

Built for a Changing World

How enterprise frameworks from Workday are empowering businesses.



Enterprise Frameworks

From its founding, Workday was designed to liberate IT teams from inflexible traditional enterprise solutions by helping them achieve higher efficiencies without the need to spin up new projects just to keep things moving day to day. Key to achieving that goal are enterprise frameworks, which together with Workday Extend and Workday Integration Cloud enable business users to remain agile with a low-code approach to handling changes.

Throughout the digital revolution in the past two decades, businesses required the agility to become more resilient through business process automation and cloud computing, as well as to adapt to unforeseen changes. Not only were businesses facing the common marketplace challenges of mergers and acquisitions and stiff competition, but unprecedented global health events and social and political movements turned the most thoughtful business plans to scrap paper.

Many enterprise planning and management solutions offer automation for business processes as an add-on to the main platform. Workday is one of the very few organizations that added frameworks to its core designed to empower business users in HR, finance, planning, and other roles within an enterprise.

Democratized automation for business users.

At Workday, we enable IT departments to work on the most strategic tasks by providing configurable automation to their business users by:

- Delivering a configurable business process framework and more than 650 preconfigured processes from the beginning
- Automating mass or bulk actions to handle tens of thousands of tasks at once
- Managing change requests through automation while allowing for auditable reporting of everything that is changed
- Providing low-code definition of complex processes across Workday and external systems through Workday Orchestrate, a part of Workday Extend

The Business Process Framework is at the heart of it all.

In order to accomplish end-to-end processes and handle everyday tasks, our Business Process Framework (BPF) is built into the architecture of the Workday enterprise management cloud. Think of our BPF as a powerful “if this, then that” engine within the greater Workday environment that’s triggered by events within your organization—where you choose the rules and logic based on what’s best for your business. As well, you can change the business rules and task kickoffs easily and dynamically as your company grows and evolves.

Take the example of onboarding a new employee: When a candidate accepts an offer, a diverse set of tasks have to be kicked off—many in parallel—to ensure a smooth transition in the first days at work. Every necessary task, from issuing a badge to ordering equipment, assigning a workspace, filing forms with HR and legal departments, and finally, provisioning the new employee’s identity (and security rules around that identity) on all necessary systems can be automated seamlessly with the Business Process Framework.



The Business Process Framework powers your business around the clock.

Workday purposefully built the Business Process Framework into its core technology foundation from the beginning. This is why it works seamlessly with other native Workday frameworks, such as security and organizational hierarchy, to ensure that events are routed to the right set of users and policies and dependencies, and that next steps are evaluated in real time.

As businesses need to remain agile through constant change, Workday empowers business users to modify process-related changes without requiring IT support. Workday comes with more than 650 preconfigured business processes and also allows users to extend to a third-party system by embedding integrations within the process definition.

What does this look like in the real world? One of our customers, a midsize worker's compensation provider in the southern U.S., leveraged the Business Process Framework, posting rules, and recurring journal templates to reduce manual journal entries. The efficiency gains were astounding: before Workday, 90 percent of entries were manual; after Workday, only 1 percent remained manual.

The BPF also has an “always on” auditing capability, ensuring that all compliance requirements are met. It provides for process visibility through various options for configuring user access to process history or keeping that information for administrators. In addition, administrators can set which process changes are visible to end users, and the changes that are for auditors and administrators only. Workday also provides prebuilt dashboards to help with monitoring, optimizing, and continual improvement of critical business processes.

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With Workday, we saw that efficiency wasn't just about automation. It was about simplifying workflows and using data analysis to make better decisions as a company.

CY Chan

Co-Owner and Chief Talent & Purpose Officer
Hong Kong Broadband Network Limited

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Becoming a digital business requires a shift from linear processes that start and end in the organization to data-driven value chains that link seamlessly to the ecosystem.

Daniel Hernandez, Philip Carter

“Adaptable Architecture: The Backbone for Digital Business Models”;
IDC, May 2020

Achieve unprecedented efficiency and scalability with mass actions.

Any thriving organization that hires or manages a large volume of people faces challenges with handling thousands of applicants or contingent workers. Handling large-volume tasks, such as assigning new applicants to available recruiters or onboarding a large set of contingent workers to handle a holiday season, are typical examples.

