

Whitepaper

Workday Human Capital Management for Federal

A new way forward for the U.S. federal government.



Considered the most complex industry in the United States, the federal government is charged with delivering on core-mission objectives despite the pressures brought on by a vastly changing landscape. Challenged with budget uncertainty and a variety of workforce issues—including long hiring and onboarding cycles and high turnover—agencies and departments need to find ways to boost efficiency, reduce costs, and better serve employees and citizens.

Not surprisingly, the technology used for the direct delivery of citizen services takes precedence over IT budget requests to modernize their administrative systems. However, most of the human resources, payroll, and finance systems in use today are at or near their end of life, having been implemented decades ago. Many are patched together with bulky integrations and have been highly customized, adding complexity and risk to daily operations and making it difficult for the organization to grow and change.

That's why Workday entered the federal market with cloud-delivered, FedRAMP-moderate-authorized products to modernize your agency's human resources and other functions—including staffing, personnel actions, time and absence, talent management, performance management, and self-service.

Workday delivers the core functions organizations require to effectively manage their human capital—an area where a reliable global system of record is critical. Designed for the way people work today, Workday enables workers to interact, collaborate, and make business decisions using accurate data from a wide variety of devices, in real time and on a global basis. The innovative technology foundation helps agencies adapt more quickly to change, obtain a more complete picture of operations, and provide the workforce with a modern and intuitive user experience—all while substantially reducing the cost of IT operations.



Experience the Workday difference.

Workday is the result of innovative thinking, new technologies, and continuous innovation in product development. Thousands of organizations across all industries, geographies, and sizes ranging from 500 to 1,000,000+ employees have selected Workday as their partner. What makes Workday truly unique in the federal space is its technology foundation, delivery model, and unwavering commitment to providing out-of-the-box federal functionality.

True cloud delivery.

While there are several companies that offer “cloud” delivery, the difference is in the details. SaaS solutions are typically defined by the delivery model rather than the underlying technology. Many software vendors that host their applications and allow access via the internet call themselves SaaS vendors. These vendors typically offer single-tenant SaaS solutions that are delivered in the cloud, but that also require a unique infrastructure for each customer, making upgrades, maintenance, and information-sharing difficult. Hosted SaaS offers little more than removing database management and hardware/infrastructure maintenance responsibilities, and the hybrid solution of on-premise products mixed with hosted solutions required by some vendors adds its own level of complexity.

Workday is a multitenant SaaS platform that is developed, supported, and deployed as one version of software across all customers, enabling us to focus on continuous value-added innovation. Vendors that host single-tenant solutions and call them SaaS can't offer the same benefits because they expend too many resources maintaining multiple versions of both their own software as well as a broad matrix of supporting infrastructure. Because their customers are typically on different versions at any given time, these vendors are also unable to share infrastructure and operational resources to the extent that Workday can. As a result, their customers don't benefit from the efficiencies of shared resources that a multitenant SaaS solution can provide and often end up footing the bill for maintenance, upgrades, and customizations.



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Embedded federal capabilities.

Workday is the only major enterprise resource planning (ERP) vendor committed to embedding predefined capabilities and business processes to meet federal government human resources requirements in our standard product offering, supporting both Title V and other segments of the federal workforce with a configurable foundation. Workday began its federal requirements journey by aligning existing product capabilities to the requirements outlined in the Human Capital Business Reference Model (HCBRM) and the Human Capital Information Management (HCIM) standards developed by the U.S. Office of Personnel Management (OPM). This provides a level of data model standardization across all federal government customers that allows Workday to productize federal-specific integrations, such as the eOPF online recordkeeping repository and the eHRI data warehouse.

The Workday approach to delivering federal capabilities is inherently different from traditional ERP vendors that develop industry extensions—applications that are bolted on to a core technology stack. Their customers can be on different versions of the technology stack and different versions of the extensions—and sometimes these extensions come from acquired vendors with an entirely different user experience or are developed by a third-party services partner. This adds a lot of unnecessary complexity, time, and cost for both customers and traditional software vendors.

