

# KPMG Workday Optimization and Support Services

*Transform your Workday solution from transactional to strategic with a framework for continuous improvement.*

The Software-as-a-Service (SaaS) model has helped solve many of the technical issues associated with on-premise software. Users of cloud-based applications, such as Workday Financials and Human Capital Management, have attained important benefits such as a lower total cost of ownership and more rapid deployment.

However, these benefits are accompanied by new challenges. Organizations must manage the weekly service updates and biannual full product updates that are driven by Workday and do this with limited product documentation or qualified resources. They struggle to stay current with industry practices and new features and may not be aware of their system's full capabilities. As a result, their enterprise solution is simply a transactional tool with only baseline functionality, unable to keep up with initiative and feature requests that linger from one deployment to the next. All of this makes it difficult for organizations to realize the full value of their Workday investment.

## KPMG Workday Optimization and Support Services

KPMG LLP (KPMG) is helping Workday clients capture value from their investments in Workday. KPMG's Workday

Optimization and Support Services provide a combination of tactical and strategic services that enables organizations to transition their enterprise solution from a transaction based tool into an enabler of strategic objectives.

These services can be tailored for specific client needs and include three phases: Initial Assessment, Execution, and Optimization.

### Stage 1: The initial assessment

During the initial assessment, KPMG looks at the following areas:

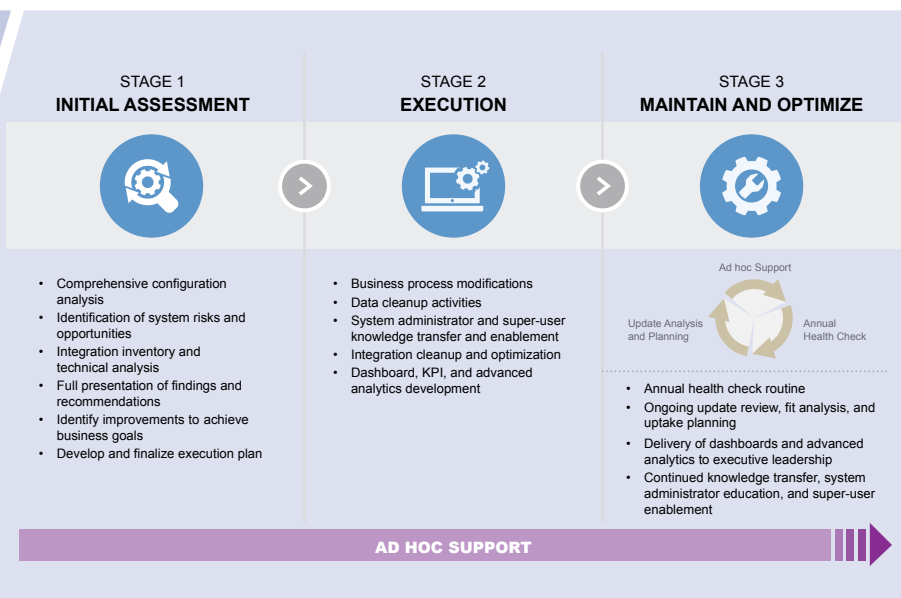
- Stakeholder engagement
- Operating model
- People
- Technology
- Information (data, analytics, and reporting)
- Process
- Governance and controls



In the assessment, KPMG may provide a thorough configuration analysis, identify risks and opportunities, inventory the number of integrations, and define the required improvements to achieve business goals. The outcome is a set of prioritized recommendations that form the plan for the execution phase.

### Stage 2: Execution plan

The business goals defined during the initial assessment help build the execution plan for this phase. The key optimization areas of stakeholder engagement, operating model, people, technology, information, process, and governance and control are again considered. The execution plan could include initiatives such as business process redesign or development of dashboards, KPIs, or advanced analytics. Other elements of the plan could focus on developing user group meetings or user feedback mechanisms. KPMG works closely with the client to identify and prioritize the initiatives that will help them transition from a reactive culture into a more strategic maintenance model.





#### Annual health check

- Comprehensive system health check delivered by certified Workday consultants
- Customized recommendations to improve performance, user engagement, and optimize configuration
- Proprietary tools and reports that enable diagnostic and compliance reporting



#### Update analysis and planning

- Assistance with new feature fit/gap analysis and planning for uptake
- Product and custom integration testing support to help ensure a smooth transition to new Workday release
- Strategic planning for Workday platform and integration into broader IT plan



#### Ad hoc support

- Ad hoc support capabilities for general system troubleshooting within your contracted scope
- Assistance with report writing, business process routing, and security issues
- Resource support for business cycle events



## The KPMG advantage

As a leading provider of financial management and human capital management services, KPMG draws upon our extensive industry knowledge and deep domain experience to help clients understand how a Software-as-a-Service (SaaS) solution like Workday enables a competitive advantage. KPMG's alliance and experience with Workday's SaaS solutions for managing global businesses, along with tools and templates based on leading industry practices, help organizations capture value from their investments in Workday. By combining strong Workday technical capabilities with broad process and organization experience, KPMG provides wide-ranging services to help clients achieve their goals, minimize resource ramp-up time, and deliver continuous improvement across the organization.

## Stage 3: Maintain and optimize

Once the execution of the initiatives is complete KPMG begins the third stage: optimization. Our certified Workday consultants perform an annual system health check and provide customized recommendations to improve business performance and user engagement and optimize configuration. In addition, KPMG tools and reports provide diagnostic and compliance reporting.

Next we help clients analyze and plan for regular semiannual updates by determining new features to adopt and the impacts of these changes. Testing of the solutions with a focus on custom integrations help ensure a smooth transition to new Workday releases. Most importantly, we assist with strategic planning for the Workday platform and integration into the client's broader IT plan.

Depending on the client's needs we also offer support for system troubleshooting, assistance with report writing, business process routing, and security issues.

Throughout the optimization process, KPMG leverages our resources with active experience with the latest Workday release. Our certified Workday consultants include partner product leads, delivery assurance consultants, and internal functional leads that stay well-informed of Workday's new features, product road maps, and industry practices.



## KPMG insight

The KPMG knowledge base of articles and publications demonstrates our understanding of the complex business challenges faced by companies around the world. Check out our thought leadership at: <http://www.kpmginstitutes.com/>.

### KPMG: Specially qualified

- Named a Kennedy Vanguard leader in HR Transformation consulting
- Global HR Center of Excellence
- Leading HCM practices with more than 500 HR veterans in the United States.
- A leading implementer of the latest HCM software with more than 150 HR Technology Transformations over the past 10 years
- Time-tested HR proprietary assets and capabilities
- Category leader in Business Technology Transformation<sup>1</sup> and Business Consulting<sup>2</sup> services
- Named a "major player" by IDC for Worldwide Organizational and Change Consulting Services
- Consistently ranked among the top four world's best outsourcing advisors
- Global team of more than 1,000 Shared Services and Outsourcing Advisory professionals

<sup>1</sup> Forrester Research

<sup>2</sup> IDC

Some of the services described herein may not be permissible for KPMG audit clients and their affiliates.

## Contact us

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