An Introduction to Workday
Sherry Amos, Director Market Development, Education and Government
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Customers who purchase Workday, Inc. services should make their purchase decisions upon services, features, and functions that are currently available.
Company Overview

Facts and Figures
## Workday Company Overview

### Company
- Founded by Dave Duffield and Aneel Bhusri
- Publicly held: NASDAQ (WDAY)
- 11,000 employees
- Headquartered in Pleasanton, CA

### Financials
- FY20, Q1 Total Revenue $825.1m (+ 33.4%)
- FY20 Q1 Subscription Revenue $701.0m (+34.3%)
- FY2019 Total Revenue $2.82B (+31.7%)
- FY2019 Subscription Revenue $2.39B (+39.4%)

### Customers
- 2700 customers with 70% in production
- Over 39 million workers represented in Workday
- Fortune 500 customers
- Industries: Education, Financial Services, Government, Professional Services, Healthcare, Insurance, Life Sciences, Not-for-Profit

### Customer Service
- Service availability uptime 99.99%
- Customer satisfaction goal over 95%
- Most recent survey 98%
- Over 100 billion transactions processed in 2019
- 96.35% transactions response time less than 1 second
Product Overview

Workday Solutions
Power of One

One Community

One Source for Data

One Experience

One Security Model
Workday Financial and Grants Management

Workday Financial Management for Higher Education

- Core Financials
- Contract to Cash
- Procure to Pay
- Stock to Replenish
- Expense to Reimburse
- Grants Management

Workday Grants Management for Higher Education

- Record Proposals
- Sponsors and Awards
- Compliance and Controls
- Financial Accounting
- Payroll / Grant Accounting
- Invoicing
Workday Human Capital Management

Workday Human Capital Management for Higher Education

Plan to Hire
Develop to Perform
Reward to Retain
Adapt to Succeed
Resource to Deliver
Productivity to Pay

Workday Human Capital Management Academic Administration

Academic Appointments
Academic Compensation & Leave
Professional Profile
Committees
Student Employment
Payroll & Accounting
## Top E&G Value Studies

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<th>Top Study – HCM</th>
<th>Products Deployed</th>
<th>Industry</th>
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<tr>
<td><strong>Higher Education</strong></td>
<td>HCM, Comp, Benefits, Absence, Time Tracking, Payroll</td>
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<tr>
<td><strong>Private College</strong></td>
<td>HCM, Benefits, Time Tracking, Payroll</td>
<td>Higher Education</td>
</tr>
<tr>
<td><strong>Private University</strong></td>
<td>HCM, Onboarding, Benefits, Absence, Time Tracking, Recruiting, Performance</td>
<td>Higher Education</td>
</tr>
<tr>
<td><strong>County of San Mateo</strong></td>
<td>HCM, Benefits, Absence, Talent, Payroll</td>
<td>Public Sector</td>
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<th>Top Study – Platform</th>
<th>Products Deployed</th>
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<tr>
<td><strong>Broward College</strong></td>
<td>HCM, Time Tracking, Payroll, Financials, Expenses, Procurement, Grants, Student, Insights</td>
<td>Higher Education</td>
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<tr>
<td><strong>Private University North East</strong></td>
<td>HCM, Talent, Recruiting, Payroll, Financials, Expenses</td>
<td>Higher Education</td>
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<tr>
<td><strong>Private University D.C</strong></td>
<td>HCM, Benefits, Absence, Recruiting, Payroll, Financials, Expenses, Procurement, Grants, Asset Management, Accounting, Projects</td>
<td>Higher Education</td>
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<tr>
<td><strong>K-12 Education</strong></td>
<td>HCM, Financials, Procurement, Treasury, Time Tracking, Payroll, Benefits, Absence, Onboarding, Recruiting</td>
<td>Education</td>
</tr>
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<td><strong>City Year</strong></td>
<td>HCM, Recruiting, Payroll, Financials, Grants</td>
<td>Non-Profit</td>
</tr>
<tr>
<td><strong>Non-Profit Organization</strong></td>
<td>HCM, Benefits, Absence, Time Tracking, Recruiting, Payroll, Financials, Expenses, Procurement, Grants, Asset Management, Accounting, Projects</td>
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Customer

- Size: 1,570 Employees
- Industry: Higher Education
- Replaced: Banner
- HQ: Burlington, VT
- Workday Products: HCM, Comp, Benefits, Absence, Time Tracking, Payroll
- Deployment: Initial HCM deployment in 5 months; live since June 2013

Business Effectiveness

- 87% reduction in retro payments and reconciliations
- Avoidance of consulting fees - $60K annual savings

HR & Finance Transformation

- 72% reduction in payroll processing time
- 86% improvement in open enrollment administration
- 20 days saved annually by outsourcing taxes
- 20% decrease in HR time spent on maintaining records

Technology Simplification

- Lower overall hardware costs with fewer servers and no redundancies estimated at $40K
Private College Value Realization Analysis Summary

### Customer
- **Size:** 2,600 Employees
- **Industry:** Education
- **Replaced:** Ellucian Datatel
- **HQ:** Portland, OR
- **Workday Products:** HCM, Payroll, Time Tracking
- **Deployment:** Initial HCM deployment in 9 months; live since December 2013

### Business Effectiveness
- Improved **ease of reporting**, allowing real-time dissemination of critical information

### HR & Finance Transformation
- **HR transactions** completed through self-service increased from 0% to 50%
- 20% reduction in HR time spent maintaining records
- Reduced time to create a **manual paycheck** from 1.33 hrs to 10 mins
- Increased **payroll leverage** by reducing manual keying

