



Leaders of change: Strategy and Vision for CHROs

Workday Elevate 2023

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Customers who purchase Workday services should make their purchase decisions based upon services, features, and functions that are currently available.



Rich Bye

VP HCM Product Strategy

Workday

Our Customers Biggest Challenges



Experience & Engagement



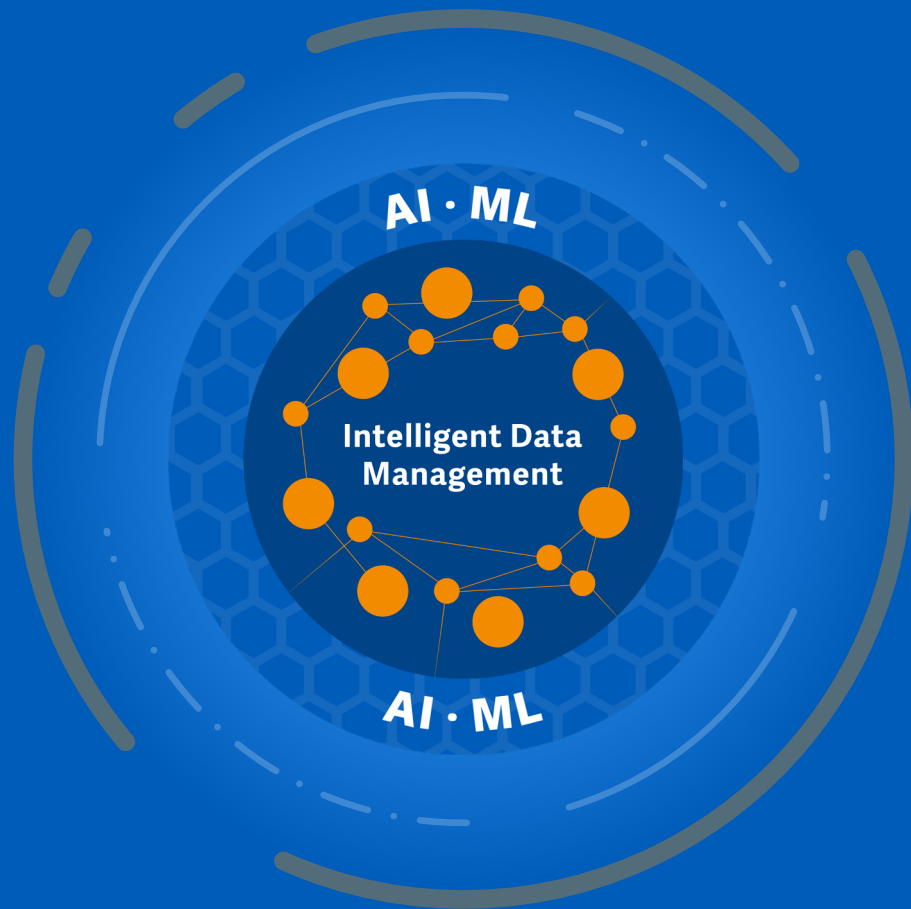
Skills Challenge



Change & Agility



Efficiency & Automation



Augment Decisions

Not replacing humans

Competitive Edge

Help our customers stay ahead

Deliver ML Rapidly

Faster value to our customers

Workday Does ML Differently



Data Quality & Quantity

60M users and 442B transactions



Platform Approach

Embedded, not bolted on



Automated Development

Faster delivery of more use cases



Federated Learning

Support for local regulations



The Future of Work with AI and ML

- HCM
- Experience
- Finance
- Future examples

Document Classification

Candidates Skills Match for Recruiters

Suggested Search

Learning Recommendations

Related Search

Compensation Survey Management

Skills Miner

Suggested Skills for Worker

Suggested Jobs

Journal Insights

Learning Recommendations Personalisation

Candidate Skills Match

Expense Protect

Plan Anomaly Detection

Talent Marketplace

Tax Attribute Recommendations

ML Prompts

Expense Receipt Scanning

Gig Recommendations

Supplier Discovery

Customer Payment Matching

Skills Graph

Task Recommendations

Supplier Invoice Automation – OCR

Suggested Skills for Job Requisitions

Supplier Invoice Automation—
Worktag Recommendation

Job Match Analysis Enhancements

Skills Cloud

Anomaly Detection

Job Recommendations

Career Hub

Time Tracking Anomalies

Content Insights

Related Actions

Spend Category Recommendation –
Purchase Requisition

Suggested Skills for Learning Admins

Ongoing Skills Cloud Enhancements

Automatic Text Generation

Experience & Engagement



Rising **disengagement**
and **attrition** jeopardise
business success.

