

A collage of several skyscrapers with glass facades, viewed from a low angle looking up. The buildings are arranged in a staggered, overlapping pattern, creating a sense of depth and architectural complexity. The colors range from light blues and greys to warmer tones like gold and brown.

***ISG** Provider Lens™

2022

U.S. Public Sector
Workday Partner
Ecosystem 2022

imagine your future®

ISG (Information Services Group) (Nasdaq: III) is a leading global technology research and advisory firm. A trusted business partner to more than 800 clients, including more than 75 of the world's top 100 enterprises, ISG is committed to helping corporations, public sector organizations, and service and technology providers achieve operational excellence and faster growth. The firm specializes in digital transformation services, including automation, cloud and data analytics; sourcing advisory; managed governance and risk services; network carrier services; strategy and operations design; change management; market intelligence and technology research and analysis. Founded in 2006, and based in Stamford, Conn., ISG employs more than 1,300 digital-ready professionals operating in more than 20 countries—a global team known for its innovative thinking, market influence, deep industry and technology expertise, and world-class research and analytical capabilities based on the industry's most comprehensive marketplace data. For more information, visit www.isg-one.com.



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Introduction

Workday cloud-based software has helped to revolutionize the availability, utility and value of human capital management/human resources (HCM/HR) management software since its launch in 2006. The Workday platform has grown to encompass applications for managing finance, data analytics, payroll, spending and more. The ecosystem of partners that enable, assess, implement, integrate and help manage Workday's offerings and related capabilities has likewise grown to a point where the breadth and depth of capabilities and choices can overwhelm users and buyers and lead to expensive decisions.

This 2022 ISG Provider Lens™ study offers buyers and decision makers objective guidance regarding leading services providers, rising stars and contenders that are experienced in developing for, selling to and supporting Workday and its affiliated offerings to public sector entities in the U.S. Such services include strategic consulting, implementation and integration, and managed services to enable, support and improve digital environments by using Workday platforms and applications.

The use of core digital management platforms such as Workday is critical to how public agencies in the U.S. and elsewhere address the growing pressure to deal with workforce transformation. They also observe changes on how they handle clients/constituencies, disruption and improvement in dealing with suppliers, the resulting changes, and potential improvements in their own organizations and operations.

These organizations face tremendous pressure to improve how they operate, reduce costs and modernize for digital reality – all in a climate of reduced funding and diminished staffing. Meanwhile, their needs and challenges associated with technology and services acquisition are similar to complex commercial enterprises, but typically with more restrictive acquisition, staffing, management, reporting and operational requirements. Objective insight, assessment and guidance are more valuable than ever for such organizations.

ISG's U.S. public sector advisory and consulting teams use these reports to help clients understand the scope of capabilities and offerings that are suitable for client requirements. These studies also serve as competitive enablement and support for vendor and provider positioning, key relationships and go-to-market considerations.

Quadrant Research

This ISG Provider Lens™ quadrant study assesses providers in the following three areas of Workday-related services:

Simplified illustration



Source: ISG 2022

Consulting and Strategy Services

This quadrant evaluates consulting and strategy services providers that enable transformation of back-office business processes and landscapes to ensure sustainable, effective and resilient operations through Workday solutions, products and platforms. These providers assist public sector clients in developing and devising a business process, organization and process transformation roadmap to enable and meet improved business objectives. Leaders demonstrate key capabilities and proven expertise in driving successful transformational initiatives by analysis and understanding of business, functional, and technical requirements using custom assessment kits aligned with practices prescribed by Workday.

Eligibility criteria:

- **Expertise in addressing public-sector organizational, operational and compliance requirements** relating to the investments made in the Workday platform
- **Use of reference assessments models, frameworks and templates** for initial requirement gathering and best practices in opportunity identification and assessments
- **Experience in defining and evaluating ERP and business process landscapes;** capability in designing HR service transformation strategies and long-term roadmaps integrating functional services
- **Knowledge about Workday portfolio and capabilities;** breadth and depth of understanding of Workday product portfolio (HRMS, financial, payroll, analytics and HCM services) and related functionality, processes, workflows, tools and platforms
- **Digital business transformation competency** focusing on diverse and HR-wide portfolios; expertise in support and industry specific strategy consulting
- **Business tools, technology expertise** and Workday platform certifications, accreditations (Workday, Hyperscalers, third-party software); capabilities to predict long-term technology developments and prescribe timely solutions
- **Experience in organizational and technology change management** principles and guidance to conformance with regulatory, compliance and governance frameworks
- **Resource competency and relevant certifications;** Workday certified (Workday Pro) and resource pool with experience in building solutions

Implementation and Integration Services

This quadrant evaluates providers that implement and integrate Workday and related software, solutions, data sources, and associated systems and tools including HCM/HR, ERP and finance systems – both internal and external to the public agency. Important assessment criteria for this quadrant include design and execution of implementation plans, data migration strategies, process modernization, hybrid and multi-cloud deployments, data security and governance protocols. In addition, the providers must demonstrate the ability to integrate the Workday products and offerings with internal systems such as ERP, CRM, collaboration tools and third-party solutions that act as an extension of the Workday capability.