Mass actions from Workday is a simple, secure, and scalable feature that can be initiated from built-in worksheets under Workday Drive. And with worksheets, all data remains secure in Workday throughout the setup, testing, and operation of mass actions.

“With mass actions, we can successfully move workers and positions quickly,” says Raju Vijay, vice president of Global People Services at Nissan, in the article [“Supercharging productivity and scalability in 2021.”](#)

Today, many Workday customers enjoy the ability to handle up to 50,000 mass actions either through worksheets or the mass operations management framework that allows for batch scheduling actions in advance.

Workday continuously delivers enhancements to our enterprise frameworks, which are available to all customers without upgrade requirements and keep customers up to date with the latest efficiencies as their business users find more ways to save time and money. When one customer finds a way to improve efficiency, all customers benefit. When it comes to scalability, customers both large and small are helping each other to not only build improved automated processes, but to also do it more efficiently. That’s good for everyone.

More importantly, all processes are automated and operate securely by applying the right security levels and giving process administrators visibility into data stored not just within Workday, but also into data that resides outside in other systems.

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In the design partner group, I could suggest enhancing the mass operations feature to reassign tasks in bulk from one recruiter to another. We use this capability nightly and it saves us a tremendous amount of time.

Brad Staesnick
HR Technology Architect
NVIDIA



Managing change requests with high visibility and auditability.

Change is inevitable, even with a working solution that supports the business in production. Therefore, how one democratizes a change request without compromising governance becomes a key factor when selecting a digitalization platform.

With the request framework, customers benefit from a form-based questionnaire that initiates a request, such as a change request, that gets routed and processed by the Business Process Framework. Additionally, custom reports ensure visibility into change requests—when the change happened, how it happened, and who requested it.

Change management with the request framework.

Although there are numerous possibilities for requesting changes to an existing business process or someone's security access, here are a few real-world examples:

- Modifying office access for certain workers in order to comply with local health regulations
- Automating employee requests to cancel checks
- Requesting essential employee status during COVID-19

It all comes down to eliminating inefficiencies in traditional paper-based processes and removing time delays in processing, all while performing those changes without the need for ad hoc IT involvement.

The benefits of using the request framework.

The request framework:

- Eliminates inefficient, cumbersome paper-based processes
- Improves tracking and reporting on all business forms and approvals
- Improves the ability to respond to audit requests from authorities
- Gives customers the ability to customize their reports as needed



Our frameworks are uniquely designed to work together.

At the core of the Workday enterprise management cloud, the BPF powers how internal work gets done, from hiring to onboarding, to financial processes and planning. And the request framework powers how those usual business processes scale as the business—and the world—change. Underpinning Workday business processes are the Workday extensible object data model, configurable security model, and durable auditability that drive execution, ensure control, and bring visibility while everything else is evolving at breakneck speed. Furthermore, reporting with Workday is baked in as well, and is designed to run custom reports on business process execution or any of the steps of a business process. This level of automated process adaptability with built-in governance is only available with Workday.



However, enterprise cloud systems and processes inherently operate across application ecosystems, and Workday is also designed at the core to be open and extensible. With the Workday Integration Cloud built into the core of Workday, the business or IT can quickly build a low-code integration or design and deploy a more complex integration using Workday Studio that can trigger a business process or implement a business process that can trigger an integration—such as triggering an IT system provisioning task for a new employee onboarding process.

Often business processes need to be orchestrated across systems but do not require batch data integration to occur. These event-based process orchestrations can be rapidly implemented as part of a Workday business process through Workday Orchestrate, a core part of Workday Extend designed to build unique process orchestrations that can trigger an API call to an external system from a business process. Think of an employee requesting a company-managed credit card as part of an onboarding process, where the request and approval triggers an event to an external credit card system. Workday Orchestrate is a low-code solution as well as secure and scalable, operating within Workday with auditability and security intact.

This powerful, extensible, and scalable design is truly unique and enables Workday to offer the ultimate in flexibility, security, and auditability when it comes to adaptable business processes, enabling everyone, including both IT and the business, to focus on innovating and moving the business forward.

To learn more about what makes Workday technology different and how our applications help you respond to change with flexibility and agility, visit us at workday.com/our-technology.



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

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