



# **Workday Human Capital Management (HCM) IT Services – PEAK Matrix™ Assessment and Market Trends 2019: HCM on Cloud the New Paradigm – Workday Leads the Way**

Application Services, Human Resources Outsourcing (HRO)  
Market Report – July 2019: Complimentary Abstract / Table of Contents

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### Custom research capabilities

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- Tracking services | Service providers, locations, risk
- Other | Market intelligence, service provider capabilities, technologies, contract assessment

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# Background of the research

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## Background of the research

- Enterprise cloud suites have witnessed widespread adoption across industries and geographies. Changes in workforce and its expectations have driven enterprises to opt out of traditional on-premise Human Capital Management (HCM) platforms in favor of cloud HCM suites
- Workday has, since its inception, stood out in the cloud HCM suites market for its high user satisfaction scores. However, other competing platforms are catching up on Workday's growth. When choosing a cloud HCM suite, enterprises must carefully consider the suite's functionality, experience, and overall cost
- Workday differentiates itself in this fast-paced market through its focus on a single code and community, extensibility of its platform, and extensive analytics capability
- In this research, we present an assessment of 12 leading Workday IT service providers plotted on the proprietary Everest Group PEAK Matrix, along with their detailed profiles. Each service provider profile comprises details of service capabilities, scale of operations, and domain investments
- The assessment is based on Everest Group's annual RFI process for the calendar year 2018, direct interaction with leading Workday service providers (including pure-play HCM service providers and boutique firms), client reference checks, and an analysis of the Workday HCM IT services market

## Scope of this report

- **Services:** Workday HCM IT services
- **Geography:** Global
- **Service providers:** 12 leading Workday HCM IT service providers

## This report includes the profiles of the following 12 service providers on the Workday HCM IT services PEAK Matrix:

- **Leaders:** Accenture, Alight Solutions, and IBM
- **Major Contenders:** Capgemini, Cloudator, Deloitte, DXC Technology, Mercer, OneSource Virtual, and PwC
- **Aspirants:** BNB and Hexaware

# Overview and abbreviated summary of key messages

This report examines the Workday HCM IT service provider landscape and its impact on the Workday HCM market. It focuses on service provider position and growth in the Workday HCM IT services market, changing market dynamics and emerging service provider trends, assessment of service provider delivery capabilities, and key service provider profiles. It also identifies the key implications of the research findings for buyers and service providers.

**Some of the findings in this report, among others, are:**

## Changing market dynamics

- Cloud HCM suites are growing rapidly, and Workday will continue to lead the pack with its focus on building a single code and community, advanced analytics capabilities, and improved platform extensibility.
- Enterprises continue to face issues in change management and occasional disruptions in implementations due a shortage of talent in the services market

## Emerging service provider trends

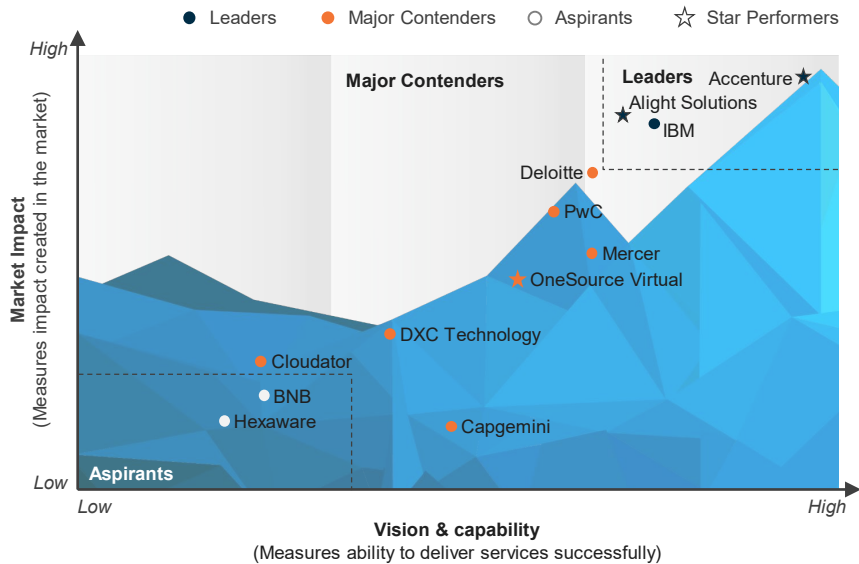
- Large service providers are trying to differentiate themselves in the Workday market by investing in tools and solutions to aid in implementation
- Service providers are also investing in building a good onshore presence and domain expertise amongst talent as a way to differentiate themselves