Workday defines the implementation methodology, and partners follow the guidelines. As a result, the provider's ability to develop, accelerators, and components that drive efficiency and quality of implementation be examined. Providers' abilities to innovate and advance proprietary intellectual property, accelerators, and components for efficiency and quality are also important.

Eligibility criteria:

- **Expertise in addressing public-sector organizational**, operational and compliance requirements relating to the investments made in the Workday platform
- **Expertise in successful Workday platforms implementations** and predefined solutions and accelerators for Workday product deployment
- **Speed of Workday platform deployment**, including the ability to design solutions as per reference architecture and align prevailing technical environment; provide Workday-specific tools and utilities to accelerate implementation; deploy new features, modules and enhancements on the Workday platform and the Workday cloud (Workday Integration Cloud)
- **Integrating and mapping Workday products** including application development, optimization, and testing services across all Workday modules (for example, HCM, finance, analytics, planning, payroll and other modules)
- **Expertise in diverse system integration and migration** with experience in ERP, Functionals (SAP), CRM (ServiceNow) and internal collaborative systems (Microsoft Teams, Slack)
- **Offer maintenance and support** for installations, upgrades, new feature/module release management, migration, patch management and lifecycle management OFM instances with experience in maintenance for Workday release management
- **Experience in working with emerging technologies including abilities** to work with APIs, automation, data science, and AI/machine learning paired with cognitive computing to enable digital business transformation
- **Drive implementations and integrations with major hyperscalers**, including Amazon Web Services, Google, and Microsoft Azure
- **Size and capabilities of regional delivery teams**, including certified expertise and resources to manage implementation and integration through all typical stages

Managed Services

This quadrant analyzes services providers that offer managed services for maintenance and support of Workday and associated applications and services, including providers' capability to manage a blend of services, software and technologies in a variety of public sector contexts. Evaluation will cover a broad spectrum of diverse applications and post-implementation support, including the modernization of associated software, services and processes. Key competencies include provisioning, administration, monitoring, and availability for continuous operations across relevant Workday modules and related services.

The study will evaluate the providers' technical and operational ability to support process improvements through regular change and release management processes. This involves application maintenance services (AMS) congruence with the clients' internal and external systems. The providers are evaluated based on their ability to provide a broad spectrum of diverse applications, offer post-implementation and operational process support, and modernize Workday services.

Eligibility criteria:

- **Expertise in addressing public-sector organizational, operational and compliance requirements** relating to the investments made in the Workday platform
- **Experience with managing and monitoring** Workday platform, modules, workflows, processes, and applications
- **Experience in Workday release management and installations of new packages** as per Workday's release schedule; includes managing controlled changes to the environment
- **Comprehensive experience in delivering Workday maintenance support**, including technical solutions that support functional processes and Workday packages in a bug-free environment
- **Support for testing Workday integration code base**; examples include Studio, Enterprise Interface Builder (EIB), and supporting third-party systems to ensure the availability and upkeep of the work platform
- **Partnership ecosystem** comprising technology providers, developers and software providers that cover the breadth of Workday's solution portfolio
- **Expertise and prowess in integrating the Workday platform** with clients' custom platform environments
- **Experience and expertise in designing, developing and deploying custom requirements**; provide enhancements and improvements to meet and advance clients' changing business requirements

Quadrants by Region

Quadrant	U.S. Public Sector
Consulting and Strategy Services	✓
Implementation and Integration Services	✓
Managed Services	✓

Schedule

The research phase falls in the period between **May and July 2022**, during which survey, evaluation, analysis and validation will take place. The results will be presented to the media in **September 2022**.

Milestones	Beginning	End
Study Launch	May 5, 2022	
Survey phase	May 5, 2022	May 31, 2022
Sneak previews	July 14, 2022	August 8, 2022
Press release	September 5, 2022	

Please refer to the [link](#) to view/download the ISG Provider Lens™ 2022 research agenda.