Why Experience & Engagement?



Profitability

4X

Companies that prioritize employee experience have 4x higher profits than those that don't (Forbes)



Absenteeism

41%

Companies with engaged employees have a 41% lower absenteeism rate (Harvard Business Review)



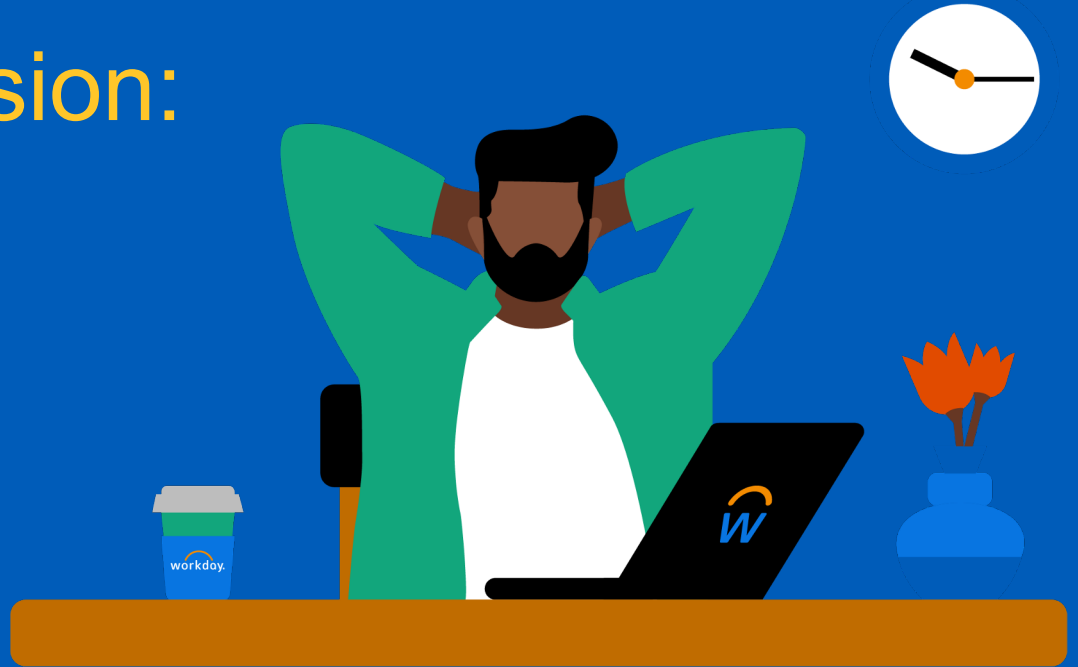
Turnover

28%

Companies that invest in employee experience have a 28% lower turnover rate than those that don't (Deloitte)