## Service provider delivery capability

- Workday HCM IT service providers can be categorized into leaders, major contenders, and niche players on a capability-market-share matrix
- Accenture, Alight Solutions, and IBM are the current leaders in the global Workday HCM IT services market. However, several service providers are emerging as major contenders

# This study offers an assessment of leading providers of Workday HCM IT services and provides a deep dive into key aspects of the Workday HCM market

## Assessment of HCM IT Service Providers 2019<sup>1</sup>



1 Assessments for Deloitte, Mercer, and PwC excludes service provider inputs and are based on Everest Group's proprietary Transaction Intelligence (TI) database, service provider public disclosures, and Everest Group's interactions with buyers. For these companies, Everest Group's data for assessment may be less complete

Confidentiality: Everest Group takes its confidentiality pledge very seriously. Any information we collect that is contract specific will only be presented back to the industry in an aggregated fashion

Source: Everest Group (2019)

## Capability assessment

Illustrative example

Measure of capability: ● High ○ Low

Service provider	Market impact				Vision & capability				
	Market adoption	Portfolio mix	Value delivered	Overall	Scope of services offered	Innovation and investments	Delivery footprint	Vision and strategy	Overall
Service provider 1	●	○	●	●	●	○	●	●	○
Service provider 2	○	○	○	○	○	○	○	○	○
Service provider 3	○	○	○	○	○	○	○	○	○
Service provider 4	○	○	○	○	●	○	○	○	○
Service provider 5	○	○	○	○	○	○	○	○	○
Service provider 6	○	○	○	○	○	○	○	○	○
Service provider 7	○	○	○	○	○	○	○	○	○
Service provider 8	○	○	○	○	○	○	○	○	○
Service provider 9	○	○	○	○	○	○	○	○	○

## Everest Group's remarks on service providers

Illustrative example

Measure of capability: ● High ○ Low

Market impact				Vision & capability				
Market adoption	Portfolio mix	Value delivered	Overall	Scope of services offered	Innovation and investments	Delivery footprint	Vision and strategy	Overall
●	●	●	●	●	○	○	○	○

### Strengths

- Service provider 1, has a robust delivery presence in Asia Pacific with multiple delivery centers in North America and Europe enabling it to service client requirements efficiently
- It has a good number of multi-country as well as single-country clients across the world

### Areas of improvement

- Service provider 1 should increase offerings of value-added services such as employer branding, talent communities and workforce planning
- It should try to expand into larger multi-country deals and also scout for engagements in other Asia Pacific markets to strengthen its presence in the region

# Research calendar – Application Services

■ Published   ■ Planned   ▭ Current release

## Flagship Application Services reports

Release date

Annual Report 2018 – The Future of Architecture is Intelligent .....	June 2018
GDPR Services: Gross Disconnect in Perception and Reality – Services PEAK Matrix™ Assessment 2018 .....	June 2018
Application Automation Services PEAK Matrix™ Assessment and Market Trends 2019: AI Alone Won't Help – Align Strategy to Realize Benefits .....	February 2019
Application Services: Annual Report 2019 – Business Transformation: A Confluence of New and Legacy Applications .....	June 2019
DevOps Services PEAK Matrix™ Assessment and Market Update .....	July 2019
<b>Workday Human Capital Management (HCM) IT Services – PEAK Matrix™ Assessment and Market Trends 2019: HCM on Cloud the New Paradigm – Workday Leads the Way .....</b>	<b>July 2019</b>
Cloud ERP Services PEAK Matrix™ Assessment and Market Update .....	Q3 2019