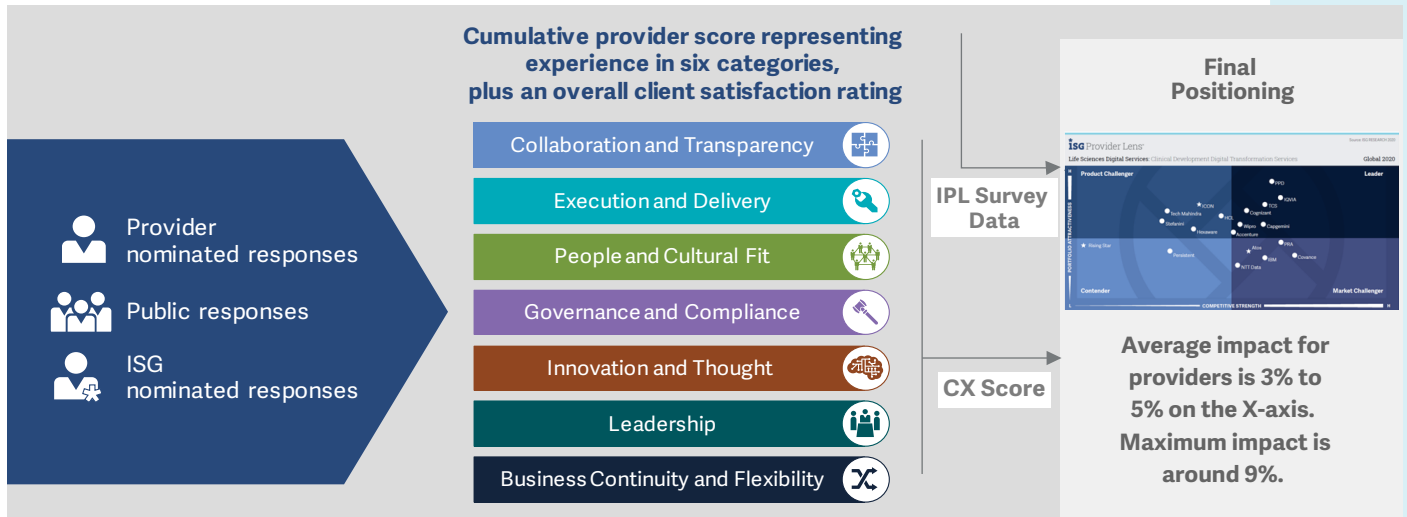
Access to Online Portal

You can view/download the questionnaire from [here](#) by 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!

ISG Star of Excellence™ – Call for Nominations

Star of Excellence™ is an independent recognition of excellent service delivery based on the concept of “Voice of the Customer.” Designed by ISG, the program collects client feedback about the success of service providers in demonstrating the highest standards of client service excellence and customer centricity.

The global survey is all about services that are associated with Provider Lens™ studies. All ISG Analysts will be 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 Provider Lens™ leverages in context of its practitioner-led consulting approach.



Providers are invited to [nominate](#) their clients to participate. Once the nomination has been submitted, ISG sends out an email confirmation to both sides. ISG anonymizes all customer data and does not share it with third parties.

It is our vision that the Star of Excellence will be conferred with the leading industry recognition for client service excellence and serve as the benchmark for measuring client sentiments.

To ensure that your selected clients complete the feedback for your nominated engagement, please use the client nomination 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@isg-one.com.

Research production disclaimer:

ISG collects data for the purposes of writing 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 work identified by the 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 to produce ISG Provider Lens™ reports. These decisions will be made based on the level and completeness of 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.

Partial list of companies being invited for the survey

Are you in the list or do you see your company as a relevant provider that is missing from the list?
Feel free to contact us for ensuring your active participation in the research phase.

Accenture	Huron	KPMG
Alight Solutions	everBe	Mieschke Hofmann und Partner
BNB	Hexaware Technologies	OneSource Virtual
Capgemini	Impact Advisors	Precision Task Group
CapTech Ventures	HR Path	PwC
Collaborative Solutions	HRMS Consulting	Realright
Deloitte	IBM	Saviynt
DXC Technology	Kainos	TietoEVRY

Contacts for this study



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Do you need any further information?

If you have any questions, please do not hesitate to contact us at ISG.ProviderLens@isg-one.com.

ISG Provider Lens™ QCRT Program Description

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 advisors participate as part of each study's Quality and Consistency Review Team (QCRT). The QCRT ensures 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 QCRT group and contribute at different levels depending on their availability and expertise.

The QCRT advisors:

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

The ISG Provider Lens™ QCRT program helps round out the research process, supporting comprehensive research-focused studies.

Quality & Consistency Review Team for this study



John Cook
Director, Public Sector

Do you need any further information?

If you have any questions, please do not hesitate to contact us at isglens@isg-one.com.