

# Workday Ecosystem

A report analyzing the strengths and competitive positioning of Workday service provider partners



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## Introduction

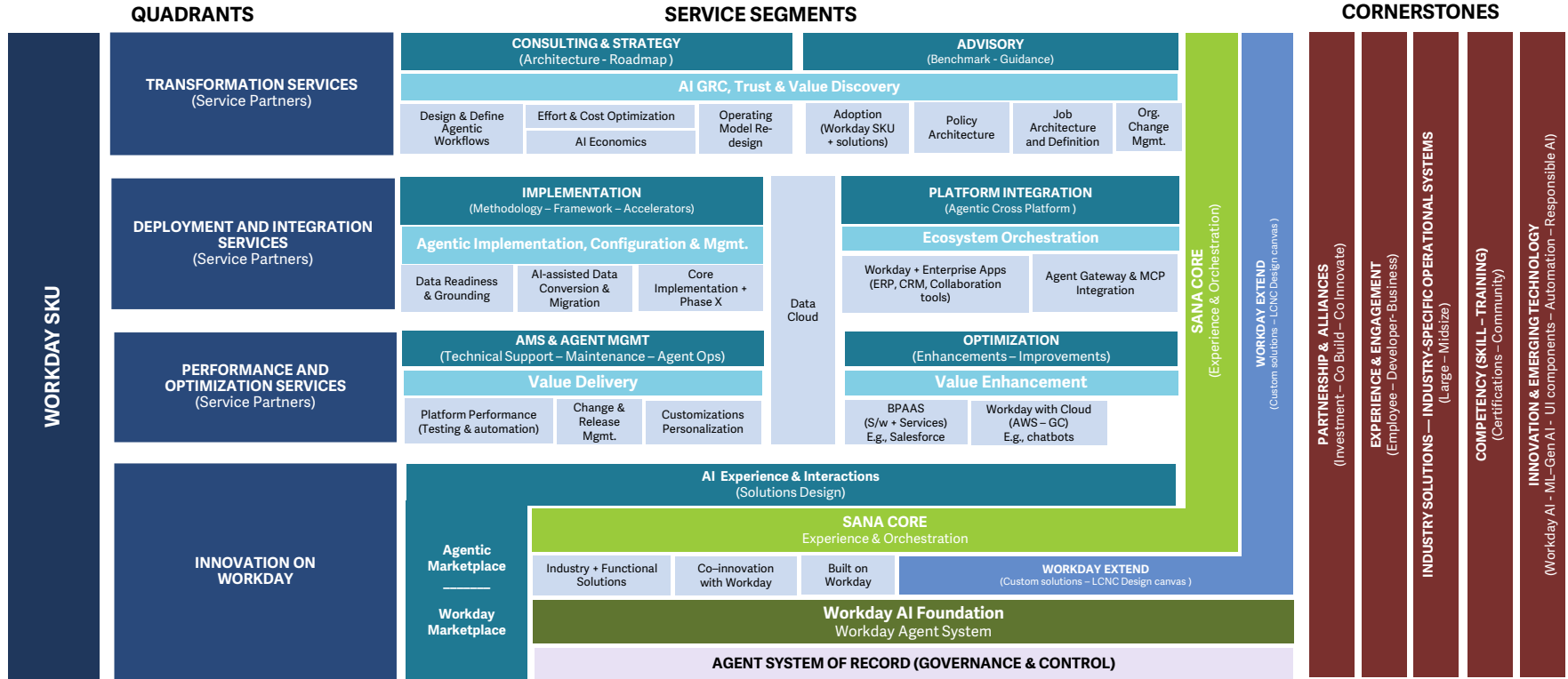
The Workday service partner ecosystem is evolving; once focused on large scale ERP and standard cloud implementations, it is rapidly transforming into a platform centric, intelligence led services market. Announcements and indications from recent Workday Rising events, combined with broad enterprise technology trends, underscore a clear shift: Workday is no longer positioned as just a system of record for people and money, but as a system powered by AI, agents and extensibility.

Workday's increasing emphasis on enhancing platform capabilities with Extend, Illuminate and SANA along with the emerging concept of Agent System of Record (ASOR). Together, they are redefining the way work is designed, executed and governed. For providers and SIs, this shift represents both an opportunity and a structural challenge. Traditional implementation centric value propositions, focused on configuration, data migration and integrations are necessary but now insufficient. Differentiation is now focused on platform fluency, domain specific innovation and sustained post go live value realization.

