

# Workday HCM Services 2022–2023 RadarView Report Excerpt

Workday partners facilitating the  
path to HR transformation

November 2022

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# Executive summary

# Key enterprise Workday HCM trends

## Streamlining HR processes to enable Workday HCM adoption

- The adoption of Workday HCM to streamline HR processes helps enterprises improve real-time visibility of HR operations, scale HR operations, and provide employees with self-service capabilities.
- Workday HCM also improves operational efficiency, enhances employee experience, and enables automation of core HR, recruitment, and performance management processes.

## Developing tools and accelerators for faster business outcomes

- Service providers have introduced several tools and accelerators to help enterprises address data errors while migrating data, standardize HR processes, deliver faster outcomes, and identify process redundancies.
- They have also built tools to assess the impact of Workday HCM implementation, automate and validate payroll data, and enable automation for providing application and managed services.

## Building capabilities to improve compliance and operational efficiencies

- Service providers leverage AI and robotic process automation (RPA) capabilities to improve compliance, simplify payroll processes, enhance operational efficiency in implementing Workday HCM, and manage enterprise HR operations.
- Service providers are developing innovative solutions such as Smart Audit, an automated risk management platform that generates alerts on noncompliance with regulations, and a workforce-focused analytics solution, LaborWise, to address labor challenges.

## Offering end-to-end services

- Enterprises are selecting service providers that understand their landscape and business requirements and offer relevant proprietary tools and accelerators.
- They look for service providers that conduct change impact assessments and periodic audits and have adequate Workday HCM-certified FTEs to handle end-to-end transformation projects.

# The road ahead for enterprises

## Integrating HR with other organizational functions to improve end-user experience

- Enterprises should create cross-functional teams to define the HR transformation strategy and integrate HR processes with central business functions to improve employee experience.
- Service providers leverage technologies such as AI and machine learning (ML) to improve the efficiency of HR service desk operations, enhancing employee experience.

## Improving workforce management with enhanced visibility into the talent pool

- Enterprises can leverage analytics to unify data from different sources, improve the visibility of available skills in an organization, and develop synergy across the organization by harmonizing processes.
- Developing partnerships with specialized players, such as Phenom, to offer talent management solutions can help enterprises improve workforce management and reporting quality.