## Thematic Application Services reports

The Great Digital Divide: Is Customer Dissatisfaction the New Normal? .....	March 2018
Closing the Gap – The Future of IT Skills in the United States .....	April 2018
Reimagining Enterprise IT Services Sourcing .....	May 2018
Upcoming Contract Renewals – Application Services 2019 .....	January 2019
Assuring Trust in a Converging Life Sciences Ecosystem: The Emerging Role of Quality Assurance .....	February 2019
Pinnacle for Application Modernization .....	Q3 2019

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# Research calendar – Human Resources Outsourcing (HRO)

Published
  Planned
  Current release

## Flagship HRO reports

Release date

Multi-Country Payroll Outsourcing (MCPO) – Service Provider Profile Compendium 2019 .....	October 2018
Multi-Process Human Resources Outsourcing (MPHRO) – Service Provider Landscape with PEAK Matrix™ Assessment 2019 .....	January 2019
Multi-Country Payroll Platform- Provider Landscape with PEAK Matrix™ Assessment 2019 .....	January 2019
Multi-Process Human Resources Outsourcing (MPHRO) – Annual Report 2019 .....	January 2019
Multi-Process Human Resources Outsourcing (MPHRO) – Service Provider Profile Compendium 2019 .....	January 2019
Workday-based Human Resource Business Process Services (HR BPS) – Service Provider Landscape with PEAK Matrix™ Assessment 2019 .....	June 2019
Workday-based Human Resource Business Process Services (HR BPS) – Market Report 2019 .....	July 2019
<b>Workday Human Capital Management (HCM) IT Services – PEAK Matrix™ Assessment and Market Trends 2019: HCM on Cloud the New Paradigm – Workday Leads the Way .....</b>	<b>July 2019</b>
Multi-Country Payroll Outsourcing (MCPO) – Service Provider Landscape with PEAK Matrix™ Assessment 2019 .....	Q3 2019
Multi-Country Payroll Outsourcing (MCPO) – Annual Report 2019 .....	Q3 2019

## Thematic HRO reports

Key Ingredients for a Successful Digital-First HR Transformation .....	October 2018
The Mid-Market HCM Landscape in Asia Pacific .....	April 2019
Achieving Employee Experience – a “How-to Guide” for Enterprises (part 1 of 3) .....	March 2019
Employee Experience Suites – The Catalysts Driving Superior Employee Experience (part 2 of 3) .....	June 2019
Learning Function of the Future .....	Q3 2019
Startups Redefining Employee Experience (part 3 of 3) .....	Q3 2019

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# Additional Application Services research references

The following documents are recommended for additional insight on the topic covered in this report. The recommended documents either provide additional details or complementary content that may be of interest

1. **Application Services – Annual Report 2018: The Future of Architecture is Intelligent** ([EGR-2018-32-R-2658](#)); 2018. The digital future will require a sentient architecture that can be adjusted dynamically, managed easily using discrete components, and is developed using design principles. Next-generation technologies are laying the foundation of the sentient architecture. However, enterprises need to address the disconnect between legacy and next-generation systems. In this report, we have assessed the entire IT services landscape, followed by a deep dive into the application services landscape and the trends prevailing in the market
2. **Workday HCM IT Services – PEAK Matrix™ Assessment and Market Trends – Workday: Redefining HR for Digital Transformation** ([EGR-2017-4-R-2234](#)); 2017. Many enterprises are replacing their existing HCM platforms and legacy systems in favor of Workday, making it one of the fastest growing SaaS-based HCM platforms. This success can be attributed to three differentiators of Workday – a customer-centric product positioning, extensive partner ecosystem, and continuous investments in innovation. In this research, we present a benchmarking assessment of 10 leading Workday IT service providers along with their detailed profiles

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## About Everest Group

Everest Group is a consulting and research firm focused on strategic IT, business services, and sourcing. We are trusted advisors to senior executives of leading enterprises, providers, and investors. Our firm helps clients improve operational and financial performance through a hands-on process that supports them in making well-informed decisions that deliver high-impact results and achieve sustained value. Our insight and guidance empower clients to improve organizational efficiency, effectiveness, agility, and responsiveness. What sets Everest Group apart is the integration of deep sourcing knowledge, problem-solving skills and original research. Details and in-depth content are available at [www.everestgrp.com](http://www.everestgrp.com).

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