

Workday Support

At Workday, support is about addressing customer needs in the moment, not about counting the number of cases we close. Our global support is not only customer-centric, it's customer-driven.

Expert help your way—whenever you need it.

Customer-centric support at Workday means we show up the way that works best for you. Request online support with our expert product support specialists quickly via the Workday Community single-sign-on hub. Want to talk live? We'll call you. Our response time commitment is contractual in our Service Level Agreement, and we hold strongly to this 99.76 percent of the time.

Your priorities are our priorities. If you tell us you have a severity 1 issue, we're on it—immediately. Any severity 1 issue that's not resolved within an hour is automatically escalated to our top priority and attention. And we won't close your case until you tell us the issue is resolved to your absolute satisfaction.

All Workday customers can count on reliable availability and response times from support teams located around the world who are here for you 24 hours a day, 5 days a week, at minimum. With our subscription-based Workday Success Plans, support is available globally 24/7/365 for all severity levels. If any severity 1 issues arise, we're available 24/7 for all customers. You'll know we're always there when you need us most.

Predictability minimizes business disruption.

With Workday's Enterprise Management Cloud Platform, all Workday customers are on the same version of software, so when an issue is resolved for one customer, it's resolved for everyone. Like our case response time commitments, our maintenance windows are contractual. Our service availability is 99.97 percent and our maintenance averages less than two hours per week, so you can plan for minimal impact on your productivity.



Our experience with Workday support has been top notch. I've worked with many vendors, and their support pales in comparison to Workday.

HRIS Manager

Guidewire Software, Inc.

Key Benefits

- You dictate your case severity
- 24/7 support for severity 1 issues
- One software solution solves the issue for all customers
- One location to submit, escalate, and track issues
- Support requests drive product fixes and enhancements
- Advice and support based on your configured tenant
- Cases closed only when you're completely satisfied

Global Support Centers

- Pleasanton, CA
- Salt Lake City, UT
- Austin, TX
- Atlanta, GA
- Auckland, New Zealand
- Brisbane, Australia
- Pune, India
- Dublin, Ireland

With Workday Community, you're never alone.

Looking to resolve an issue on your own? Find an always-on source of limitless Workday expertise and knowledge through Workday Community. Join one of the industry's largest peer communities to collaborate and connect with other customers, partners and Workday experts.

To learn more, visit us at [Workday Community](#).

How Support Works.

- 1 Named Customer Support Contact logs in to Workday Community to create a case.
- 2 Possible solutions are presented based on the type of issue to help self-solve and avoid the need to open a case.
- 3 Customer designates the severity level and submits the case.
- 4 Case is assigned directly to the right expert for the issue. Severity 1 cases are automatically escalated if they are not resolved within 60 minutes.
- 5 Workday expert collaborates with the customer on a solution.
- 6 Workflow is documented until the customer says the issue is resolved.



+1-925-951-9000 +1-877-WORKDAY (+1-877-967-5329) Fax: +1-925-951-9001 [workday.com](#)

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