## Leveraging employee data and analytics to offer personalization

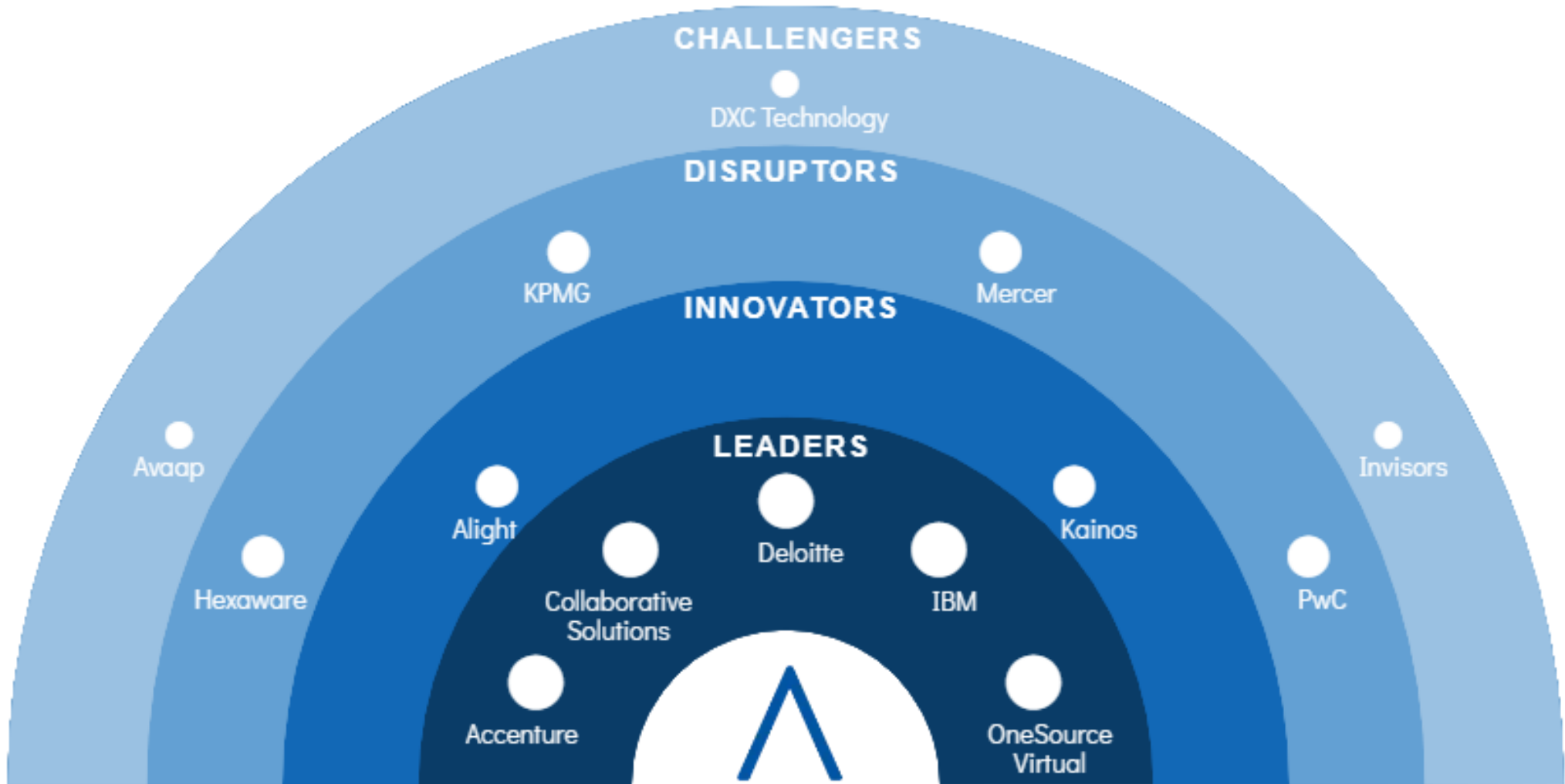
- Leveraging employee data and cognitive technologies, such as AI, ML operations, extended reality, and quantum computing, can offer a hyperpersonalized experience to end users on Workday.
- Service providers take various measures, such as forming an innovation center, developing partnerships with specialized cognitive computing providers, and collaborating with Workday, to develop solutions for improving personalization on the Workday platform.

## Enabling cost savings with preconfigured tools and templates for implementation

- Workday implementation, optimization, and configuration processes can be accelerated with the help of preconfigured tools and methodologies developed by service providers to reduce the cost of implementation and operations of Workday.
- Service providers are developing partnerships to augment industry-specific expertise and offer industry-focused tools with Workday.

# Avasant recognizes 14 top-tier providers supporting the enterprise adoption of Workday HCM

Practice maturity   



# Increased Workday HCM adoption positively impacts HR processes, real-time visibility, and self-service capabilities

## Illustrative Examples

 Real-time visibility into HR processes	<p>Collaborative Solutions implemented Workday HCM for Weis Markets to provide real-time visibility into HR processes. It improved the client's HR processes by freeing up the time spent by managers on administrative tasks and enabled them to focus on strategic business needs.</p>	 
 Streamlining HR processes	<p>PwC implemented Workday HCM for a healthcare provider to streamline the recruitment process. It improved the candidate's and the recruiting manager's experience by conducting leadership workshops and delivering strategies for onboarding and recruiting teams.</p>	 <b>pwc</b> A healthcare provider
 Migration to Workday HCM to scale HR operations	<p>OneSource Virtual migrated a Dallas-based HCM solution to Workday HCM for Independent Bank. It enabled the company to scale its HR operations, provided hypercare with 90-day service support after solution deployment, and assisted employees during the transition phase.</p>	 
 Self-service capabilities	<p>KPMG implemented Workday HCM for a global vehicle rental company to automate core HR, recruitment, and performance management processes. It enabled self-service capabilities for more than 100,000 employees and allowed them to focus on their customers.</p>	 A global vehicle rental company