Recent developments in the Workday ecosystem reflect a deep integration of intelligence, extensibility and ecosystem-driven value creation. Capabilities such as Workday Illuminate, Workday Extend and the Workday Marketplace continue to shape how enterprises configure workflows, enhance decision-making and develop industry- and function-specific solutions natively on the platform. A growing focus on agent-aware configurations, platform integration and AI-enabled interactions indicates Workday's move toward scalable, experience-led enterprise operations, while remaining aligned to architectural and governance standards.

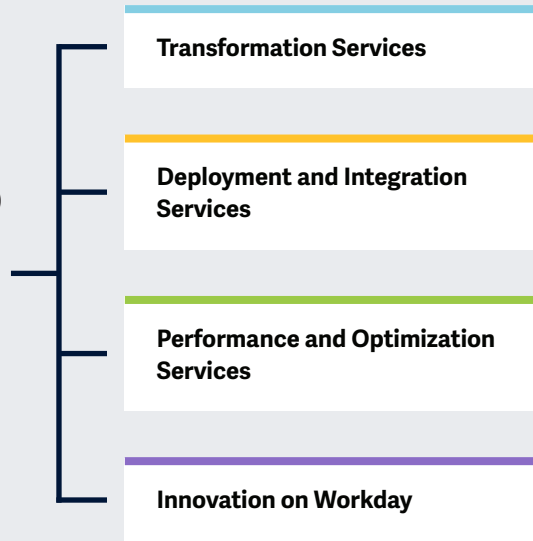


# BLUEPRINT – 2026



The Workday Ecosystem study focuses on the platform roadmap and the service partners offering intelligent HCM and financial management.

Simplified Illustration Source: ISG 2026



### Scope of the report

**The ISG Provider Lens® Workday Ecosystem study offers the following to business and IT decision makers:**

- Transparency on the strengths and weaknesses of relevant providers.
- A differentiated positioning of providers by segments on their competitive strengths and portfolio attractiveness.
- Focus on the U.S., Europe and APAC markets

Our study serves as an important decision-making basis for positioning, key relationships, and go-to-market considerations. ISG advisors and enterprise clients also use information from these reports to evaluate their current vendor relationships and potential engagements.



## Transformation Services

### Definition

The Transformation Services quadrant evaluates service partners based on their ability to deliver enterprise wide business and digital transformation on the Workday platform. They are assessed on their consulting and advisory services aligned with Workday SKUs and solutions, including architecture definition, roadmap design and operating model transformation that support scalable and sustainable change.

With the growing adoption of agentic AI, partners must help enterprise clients avoid surprise expenditures and prove the value of Flex credits. They are assessed for consumption forecasting, ROI tracking dashboards, scaling gates and procurement/financial governance for AI use.

The quadrant emphasizes organizational change management and business value realization across employee, business and developer experiences.

Providers are also evaluated on their Workday led transformation programs and ability to support experience driven change, including AI based value discovery and governance.

### Eligibility Criteria

1. **Have the ability to deliver Workday aligned consulting and advisory services** to support enterprise transformation initiatives mapped to Workday SKUs and solution portfolio
2. Can evaluate the HR **management landscape to design service transformation strategies, set up roadmaps** and provide in-depth, industry-specific knowledge of the Workday product portfolio
3. **Can establish enterprise transformation roadmaps and operating model designs** that guide Workday-led business change initiatives
4. **Have organizational change management expertise** to support stakeholder alignment, determine workforce readiness and foster adoption enablement
5. **Demonstrate experience in driving Workday adoption and value realization**, including use optimization and measurable business outcomes
6. Focus on **digital business transformation competencies and have expertise in industry-specific functions and strategic consulting**, including ESG and GRC
7. **Can support AI enabled value discovery and governance** grounded in officially supported Workday constructs
8. Possess Workday platform certifications to **predict long-term technology developments** and adoption to ensure **timely delivery of solutions** using **expertise and partnerships**



## Deployment and Integration Services

### Definition

The Deployment and Integration Services quadrant evaluates Workday service partners based on their ability to design, deploy and integrate Workday solutions at enterprise scale. The providers demonstrate capabilities in Core and Phase X implementations, supported by established methodologies, frameworks and accelerators that enable consistent, secure and efficient outcomes.

Workday has positioned Workday Data Cloud in a way to eliminate exports/stale duplicates and enable real-time insights, making strong data engineering and governance skills a necessity for partners. The quadrant also assesses partner expertise in data readiness, grounding, migration and conversion, along with capability in integrating Workday with enterprise applications such as ERP, CRM and collaboration platforms. Providers are evaluated on their ability to deliver scalable integration architectures and AI assisted deployment approaches explicitly aligned with Workday standards and ecosystem practices.

