain, tax, risk, and more, Deloitte delivers keen insights and actionable advice to unlock business value.



While application stability and reliability remain important, many support/sustainment organizations may be under pressure to do more. Deloitte's "Operate" services are designed to do that, with differentiators that provide a bridge from transactional sustainment to collaborative enhancement.

#### OPTIMIZATION REIGNS SUPREME

Deloitte Workday Operate services can help companies realize the next level of value from their Workday-enabled investments regardless of where they presently are in their transformation journeys. In the end, finding the right collaborator post go-live can mean the difference between continually gaining advantage and steadily falling behind. In the new world of outcome-focused "Operate" services, cost is no longer the main factor in making a selection. It is a matter of who has the expertise, skills, commitment, and propriety tools to help the organization get the most out of its Workday platform from day-one onward.

## Deloitte Sustainment Labs

Participating in a sustainment lab is one of the best ways to understand what Deloitte's Workday Operate Labs can do for your business. These labs are working sessions that discuss your current and future state, identify cloud sustainment needs and gaps, define the initial sustainment organization, and outline next steps. Throughout the session, our skilled facilitators will help you envision what success looks like post go-live in terms of support, governance, people, process, and technology. The main take-away is a roadmap for transforming IT operations to drive innovation, reduce maintenance cost, and increase quality of deliverables.

### "Go live" is day one

**Empower enablement**  
**Achieve ROI**  
**Focus on core competency**  
**Expand and scale business**  
**Improve employee experience**



#### Application management services

Keep your HCM, SCM, FIN platforms running smoothly, securely, reliably, and cost-effectively—day in and day out.



#### Release management

Evaluate, deploy, and adopt new features and functionality to support your ongoing cloud releases.



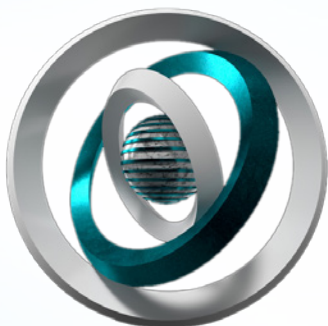
#### Health checks

Rapidly gain insights into your system by assessing modules with Deloitte-certified teams, tools, and accelerators.



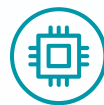
#### Phase X deployment

Increase and grow your platform with new module implementation.



#### M&A/divestiture

Minimize the disruption of workforce integration and dissociation after transactions.



#### Continuous innovation

Post go live continuous evolution - Shifting Focus towards Value Focused Operate



#### Workday road map

Make the migration to hybrid and multicloud environments and plan the most effective and sustainable road maps for transitions, go-live, and beyond.



#### Geographic expansion

Effectively enter/expand into new markets from regulatory, cultural, tax, talent market, and other perspectives.



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