# Enterprises are benefitting from proprietary tools and accelerators developed by service providers

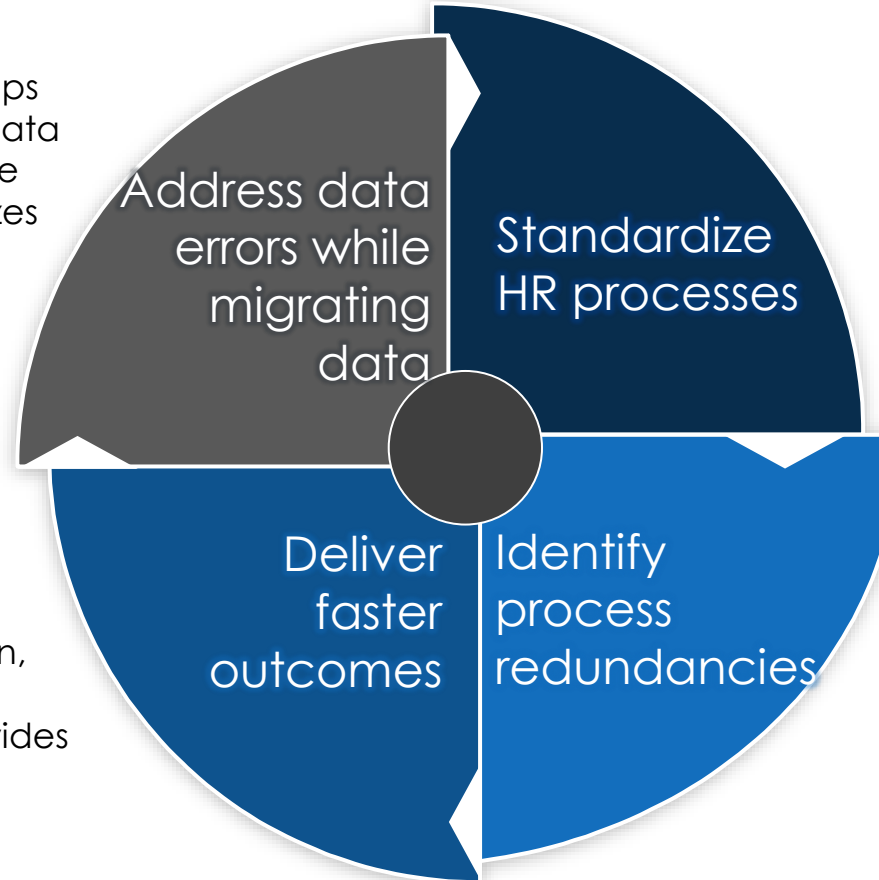
These tools and accelerators help enterprises address data errors while migrating data, standardize HR processes, deliver faster outcomes, and identify process redundancies.

## **accenture**

Accenture accelerators include Accenture Data Load Validator for Workday, which helps clients address data errors while migrating data from legacy systems to the cloud; Accenture Release Analyzer for Workday, which analyzes the impact on enterprises in Workday HCM implementations; and Accenture Reusable Technical Library for Workday to accelerate Workday HCM optimization.



KPMG has developed a Powered Enterprise solution for HR, which accelerates transformation with Workday implementation, delivers faster outcomes through business processes integrated with the tool, and provides a dashboard and predictive analytics capabilities for decision-making.



## **alight**

Alight Solutions has developed proprietary accelerators and platforms for assessment, integration, support services, and automation to provide implementation and application management services. These solutions help standardize HR processes, consolidate data, and automate redundant processes.



Mercer has developed automated payroll testing to analyze and validate payroll data and Mercer Operations Scanner to evaluate HR operations by identifying process redundancies, offering a dashboard to track the utilization of time, money, and people in each process.

# A rich portfolio of skills and services built through partnerships, acquisitions, and in-house development



## Partnerships



Collaborative Solutions has partnered with AppLearn, a digital adoption platform, to improve workforce productivity. It leverages Automation Anywhere's AI and RPA capabilities to improve compliance and simplify payroll processes and TurnKey for testing and validating production data.