### Eligibility Criteria

1. **Have proven experience in delivering Core and Phase X Workday implementations** across enterprise environments
2. **Can apply established methodologies, frameworks and accelerators** aligned with best practices in Workday implementation
3. **Have the ability to integrate, align, develop, optimize** and test Workday products across various modules
4. Offer expertise in **diverse system integrations and migrations with ERP, SAP, CRM** (ServiceNow and Salesforce) and **internal collaborative systems**
5. Provide **maintenance support and installation services, offer upgrades** and handle patch and lifecycle management
6. **Use emerging technologies** such as **automation, data science, AI, ML** and **cognitive computing** to enable digital transformations and drive implementations
7. **Can adhere to Workday security, governance and ecosystem requirements** throughout deployment and integration engagements
8. Can deploy **Workday Data Cloud connectivity** with Databricks/Salesforce/Snowflake, access controls and **showcase real-time analytical use cases**



## Performance and Optimization Services

### Definition

The Performance and Optimization Services quadrant evaluates Workday service partners on their ability to operate, optimize and continuously enhance Workday environments. They deliver application management services (AMS) that support platform performance in terms of stability and reliability, while enabling continuous improvement through change and release management, testing, and automation.

The quadrant also covers optimization services, including enhancements, personalization, and business process as a service (BPaaS) delivery models that combine Workday software and services. Providers are assessed on their ability to improve operational efficiency, platform performance and business outcomes, including support for Workday environments deployed on cloud platforms such as AWS and Google Cloud.

For this quadrant, providers are assessed on the transparency, flexibility and scalability of their offerings, as well as their commitment to innovation and continuous improvement.

### Eligibility Criteria

1. Demonstrate proven **ability in delivering reliable AMS for Workday environments**, including support and maintenance
2. **Have the capability to manage Workday updates, releases and changes** with minimal business disruption
3. Show experience in **optimizing Workday performance** through enhancements, and continuous improvement initiatives
4. Use **testing frameworks and automation** to ensure platform quality, stability and scalability
5. Can deliver **functional enhancements and personalized solutions** within the Workday ecosystem
6. Have the **ability to deliver BPaaS offerings that operationalize Workday platform capabilities**, combining application management, performance optimization, enhancements and continuous improvement services to drive measurable business value
7. **Show proven support for Workday environments operating on cloud platforms**, ensuring performance, resilience and efficiency
8. Demonstrate the capability to **industrialize the ongoing adoption** of new Workday AI capabilities, such as new agents/features, AI-driven workflows and experience changes, through a repeatable **release-to-adoption operating model**



## Innovations on Workday

### Definition

The Innovations on Workday quadrant evaluates Workday service partners on their ability to design, build and scale AI-based intuitive solutions natively on the Workday platform. They focus on developing custom and industry specific solutions using Workday Extend and on delivering validated offerings through the Workday Marketplace.

This quadrant also assesses the capabilities of Workday Illuminate, including prebuilt AI assets, to enable intelligent experiences, agent aware workflows and business modernization initiatives. Providers are evaluated on their ability to deliver secure, scalable and compliant innovations within the Workday ecosystem, supporting long term platform extensibility and value creation.

Providers are assessed on their ability to provide centralized visibility/oversight for agent identities, roles, permissions and business context in Workday Agent System of Record (ASOR).

An important development this year is SANA which is an experience layer that converges knowledge, data, action and learning. Workday Partners are assessed on their capability to build differentiated offerings around it.

### Eligibility Criteria

1. Show proven expertise in **building custom applications and extensions** using **Workday Extend**
2. Have experience in **publishing, validating and maintaining solutions** on the Workday Marketplace
3. Demonstrate capabilities in the deployment of **Workday Illuminate**, including prebuilt AI assets, within solutions
4. Have the ability to **deliver innovations native to the Workday platform** without dependence on external frameworks
5. Can develop **industry specific or functional solutions** aligned with Workday use cases
6. Show an ability to design **intelligent workflows and experiences** using Workday supported agentic constructs
7. Can adhere to **Workday security, compliance and scalability standards** for Workday Extend based applications, Marketplace offerings and AI enabled configurations built on Workday (BoW) platform
8. Have an appetite for **joint innovation programs with Workday**, in early adopter participation (preview features and beta programs), and in **collaborations with hyperscalers and ISVs**, as well as contribution to Workday's product feedback loop
9. **Manage trust, governance and identity** for AI agents via its **ASOR** and partner integrations and demonstrate tangible business value



## Quadrants by Region

As a part of this ISG Provider Lens® quadrant study, we are introducing the following four quadrants on Workday Ecosystem 2026:

Quadrant	U.S.	Europe	APAC
Transformation Services	✓	✓	✓
Deployment and Integration Services	✓	✓	✓
Performance and Optimization Services	✓	✓	✓
Innovation on Workday	✓	✓	✓



The research phase falls in the period between May and July 2026, during which survey, evaluation, analysis and validation will take place. The results will be presented to the media in October 2026.

