Deloitte. | workday.



OPERATE FOR WORKDAY

Get the most out of Workday with managed services that adapt to your evolving business needs. Deloitte recognizes that Operate services are not a “one size fits all” proposition but instead run across a spectrum of solutions. From managing your Workday Operate function end-to-end all the way through filling specific staffing needs or small projects, Deloitte can work with you to determine the right solution aligned to your strategic vision.

From enhanced application management operations to overall platform optimization, help meet the pace of change by bringing Deloitte resources to bear where and when you need them.

Resolve tickets

Implement new features

Stay current on Workday releases

MOVE BEYOND CONVENTIONAL OUTSOURCING

Forget one-size-fits-all operating models. The nature of managed services is changing, with AI taking on incident response and other transactional work. That leaves more time to resolve complex matters, focus on enhancements, and maximize your ROI.

With Operate for Workday, you get a tailored set of flexible services that let you run your business with greater agility and control. Through the Deloitte experience that includes leading-edge technology, automation, and data insights, embed continuous advantage that helps you maximize untapped opportunities again and again.

EXPLORE THE PORTFOLIO OF WORKDAY MANAGED SERVICES

APPLICATION MANAGEMENT SERVICES

Keep your Workday platform running smoothly, securely, and cost effectively.

- Maintain your platform.
- Identify opportunities to streamline and implement enhancements.
- Support your platform via break/fix, configurations, master data maintenance, and security provisioning/design.
- Support business processes and periodic events.

Manage change along the HR, Finance and Supply Chain journey

Converging forces are changing the shape of business in real time.

46%

of leaders say limited skills, capacity, or ability of the technology function is a constraint in delivering value[1]

50%

of businesses say maintenance and ongoing support after go-live is a key barrier to technology scaling initiatives[2]

59%

of executives and C-suite leaders are highly interested in AI, but access in the workforce remains limited[3]

Deloitte helps turn these forces into solutions that help address:

- **Talent scarcity and development**
- **Adoption resistance**
- **Lack of actionable insights**
- **Unrealized technology investment**
- **Inefficient business processes**
- **Poor employee experience**

RELEASE MANAGEMENT

Powered by Workday Illuminate™, evaluate, deploy, and adopt new Workday features and functionality.

- Plan and coordinate vendor release cycles.
- Analyze the impact of upcoming features on your configuration.
- Test new features before pushing them into a production environment.
- Prioritize release items.

HEALTH CHECKS

Uncover solutions and prioritize enhancements through certified teams, tools, and accelerators.

- Assess the full Workday suite or targeted areas.
- Reduce pain points, optimize security controls, and activate enhancements.
- Improve data quality and automate processes.
- Build an actionable roadmap aligned with business priorities.

NEW MODULE DEPLOYMENT

- Expand your Workday platform with new modules.
- Facilitate global and local design sessions to capture requirements.
- Build and prototype new module processes and integrations.
- Support testing efforts and remediate defects.
- Provide hypercare post-deployment.

GEOGRAPHIC EXPANSION AND M&A

Enter or expand your presence in new markets in line with regulatory, tax, talent market, and other considerations.

- Advise on merger, acquisition, and divestiture strategy for Workday platforms.
- Support the design, configuration, and conversion of acquired organizations into the target Workday environment.
- Engage in-country subject matter advisers for language and other components with localized requirements.



A tailored set of flexible services that let you run your business with greater agility and control.

PROCESS OPERATIONS

Tap into Deloitte's extensive HR and Finance domain experience to support critical business processes.

HR

- Manage end-to-end execution of critical HR business processes such as payroll, core HR, benefits administration, compensation administration, performance management, and recruiting.
- Assist employees and managers with their HR-related questions and transactions, including inquiries about policies, benefits, payroll, and other HR services.
- Streamline HR operations, improve service delivery models, and ensure that HR functions align closely with the strategic goals of the organization.
- Continuously innovate by leveraging leading practice business processes enabled by automation.

Finance

- Manage end-to-end execution of finance and procurement business processes such as R2R, P2P, OTC, Tax and treasury operations, controls and compliance, strategic sourcing, supplier qualification and maintenance, and contract management.
- Assist internal and external stakeholders with finance and procurement-related questions, including questions about financial data, supplier onboarding, banking and accounts, reports, and purchase orders.
- Deploy innovation to your business processes using Workday's Agentic AI capabilities.

Discover the Deloitte difference

TECHNOLOGY
Proprietary tools, automation, and AI reduce manual effort and boost quality.

OUTCOMES
Delivery methods are tied to outcomes rather than resources.

TALENT
Deloitte Operate's certified Workday practitioners are dedicated to post-implementation ongoing support.

PERSPECTIVE
Collaborative ecosystem relationships and depth of cloud knowledge influence Workday product roadmaps.

GUIDANCE
Advisers across the HR and finance value chain, tax, cyber, and global mobility help to enable innovation as you operate.

INCIDENT REDUCTION
Focus on automation, education, and system enhancements can help drive down the number of support tickets.

ENHANCE THE QUALITY AND SPEED OF DELIVERY

Using real-time insights, tenant analysis, and optimization recommendations, these Deloitte tools protect your Workday investment now and in the future.

SIMPLROPS
SimplrOps monitors data health and identifies optimizations for your Workday platform. The tool can highlight significant impacts from new feature functionality and report on them via PDF or Excel file. SimplrOps also enables regression test planning with a detailed readout of impacted changes by module, level of effort estimation, and complexity.

WORKDAY PULSE
Workday Pulse mitigates data and system concerns by improving the quality of the tenant data. It also provides real-time information on process performance, configuration, and failures. Together, these functionalities can reduce manual effort by as much as 30%.

DELOITTE ASCEND™
Ascend is Deloitte's Operate management and delivery platform. Powered by AI, Ascend combines data, tools, and knowledge from across the organization to augment the skills of Deloitte's people and accelerate time to value. The result is a personalized digital transformation journey that helps you elevate your impact via consistent, high-quality outcomes.



LEARN ABOUT THE DELOITTE WORKDAY ALLIANCE

For over a decade, Deloitte's Workday alliance has worked to create agile, sustainable organizations through innovation and collaboration globally. Combined with technology experience and industry knowledge, Deloitte's mission is to help transform businesses by not only building a single source of data but also creating an unprecedented wealth of insight.

"Deloitte is a leading partner in the Workday ecosystem. Your breadth of services, industry and functional depth of knowledge, and quality of delivery enhance the value delivered by the Workday platform to our customers."

Webb Armentrout
Head of Alliances, Workday

Learn more about Deloitte's Workday credentials.

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Endnotes

1. Deloitte, "2023 Global Technology Leadership Study," 2023.
2. Nitin Mittal, Irfan Saif, and Beena Ammanath, Deloitte's State of AI in the Enterprise, 5th edition report, 2022, p. 8.
3. Deloitte, "State of Generative AI in the Enterprise: Quarter four report," January 2025.

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