



## **HIGHER EDUCATION OPERATE SERVICES FOR WORKDAY**

Operate to innovate and advance your school's mission with Deloitte

Leveraging Workday's ever-evolving GenAI and agentic AI features to streamline processes and create a more modern experience.

As higher education institutions accelerate their adoption of Workday to drive modernization and transformation, many quickly discover that managing a cloud platform is a fundamentally new game—one that demands agility, foresight, and a willingness to embrace rapid change. The cloud is not static; it's a living, evolving environment—especially now, with the emergence of agentic AI reshaping what's possible.

To thrive in this new landscape, institutions must move beyond legacy mindsets.

Success now hinges on adapting to a faster release cadence, automating manual processes, and streamlining governance to seize new innovations as they emerge. Effective vendor management is no longer a check-the-box activity—it requires ongoing engagement, transparent communication, and vigilant monitoring of SLAs to ensure you're getting the value you expect. In this environment, what happens after go-live is every bit as important as the implementation itself, if not more important considering these systems typically evolve over 10-15 years and outlast the people that originally deploy them. ➤

The reality: most organizations will live with their systems for a decade or more. The actions you take in the first few years will define your trajectory for years to come. Without a clear roadmap for adopting new Workday releases and integrating agentic AI, or a robust change management program to drive alignment and adoption, you risk falling behind. And with staffing constraints more acute than ever, strategic reskilling, upskilling, and targeted resource augmentation are essential to avoid stagnation and unlock future value. This is where Deloitte can help you lead, not just keep up. Our comprehensive Operate solution for higher education goes far beyond traditional application management. We offer release enablement, process optimization, governance acceleration, and change management support – all designed to help your institution not only keep pace with change, but set the pace. By partnering with Deloitte, you can transform your Workday investment into a true engine for innovation and long-term success. Don't let your institution settle for the status quo. Take action now to ensure you're not just ready for the future – you're shaping it.



### UNLOCKING CONTINUOUS VALUE AND INNOVATION POST GO-LIVE

It is one thing to keep the lights on, but it is entirely another to use your Workday cloud solution to further your mission, make better decisions, and strategically redeploy scarce financial and human resources while driving continuous improvement and creating value. Tailored to your institution's specific needs, our Operate services for higher education go far beyond break/fix maintenance to helping organizations to innovate and continuously improve. This includes fine-tuning your Workday HCM, Financials, and Student applications and developing a roadmap for uptaking releases and leveraging Workday's ever-evolving GenAI and agentic AI features to streamline processes and create a more modern experience for students, faculty, and staff. With Deloitte Operate Services for Higher Education, you can:

- **Strategically redeploy scarce resources.** Overburdened resources can be redeployed to areas that create more value. Process owners can focus on high-priority business issues while Deloitte handles the day-to-day work of incident management. Long-term employees with valuable institutional knowledge can work hand-in-hand with specialists to create efficiencies.
- **Expedite release management.** Many colleges and universities, whether public or private, struggle to keep pace with the regular cadence of new Workday releases. We can help you be more strategic about the uptake of new releases and help you innovate and enhance your systems as your organization grows and changes.
- **Stabilize faster.** Deloitte is a premier Workday alliance partner. As such, we often have visibility into new releases and insight into Workday's development roadmap. When combined with our library of proprietary accelerators and testing frameworks, we can help you reach a steady-state faster after go-live, thus reducing risk and shortening the path to results.

## Algonquin College: Fueling continuous improvement

Based in Ontario, Canada, Algonquin College is a publicly funded college, with annual enrollment of 50,000+ and campuses in three locations: Ottawa, Perth, and Pembroke. With Deloitte's assistance, Algonquin recently embarked on a Workday-enabled transformation journey to improve the experiences of its learners and its employees. The first leg of the journey involved implementing Workday Financials, HCM and Payroll. The next leg transformed the school's budgeting, planning and forecasting capabilities by implementing Workday Adaptive Planning. Today, Algonquin College is fully operational on its cross-platform Workday system, which it continues to evolve by leveraging Deloitte's Operate Services for Higher Education. Read more on Algonquin College's story [here](#).