Milestones	Beginning	End
Survey Launch	May 5, 2026	
Survey Phase	May 5, 2026	June 2, 2026
Sneak Preview	August 2026	September 2026
Press Release & Publication	October 2026	

Collecting client testimonials via the Star of Excellence™ Program requires early client referrals (no official reference needed) because CX scores have a direct influence on the provider’s position in the IPL quadrant and the awards.

Please refer to the [ISG Provider Lens® 2026](#) research agenda to view and download the list of other studies conducted by ISG Provider Lens®.

**Access to Online Portal**

You can view/download the questionnaire from [here](#) using the credentials you have already created or refer to instructions provided in the invitation email to generate a new password. We look forward to your participation!

**Buyers Guide**

ISG Software Research, formerly “Ventana Research,” offers market insights by evaluating technology providers and products through its Buyers Guides. The findings are drawn from the research-based analysis of product and customer experience categories, ranking and rating software providers and products to help facilitate informed decision-making and selection processes for technology.

In the course of the Digital Sustainability 2026 IPL launch, we want to take advantage of the opportunity to draw your attention to related research and insights that ISG Research will publish in 2026. For more information, refer to the [Buyers Guide research schedule](#).

**Research Production Disclaimer:**

ISG collects data for the purposes of conducting research and creating provider/vendor profiles. The profiles and supporting data are used by ISG advisors to make recommendations and inform their clients of the experience and qualifications of any applicable provider/vendor for outsourcing the work identified by clients. This data is collected as part of the ISG FutureSource™ process and the Candidate Provider Qualification (CPQ) process. ISG may choose to only utilize this collected data pertaining to certain countries or regions for the education and purposes of its advisors and not produce ISG Provider Lens® reports. These decisions will be made based on the level and completeness of the information received directly from providers/vendors and the availability of experienced analysts for those countries or regions. Submitted information may also be used for individual research projects or for briefing notes that will be written by the lead analysts.



### ISG Star of Excellence® — Call for nominations

The Star of Excellence® is an independent recognition of excellent service delivery based on the Voice of the Customer concept. ISG has designed the Star of Excellence® program to collect client feedback about service providers' success in demonstrating the highest standards of client service excellence and customer centricity.

The global survey is all about services that are associated with IPL studies. In consequence, all ISG Analysts are continuously provided with information on the customer experience of all relevant service providers. This information comes on top of existing first-hand advisor feedback that IPL leverages in its practitioner-led consulting approach.

Providers are invited to [nominate](#) their clients to participate. Once the nomination has been submitted, ISG sends out a mail confirmation to both sides. It is self-evident that ISG anonymizes all customer data and does not share it with third parties.

Our vision for the Star of Excellence® is to become acknowledged as the leading industry recognition for client service excellence and serve as the benchmark for measuring client sentiments.

To ensure your selected clients complete the feedback for your nominated engagement, please use the "Nominate (for Providers)" section on the Star of Excellence® [website](#).

We have set up an email where you can direct any questions or provide comments. This email will be checked daily, please allow up to 24 hours for a reply.

Here is the email address:  
[star@cx.isg-one.com](mailto:star@cx.isg-one.com)



**ISG Star of Excellence**



## Methodology & Team

The ISG Provider Lens® 2026 – Workday Ecosystem study analyzes the relevant software vendors/service providers in the U.S., Europe and APAC market, based on a multi-phased research and analysis process, and positions these providers based on the ISG Research methodology.

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The research and analysis presented in this report includes research from the ISG Provider Lens® program, ongoing ISG Research programs, interviews with ISG advisors, briefings with service providers and analysis of publicly available market information from multiple sources. The data collected for this report represent information that ISG believes to be current as of May 2026 for providers that actively participated and for providers that did not. ISG recognizes that many mergers and acquisitions may have occurred since then, but this report does not reflect these changes.

All revenue references are in U.S. dollars (\$US) unless noted otherwise.