Workday User Experience Mission: Effortless

FORM • FUNCTION • FEELING



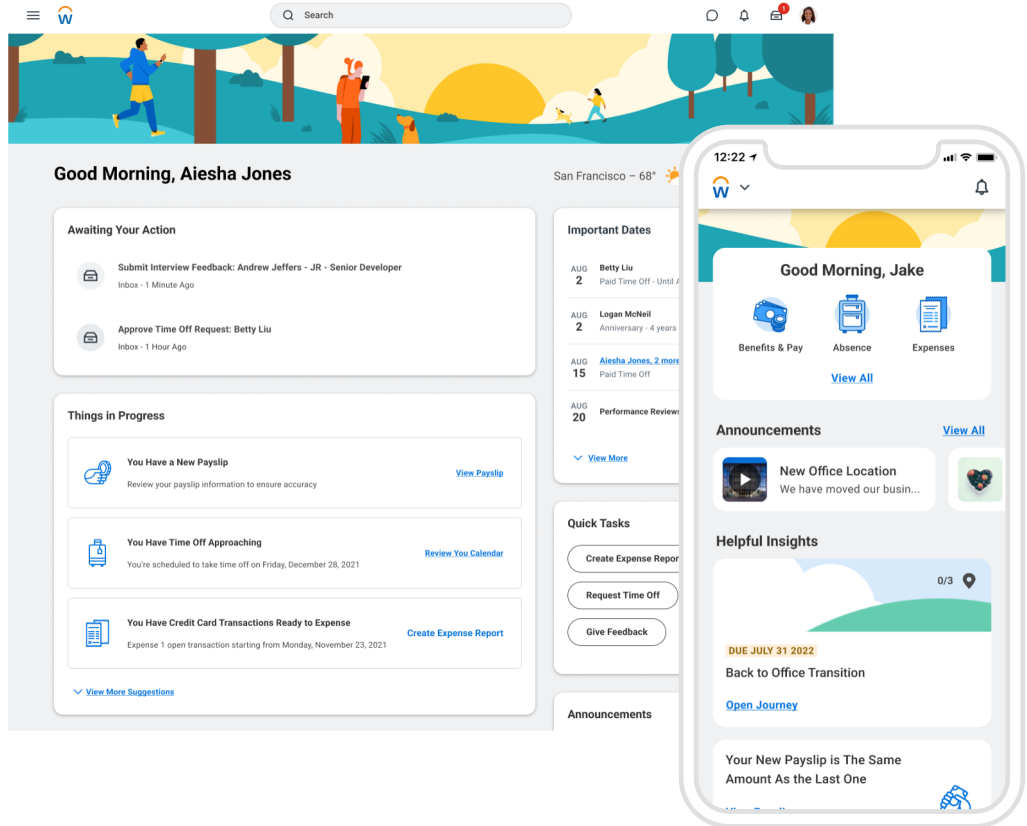
Workday Home

Personalised Content

Surface Important Tasks

Timely & Relevant
Information

Easy Access to Most
Used Apps



Workday Everywhere



Microsoft Teams interface showing the Workday app integration. The interface includes a search bar, navigation tabs (Home, Explore All, Chat, Files, About), and a sidebar with navigation options (Activity, Chat, Teams, Calendar, Calls, Files, Workday, Apps).

Quick Actions

- Take time off
- View time off balance
- Lookup a coworker
- Give anytime feedback
- More...

My Tasks (4)

- Designing and Delivering Inclusive Presentations course due**
Learning Course - Due September 9 [View course](#)
- Performance review due**
Due September 23 [View journey](#)
Next step: Start my career and progress check in
1/3 required steps complete
- Give interview feedback for Rachel Wilson**
JR-123849 | Associate Manager, IT Operations [Give interview feedback](#)

[View all \(4\)](#)

Announcements & more

- Benefits enrollment coming up soon!**
Benefits enrollment starts in November! Learn more about different plans and new offerings by checking out the Benefits website. [View benefits website](#)

Looking Ahead

8:03

Workday

My Quick Actions

- Enter time
- Take time off
- View time off balances
- Explore all

My Calendar

S	M	T	W	Th	F	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	

Legend:
● Holiday
○ Approved time off

Important Dates

- Sep 2 Payday
- Sep 5 US Holiday
- Sep 6 Approved time off
- Sep 9 Learning course
- Sep 16 Payday
- Sep 23 Pending time Performance

Activity Chat Teams Calendar Calls More

Workday Employee Experience Mission: **ENGAGE**

LISTEN • ACT • ANALYZE



Employee Experience



Deliver Value



Intelligent and Intuitive

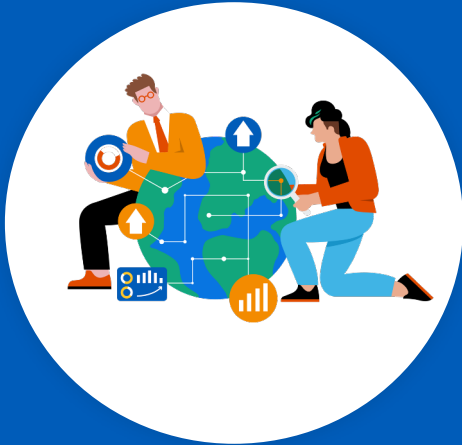


Access from Anywhere



Surface Meaningful Insights

Skills Challenge



Organisations need insights into the **skills that exist** within their organisation and **skills needed** for future growth

Why Skills?