• **Scale with agility.** As the academic calendar dictates peaks and valleys of activity that require specialized skills, you can easily scale up or down, drawing upon Deloitte resources as necessary to handle the variations.

• **Build out an AI roadmap.** Our AI specialists and industry leaders can guide you in selecting and implementing applicable Workday AI features, along with appropriate third-party AI applications and agents for use in a higher education setting and integrate them seamlessly into Workday's platform.

## The Deloitte Difference

Deloitte Operate Services for Higher Education aims to embed continuous advantage by combining hard-to-source domain and industry talent, technology skillsets, and transformation know-how.

Our differentiators include:

### **OPERATE TO INNOVATE (O2I) METHODOLOGY**

O2I provides disciplined, repeatable sets of activities organized across well-defined phases of the application maintenance and process management lifecycle. O2I helps higher education institutions maximize their operational spend through intelligent process automation, technology modernization and consolidation, and efficient business processes. Importantly, O2I is not just about keeping the lights on; it drives value by attuning the solution to your organization's changing needs (i.e., regulatory, administrative, faculty, student, etc.), delivering incremental improvements, and maximizing the impact of Workday's biannual releases.

### **PROPRIETARY TOOLS AND ACCELERATORS**

Deloitte has developed several proprietary assets for AI-enabled testing and process automation. These tools help organizations to deploy new features and functionality as well as to keep their Workday Human Capital Management, Financial Management, and Student platforms running smoothly, securely, reliably, and cost-effectively. For example:

- **SimplrOps** — This proprietary automation tool helps maximize cloud ERP and SIS system performance, providing insights to accelerate time to value. Harnessing the power of AI, SimplrOps helps organizations to automate manual tasks, optimize their configurations, and enable release management—reducing what used to take hours down to minutes.
- **Testing as a Services (TaaS)** — Using AI and machine learning, TaaS reduces manual effort and frees personnel to focus on transformation activities. It delivers value by automating testing, monitoring, status reporting and cadence; and continuously enhancing the automated scripts per test cycle based on additional scope and functionality.

### **CROSSROADS OF TECHNOLOGY AND FUNCTIONALITY**

Deloitte delivers flexibly staffed teams of Workday practitioners and higher education specialists. Blending functional expertise, technology know-how, and accumulated higher education experience, they contribute solutions and leading practices for enhancing process efficiencies, improving productivity, decreasing incidents, lowering work volumes, driving continuous innovation, and reducing costs.

### **LEARN MORE**

Deloitte's Operate Services for Higher Education focus on the continuous evolution of the Workday platform, along with your organization's ability to extract value from it, from day one onward. After all, go live is just the beginning of your Workday transformation, not the end.

## Contact Us

### **Vlad Soran**

**FINS/SCM Workday Operate Leader  
(Higher Education & Government),  
Deloitte Consulting LLP**

[vsoran@deloitte.com](mailto:vsoran@deloitte.com)

### **David Boeker**

**Human Capital Workday Operate  
Leader (Higher Education &  
Government), Deloitte Consulting LLP**

[daboeker@deloitte.com](mailto:daboeker@deloitte.com)

### **About Deloitte**

This communication contains general information only, and none of Deloitte Touche Tohmatsu Limited, its member firms or their related entities (collectively, the "Deloitte Network"), is, by means of this communication, rendering professional advice or services. Before making any decisions or taking any action that may affect your finances, or your business, you should consult a qualified professional adviser. No entity in the Deloitte Network shall be responsible for any loss whatsoever sustained by any person who relies on this communication. As used in this document, "Deloitte" means Deloitte Consulting LLP, a subsidiary of Deloitte LLP.

Please see [www.deloitte.com/us/about](http://www.deloitte.com/us/about) for a detailed description of our legal structure. Certain services may not be available to attest clients under the rules and regulations of public accounting.

Copyright 2025 Deloitte Development LLC.  
All rights reserved.