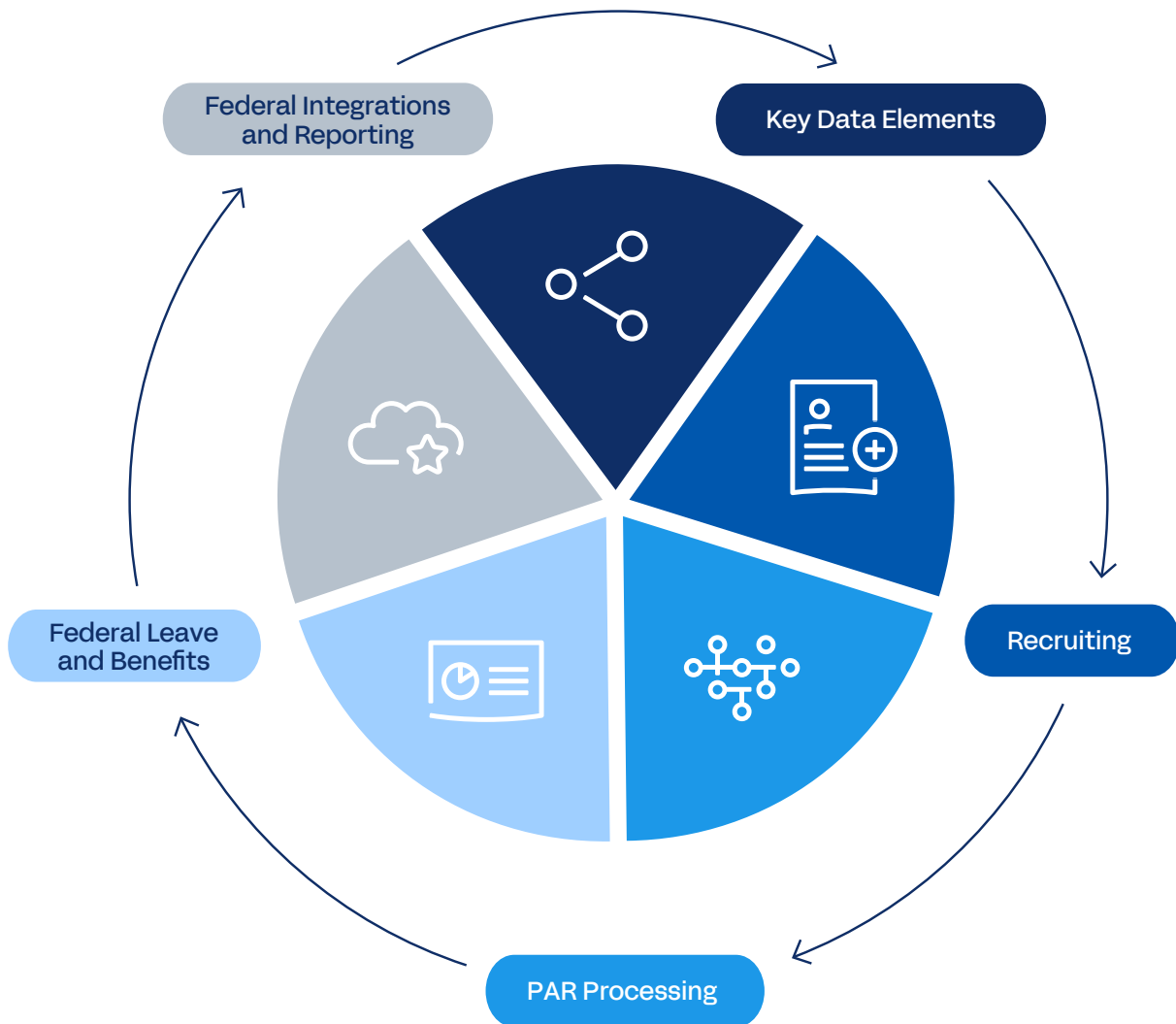
Workday delivers its federal capabilities using a combination of solution toggles and the configuration of standard features. Agencies can easily activate federal features while still taking advantage of other Workday core, industry-specific, and global features. For some of the standard federally mandated fields, Workday intends to deliver preconfigured data values using a foundation recipe, which jump-starts a deployment by applying default configuration data into the environment. Customers are responsible for validating the data provided, as it may have changed. Agencies can quickly begin their deployments with a rapid, agile prototype that adheres to federal guidelines.

We delivered our initial release of federal-specific capabilities in fall 2022, just one year after announcing entry into the market. Today, Workday has a configurable federal data model that supports core federal human resources requirements, including standard OPM-required data elements and Personnel Action Request (PAR) processing.



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Workday investment in federal.



Workday Human Capital Management (HCM) incorporates functionality—beyond core employee data and PAR processing—that enables federal agencies to consolidate and manage their entire HCM enterprise within Workday.

Ensure agility and future readiness.

Workday enables organizations to embrace changes within their operating and regulatory environments and keep up with the rapid pace of technology innovation. With Workday, agencies will never get left behind with old technology again.



Continuous innovation.

Our application logic and underlying technology services are abstracted from each other using a metadata layer that allows developers to rapidly create new applications without having to understand the details of the technology services. This design enables Workday to continuously evolve its underlying technology platform to account for new trends, such as machine learning, without having to rewrite the application logic. Workday products only get smarter and better over time as new innovations are released, and it's all seamless for the customer.



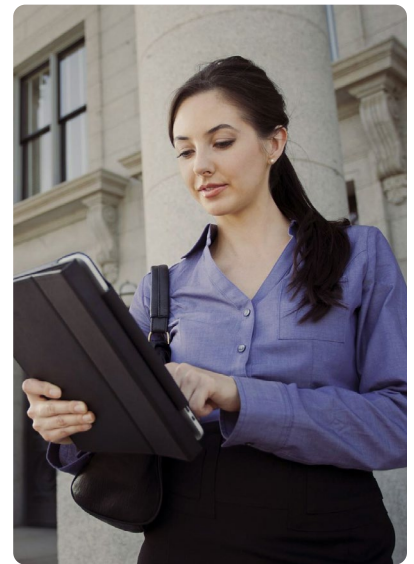
Flexible and configurable.