## Contacts For This Study

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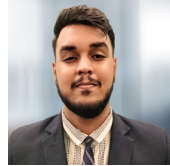
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### ISG Provider Lens® Involvement Program

ISG Provider Lens® offers market assessments incorporating practitioner insights, reflecting regional focus and independent research. ISG ensures advisor involvement in each study to cover the appropriate market details aligned to the respective service lines/technology trends, service provider presence and enterprise context.

In each region, ISG has expert thought leaders and respected advisors who know the provider portfolios and offerings as well as enterprise requirements and market trends. On average, three consultant advisors participate as part of each study's quality and consistency review process. The consultant advisors ensure each study reflects ISG advisors' experience in the field, which complements the primary and secondary research the analysts conduct. ISG advisors participate in each study as part of the consultant advisors' group and contribute at different levels depending on their availability and expertise.

The consultant advisors:

- Help define and validate quadrants and questionnaires,
- Advise on service provider inclusion, participate in briefing calls,
- Give their perspectives on service provider ratings and review report drafts.

## ISG Advisors for this study



Anoop  
Chawla

**Director, Human Capital  
Management**



Sandip  
Tarafdar

**Director, Technology**



## Invited Companies

**If your company is listed on this page or you feel your company should be listed, please contact ISG to ensure we have the correct contact person(s) to actively participate in this research.**

\* Rated in previous iteration

1PHI618	ClickTech	G-able*	Jade Global*
ABeam Consulting	CloudRock*	Genpact	Kainos*
Aberdeen Services	Cognizant*	Grant Thornton LLP	Kognitiv
Aboneo	Commit Consulting*	Groundswell*	KPMG*
Accenture*	Coreteam	Guidehouse*	Makse Group
Acuity	CrossVue*	Helios Consulting*	Mercer*
Albida	Datacom*	Hexaware Technologies*	MHP Management- und IT-Beratung GmbH
Alchemy	Definian	HR Path*	Mivada Pty Ltd*
Alpha Omega	Deloitte*	Huron*	Okorio
Amaris*	DXC Technology*	IBM*	Precision Task Group Inc.
Avaap*	E1 Consulting*	Impact Advisors*	Preos Talent Limited
BDO	ECHO	Inetum	Protiviti Inc.
BNB*	ERPA*	Infinity Cloud HR	PT. Metrodata Electronics, Tbk
Capgemini*	EZE Cloud Consulting*	Infosys	PwC*
CapTech Ventures, Inc.*	Fusion5*	Invisors*	Qmetrix*





## Invited Companies

Randstad Digital

SamsungSDS\*

Shearwater

Skillcentrix\*

Slalom, LLC\*

Strada\*

Symali

Syssero, Inc

TCS

The Groove

Tietoevry\*

TopBloc\*

UST\*

VirtualResource

WD Assist LTD

WorkStream Technology

Yash Technologies



## Provider Lens®

The ISG Provider Lens® Quadrant research series is the only service provider evaluation of its kind to combine empirical, data-driven research and market analysis with the real-world experience and observations of ISG's global advisory team. Enterprises will find a wealth of detailed data and market analysis to help guide their selection of appropriate sourcing partners. ISG advisors use the reports to validate their own market knowledge and make recommendations to ISG's enterprise clients. The research currently covers providers offering their services across multiple geographies globally.

For more information about ISG Provider Lens® research, please visit this [webpage](#).

## Research™

ISG Research™ provides subscription research, advisory consulting and executive event services focused on market trends and disruptive technologies driving change in business computing. ISG Research™ delivers guidance that helps businesses accelerate growth and create more value.

ISG offers research specifically about providers to state and local governments (including counties and cities) and higher education institutions. Visit: [Public Sector](#).

For more information about ISG Research™ subscriptions, please email [contact@isg-one.com](mailto:contact@isg-one.com), call +1.203.454.3900, or visit [research.isg-one.com](http://research.isg-one.com).

## 

ISG (Information Services Group) (Nasdaq: III) is a leading global AI-centered technology research and advisory firm. A trusted partner to more than 900 clients, including 75 of the world's top 100 enterprises, ISG is a long-time leader in technology and business services sourcing that is now at the forefront of leveraging AI to help organizations achieve operational excellence and faster growth.

The firm, founded in 2006, is known for its proprietary market data, in-depth knowledge of provider ecosystems, and the expertise of its 1,600 professionals worldwide working together to help clients maximize the value of their technology investments.

For more information, visit [isg-one.com](http://isg-one.com).





**APRIL, 2026**



**REPORT: WORKDAY ECOSYSTEM**