Gaps

50%

The World Economic Forum estimates that 50% of all employees will need reskilling by 2025
(World Economic Forum)



Productivity

56%

56% of employees said they don't have the skills they need for their current job
(Udemy)

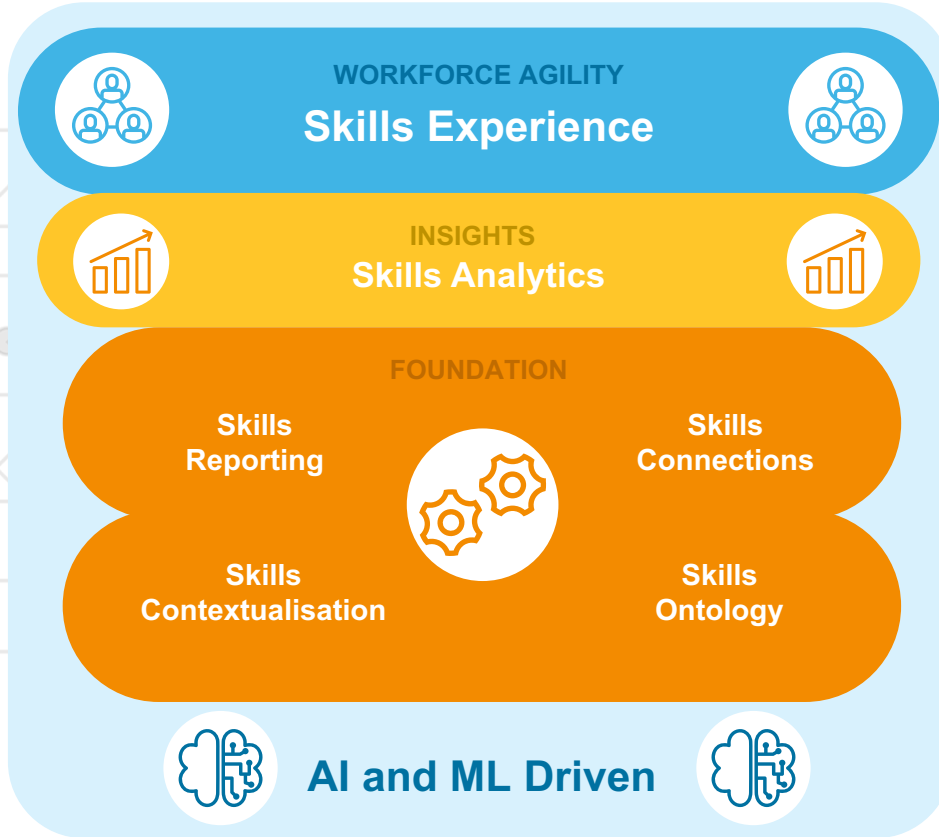


Performance

5X

Hiring for skills is five times more predictive of job performance than hiring for education
(McKinsey & Company)

Skills Intelligence Foundation



Change & Agility



The business environment is **changing fast**, and organisations have to **adapt to keep pace**.

Why Change & Agility?