The rapid Workday innovation cycle and regular deployment of capabilities to customers ensure that users are always on the latest version of the software. Updates are rolled out weekly, with two major releases delivered annually. This flexibility enables Workday to quickly release new functionality when it's needed, such as vaccine management tracking during the pandemic, rather than waiting months or years for updates. Workday products can be configured to meet specific requirements, with no implications on upgrades, and users can easily change business processes without needing specialized IT skills.



IT resource optimization.

The flexibility of the Workday platform eliminates customized code and enables us to make regular updates to our software with minimal disruption. Agencies do not need to buy, install, and maintain the complex IT infrastructure as is required with their on-premise systems. Although we deliver new features frequently, our customers control their rate of adoption through configuration, without the need for significant investments in IT resources.



Deliver a better experience.



Enhanced data visibility.

Workday provides significant visibility into operations and enables real-time insights. It is designed to capture both the content and context of everyday business events without the technical complexity and rigidity associated with traditional relational databases. We embed this rich source of business information with real-time analytics into the core functionality of our products to enable better and faster decision-making.



Consumer internet experience.

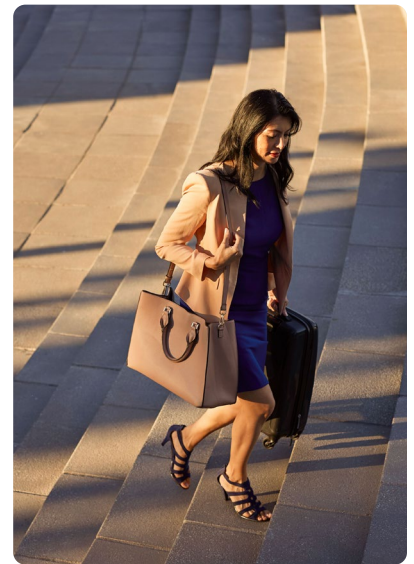
Intuitive, personalized digital experiences are more important than ever. Employees need flexibility, control, and the opportunity to quickly access information and top tasks at their fingertips. With Workday, employees can complete critical day-to-day tasks from anywhere, while managers are empowered with insights that keep them up-to-date and able to meet their employees where they are. The intuitive and simple user experience enables adoption of Workday products by even novice users with minimal training. Workday is designed for use by the entire workforce, including senior managers and non-HR and finance employees, to help generate higher productivity and better outcomes through broad access to real-time, reliable information.



Easily integrate to third-party payroll.

Workday was founded with integration as a core design principle as the system of record for human capital—connecting to other applications should be predictable, follow standards, and be built into the service where the data and data changes live.

Workday offers connectors that enable federal agencies to integrate bidirectionally to their federal payroll service providers. The Payroll Effective Change Interface (PECI) connector extracts and transfers Workday HCM worker events and data changes that affect payroll. PECI provides flexible configuration capabilities and an expansive list of data fields, giving Workday the ability to streamline and simplify the complexity of integrating with federal payroll applications.



Using other connectors such as External Payroll Results and External Payroll Documents, organizations can import data such as payroll results, pay slips, and year-end tax statements from a third-party payroll provider back into Workday HCM for employees to view, as well as for a comprehensive view of payroll data across the federal workforce.

To learn more about Workday for the federal government, visit: workday.com/federal



Safe Harbor Statement

This document may contain forward-looking statements for which there are risks, uncertainties, and assumptions. Forward-looking statements may include any statements regarding strategies or plans for future operations; any statements concerning new features, enhancements or upgrades to our existing applications or plans for future applications; any projections of revenues, gross margins, earnings, or other financial items; and any statements of expectation or belief. Forward-looking statements are based only on currently available information and our current beliefs, expectations, and assumptions regarding the future of our business, future plans and strategies, projections, anticipated events and trends, the economy, and other future conditions. Because forward-looking statements relate to the future, they are subject to inherent uncertainties, risks, and changes in circumstances that are difficult to predict and many of which are outside of our control. Our actual results and financial condition may differ materially from those indicated in the forward-looking statements, and therefore you should not rely on any forward-looking statements that we may make. Further information on risks that could affect Workday's results is included in our filings with the Securities and Exchange Commission which are available on the Workday investor relations webpage: www.workday.com/company/investor_relations.php

Workday assumes no obligation for, and does not intend to update, any forward-looking statements. Any unreleased services, features, functionality, or enhancements referenced in any Workday document, roadmap, blog, our website, press release or public statement that are not currently available are subject to change at Workday's discretion and may not be delivered as planned or at all.

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

While this document may contain information regarding a variety of Workday functionality, offerings, or future-looking products and capabilities, only the offerings listed on the Workday FedRAMP Marketplace page (<https://marketplace.fedramp.gov/products/FR2103344623>) with their current capabilities are available within Workday Government Cloud. Opt-in machine learning or innovation services-based functionality within the listed offerings are excluded from Workday Government Cloud.

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