



IBM Workday Continuum

Your organization is always evolving. And Workday is always evolving as well. IBM can help you stay on top of this continuum of changes and work with you to get the most out of your investment.

IBM knows that going live on Workday is just the beginning—the real results come from making the most of your new solution. We are here to help you generate maximum value from your investment, not only at deployment but also over the lifetime of ownership.

Whether you're looking to develop a strategic roadmap, prepare for a merger, acquisition or divestiture, or want to make additional business transformation a reality, IBM can help you take advantage of the power of Workday, with specialized services that cater to your current—and future—business needs.

We offer a range of services for clients that are live on Workday, tailored to your dynamic needs and budget, that provide global, innovative Workday optimization and support, and drive long-term continuous value. We call these services the IBM Workday Continuum.

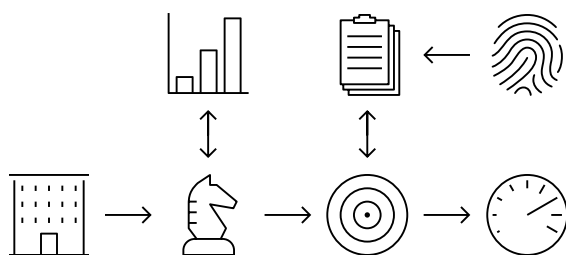


Figure 1: The process to achieve value includes organizational change, Workday strategy for maximized value, custom vision and optimized long-term value.

The services are tailored for organizations of all sizes and levels of complexity and maturity. Just pick the service offering that works for you and your organization, aligned with where you are on your Workday journey.

Guide

Dedicated support services for quick problem solving

This service provides access to Workday expertise for post-go-live support at a predictable, low-cost fee. IBM helps solve your problems overnight, so you can get back to focusing on your business.

Consult

On-demand consulting support for problem resolution and enhancement projects

Need an experienced consultant on demand to help with your post-go-live needs, or to help your team be more self-sufficient? Do you have a question or problem that needs to be solved quickly? Choose this service and IBM acts as a helping hand whenever you need it, supporting your team on their schedule. You pay only for what you need.

Advise

Full-service support and access to deep expertise, strategic direction and insights

This service is for organizations in need of continuous post go-live support and improvement through proactive assessment, management and optimization of their Workday tenant. IBM's approach is based on a holistic view of your organization's initiatives. IBM is your trusted advisor, driving continued innovation so you can achieve greater value from your Workday investment.

Additional value-added services

IBM also offers additional optimization and value-add tools and services to help ensure your Workday system is optimized and your team is ready to adopt the technology.

Health Check

The Workday Health Check assessment is designed to highlight opportunities to optimize your Workday platform. Intended for first-time IBM clients, Health Check allows IBM to perform an assessment of functional areas, integrations, reports and dashboards, highlighting opportunities to optimize your Workday platform. Where applicable, this offering might also include an assessment of existing support tickets using IBM® Watson® Analytics® or other IBM tools.

With the Health Check offering, IBM helps you improve your finance and HR functions with best practices, ongoing Workday enhancements, technical expertise and advanced analytics, so you can more effectively make use of the power of Workday.

Operational Readiness

The Workday Operational Readiness offering allows IBM to perform an overall assessment of your HR, finance and IT operations prior to go-live or soon after go-live. This assessment gauges the effectiveness and efficiency of your HR, finance and IT operations as you prepare to go live on Workday to ensure overall organizational readiness. IBM delivers an assessment and then makes recommendations for the future state. You walk away with a readiness checklist by functional area; a comprehensive set of support, environment and tenant management best practices; and a clear strategy for the road ahead.

With the Workday Operational Readiness assessment, IBM enables you to build an organization that effectively supports your Workday deployment, prepare for what's to come after you go live and maximize the return on your investment through added operational efficiency.

Optimization tools

Our deep experience with supporting the Workday platform across industry verticals led us to develop and provide optimization tools to further maximize the return on your investment through added operational efficiency. The tools created include:

- Ticket analytics and reports to provide insights and metrics to help drive optimization initiatives
- A proactive integration management tool to help identify trends and challenges for optimization opportunities
- An automated testing tool that can be used for Workday releases as well as customer-specific production releases
- IBM Watson Agent Assist to optimize user experience and reduce ticket volume

Ready to take the next step?

To learn more about IBM Workday Continuum services for clients in production, visit ibm.com/workday or contact an [IBM representative](#).