Unviable

40%

Nearly 40% of > 4,400 chief executives said their companies would not be economically viable over the next decade unless they innovated and transformed at a faster pace (PwC)



Agility

85%

85% of executives said that they need to be more agile and flexible to respond to new challenges and opportunities (McKinsey & Company)

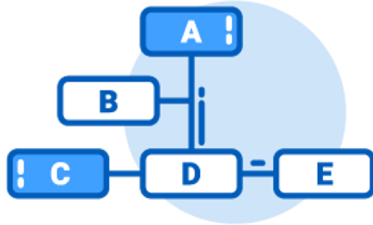


Adaptability

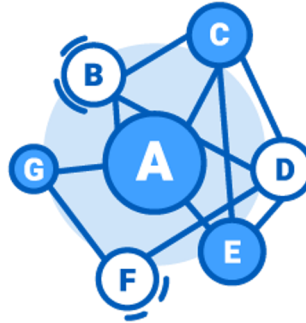
73%

73% of business leaders said that the ability to adapt to change was critical for their organization's success. (KPMG)

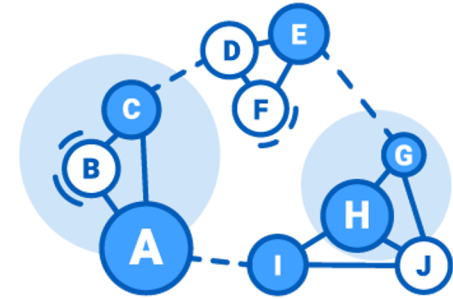
Enabling Agile Ways of Working



Traditional Hierarchies



Projects, Squads, Teams



Network of Agile Teams



Talent Marketplace: Connect Talent to Opportunities

W Search 🗨️ 🔔 📧 👤

← **Machine Learning: New Product Rollout** IN RECRUITING Cancel Gig Edit Gig Complete Gig

Amelia Casias
Product Manager

☐ Details

Manage Team (3/5)

- Maria Zhu**
Junior Product Developer ×
- Aldan Mitzner**
Lead Engineering Developer ×
- Betty Liu**
Lead Engineering Developer ×
- Open Role** ×
- Open Role** ×
- Add Role**

CANDIDATES Show All Location Skills Add Team Member Promote Gig

☆	Marcus Severino Senior Product Developer Pleasanton, CA, USA	Strong Match Available 20-30 hrs/wk Interested	JavaScript PHP Machine Learning Algorithms Mobile Development +3	+
☆	Charlotte Ryan Lead Engineering Developer Boulder, CO, USA	Strong Match Available 20-30 hrs/wk Interested	Leadership Machine Learning Software Engineering +3	+
☆	Pedro Santiago Lead Engineering Developer Pleasanton, CA, USA	Strong Match Available 20-30 hrs/wk Interested	Management Business Strategy Software Development +3	+
☆	Brië Williams Lead Engineering Developer Pleasanton, CA, USA	Strong Match Available 20-30 hrs/wk Interested	Enterprise Software Business Intelligence Software Engineering +3	+
☆	Kevin Gibson Lead Engineering Developer Pleasanton, CA, USA	Strong Match Available 20-30 hrs/wk Interested	Enterprise Software Business Intelligence Software Engineering +3	+
☆	Jacqueline Desjardins Lead Experience Design Engineer Pleasanton, CA, USA	Strong Match Available 20-30 hrs/wk Interested	User Testing User Experience Design Business Strategy +3	+

Peakon Employee Voice: Semantic Search



Peakon Employee Voice

Insight

Analysis

Improve

Administration

K

Kinetar



Insight

Engagement

Diversity and inclusion

Health and wellbeing

Transformation and change

Curated Insights

Comments

All comments

Topics

Actions

Action plan

Comments

All comments

Sensitive comments

Semantic search

Search for comments related to a subject. We'll find comments even if they don't contain an exact match. Use additional filters to narrow results (optional). Search for sentences or phrases for better results. You can currently only search for comments in English.

Search for sentences or phrases for better results

e.g. "I would like more training"



Question set

All comments



Choose a date range ?

Earliest survey

Latest survey

NPS Category

Interactions

Acknowledgements

Search

Common search topics ?

I'm inspired by the CEO and leaders to team

I would like more training

Conversations with my manager about pay

Efficiency & Automation



Scarce talent and tighter financial **constraints** are forcing orgs to **do more with less**

Why Efficiency & Automation?