### **Deloitte.**

Deloitte has partnered with SimprOps, an enterprise SaaS technology company, to enhance Workday HCM implementation and managed services for enterprises. It leverages the company's automated intelligent tools to enhance operational efficiencies in Workday HCM implementation and manage enterprises' HR operations.

## Acquisitions



Accenture has acquired Tenbu, supplementing Accenture's Cloud First services to build solutions around intelligent decision-making, leverage its big data and AI capabilities, and serve its clients in Latin America. Before this acquisition, it acquired Organize Cloud Labs to strengthen its IT, migration, cloud strategy, implementation, and management capabilities.



In November 2019, DXC Technology acquired Virtual Clarity to enhance its data analytics capability and accelerate IT modernization for large enterprise segment customers. In January 2019, it also acquired Luxoft to expand its presence in the mainstream IT and digital services market.

## In-house development



OneSource Virtual plans to introduce myFlexSpend, a consumer-directed health product that enables enterprises to offer HSA/FSA and COBRA services within Workday's ecosystem. It also plans to build a unified mobile app experience that combines earned wage access, payroll card, and financial wellness to improve employee experience and reduce cost and effort for employers.



Kainos developed a SaaS-based automated risk management platform, Smart Audit, offered as a subscription-based model. This tool generates alerts on noncompliance with regulations, provides data security for global Workday instances, and offers role-based access with tracking functionality to monitor user actions on Workday.

# Enterprises continue to rely on service providers for application managed services (AMS)

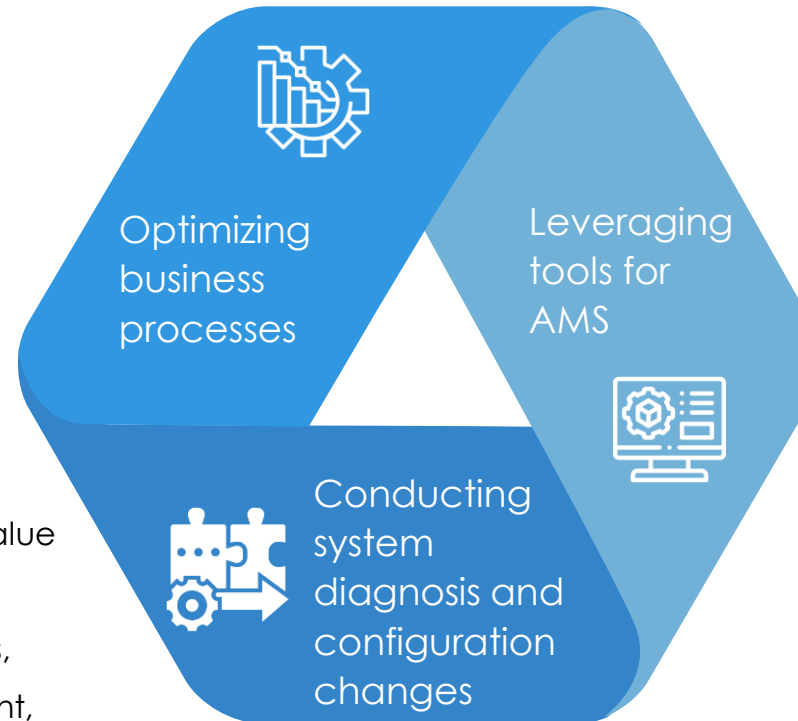
As part of AMS, enterprises optimize business processes, monitor integrations, conduct system diagnosis and version upgrades, and leverage update support from service providers.

## alight

Alight Solutions' post-deployment Workday application management services include optimizing business processes, modifying and developing new integrations and monitoring them, building new functionality, configuring solutions based on business needs, and offering release management services.



Avaap Workday managed services focus on adding value to Workday deployments by offering system diagnosis, optimization recommendations, configuration changes, report optimizations, additional functionality deployment, version upgrades, and business impact analysis.



Hexaware focuses on Workday application management and support services such as update support, business process optimization, security enhancement, post-implementation hypercare, and business process adoption by leveraging tools such as MPAT, D2 Loader, and Tenant Maintenance.

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