### Technology Simplification
- Reduced time to build an ad-hoc **report** from 2 hours to 30 min
- First **mobile app** approved for campus use
Workday Analytics
Workday Core Reporting

Over 3900 delivered reports | 85 delivered dashboards

- Reporting: Dashboards, Scorecards, Benchmarking
- Ad-hoc Modeling: Worksheets
- Machine Learning: Retention Risk, Customer Collections
Workday Prism = Data Hub for Finance, HR & Student

- Financials, GL
- HR & Payroll
- Surveys, HCM-Ecosystem REC / LRN
- Student
- Plan & Budget
- Grants
- Service, Projects, Assets
- State Reporting
- Historical Data
Workday Prism for Higher Education

- **Historical Data**
- **Talent Management, Surveys, Time & Attendance**
- **Academic Eco-System, Student Experience**
- **Student Information System**
- **Financials, Planning & Budgeting**
- **Education to Occupation**

### Legacy Data
- Employee Engagement
- Rewards
- Benchmarks, Surveys, Market Salary
- Faculty Loads (Appt Data – HCM)

### Compliance / Legal
- Student LMS
- Behavioral, Safety & Discipline
- Residence Life, Campus Activities
- Geo-location, Card Access, Spend

### Student Pathways
- Retention & Graduation Trends
- Regulatory Reporting (iPeds)
- Applicant Tracking
- Academic Outcomes

### Headcount
- Budgeting / Planning
- Affiliated Entity Data
- Aux. System Detail (Grants)
- Financial Impact & Benchmarks

### Education to Occupation
- Historical Pathways
- Classification Crosswalks
- Proprietary Outlook Data
- Career Path Insights
<table>
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<tr>
<th>Customer</th>
<th>Data Sources</th>
<th>Metrics</th>
<th>Use Cases / Business Questions</th>
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</table>
| Cornell University | • Workday HCM  
• SAP Financials  
• Market Salary Data  
• Staff Procurement Cards | • EEO / Affirmative Action  
• Total Rewards & Compensation  
• Economic Footprint | • Monitor EEO hiring practices & compliance  
• Measure Total Compensation (salary + rewards + grants + child care + tuition)  
• Track Staff Procurement Card usage & spend  
• Measure University Geographic Economic Footprint |
| IRSC              | • WD HCM, Student, Fins  
• Blackboard  
• SmarterMeasure  
• TutorTrac    | • Student Retention & Success  
• Student Engagement Score  
• Performance Funding (State) | • Increase Student Retention & Success  
• Empower Student Advisors with At-Risk student metrics  
• Prism = IRSC Data Warehouse |
| FAU               | • Banner HR, Student, Fin.  
• Workday HCM, Fins  
• TouchNet  
• Excel | • Historical trended data (salary, headcount, employee)  
• State reporting / record reqs  
• Plan & Budget – operating expenses | • 12 years of historical HR, Financial & Student (Banner)  
• Retiring old Banner HR & Financial systems  
• TouchNet – payments (registrations, parking, e-gaming)  
• Annual budget vs. actuals reporting |
| WPI               | • Workday HCM, Fins, Payroll  
• Salesforce.com  
• Banner | • Employee Gifts Deductions  
• Expense & Revenue trends  
• Expense increases  
• Cost Center Spend | • Advancement Gifts Donations (SFDC) compared with WD Journal Lines (employee deductions)  
• Expense & Revenue Trends (current WD with historical 2014-2018 in Banner) looking for trends and outliers |
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| TC       | • Workday HCM  
          • Student D/W  
          • State Data  
          • Excel | • Student Retention Rates – Multi-Year Trends  
          • Track Retention at VP & President level  
          • Instructor Success Dashboard | • Prism = single source for data; reduce Excel dependence  
          • Student Success & Retention  
          • Faculty Portal with course evaluations, grades, success  
          • Freeze data for Federal & State Reporting |
| CC       | • WD HCM, FINS, Student  
          • SQL DB (Tableau) | • Student Applicant – Weekly Trends  
          • Applicant Demographics – race, gender, region, citizenship, financial status | • Applicant Tracking Optimization  
          • Operating Expenses & Tuition / Revenue Trending |
| FH       | • Student Enrollment  
          • Workday HCM, Fins  
          • Data Warehouse | • Cost Per Credit Hour  
          • Employee Rollover, Retention 3 – 5 year trends; tenure length, avg tenure by dept, unit | • Total Cost Per Credit Hour  
          • Cost of Courses / Classes  
          • Program profitability  
          • Loaded +1M historical Student data records into Prism |
| BC       | • Workday HCM, Fins, Student  
          • Credit Hours System | • Faculty Class (Work) Load (Class hours, Contact hours) | • Calculate Faculty Class Load + Office Hours + Labs  
          • Get Full Picture of Employee and Class Load for Compensation Policy |
How Prism is Different

**Distribution**
Easily distributed to any worker on any device.

**Security**
Organizations change. Security reflects those changes immediately.

**Experience**
Insights, decisions and actions in one system.
Workday Key Differentiators

- Designed from the ground up for cloud delivery
- Mobile-first, configurable technology architecture
- Deployed as a single version across all customers – ensures ongoing innovation; no one left behind on an old version
- Service level agreement (SLA) for performance/uptime – 99.7%
- Always-on audit tracks every transaction – accountability, compliance, transparency
Workday Higher Education Customers
200+ Value Realizations
Thank You