Efficiency

40%

Digital World Class HR organizations employ 40% fewer full-time equivalent (FTEs) than peers (Hackett Group)



Workforce Costs

70%

Labour can account for as much as 70% of total business costs, yet HR professionals only spend 15% of their time managing cost of labour (HCMi)

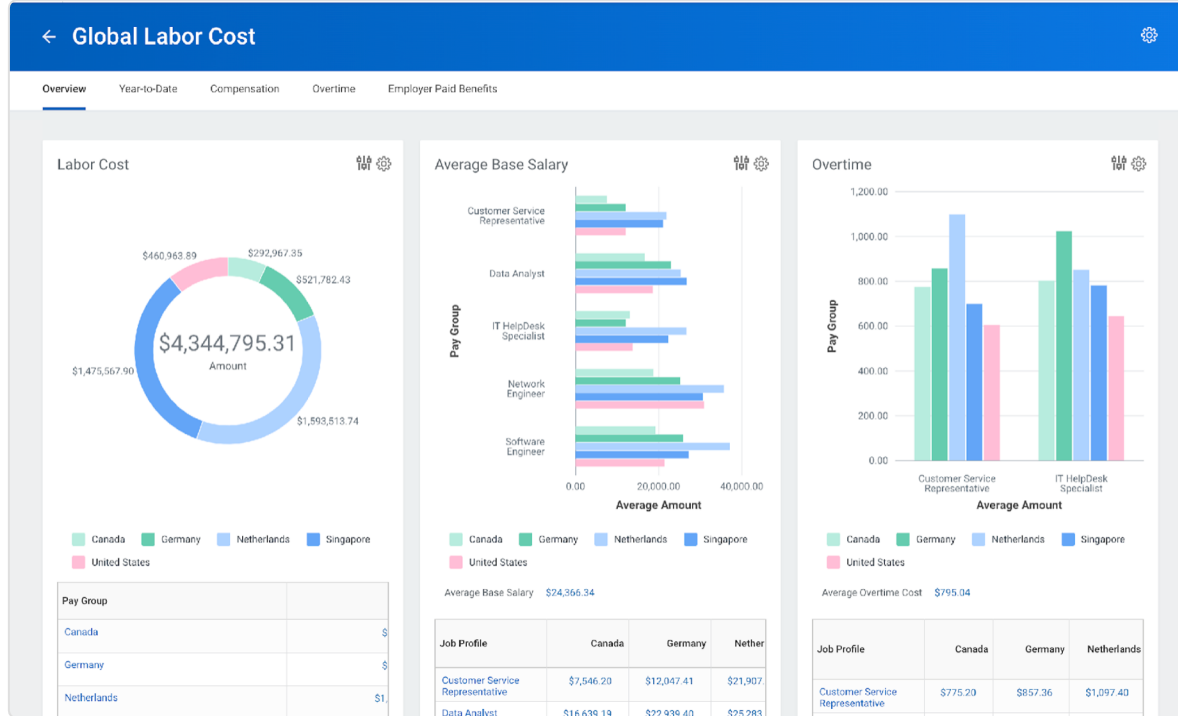


Digitisation

15%

A majority of back office processes could benefit from digitization, which can free up 15 percent or more of employees' time overall (McKinsey & Company)

Complete View of Workforce Costs



People Analytics: Automated Insights



Workday People Analytics

For delivered insights;
highlighting areas of focus
without lifting a finger

- Pre-built analytics
- Automatic, targeted insights
- Easy-to-understand

ML Augmented Business Processes

A smartphone screen displaying a mobile application interface for promoting an employee. The screen shows a form with various fields and options.

9:41

Home, Search, Profile icons

Promoting Tyler Smith

It's a great feeling promoting someone on your team. Here is some information that might help make the process smoother.

[View Promotion Guidelines](#)

[View Promotion Checklist](#)

When do you want this change to take effect?

Next pay period (10/14/22)

Another date

What will Tyler's new role be? *

Do you want to increase Tyler's compensation?

Yes

No

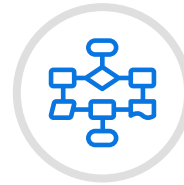
New Hourly Compensation (Recommended range: \$17-21)



Top 3 Takeaways



We've embedded AI and ML into the very core of Workday



Innovation is a core value at Workday



Workday is focussed on helping you overcome the challenges you face

Thank you