



Workday Professional Services Automation

The knowledge economy gives professional services organizations a unique opportunity to improve their talents and operations to maximize value for customers. However, as projects grow in scope and teams expand, so do the risks of cost overruns and mismanagement.

Workday Professional Services Automation (PSA) helps you manage the entire lifecycle of client-facing billable projects. Your sales, resource managers, project managers, and finance teams gain a single source of truth to view and act on every type of data. Rich talent intelligence helps you match the right people with the right project, while flexible billing and revenue recognition enables you to confidently accelerate business transformation. And since all Workday applications across finance, HR, and operations are part of a single system, your entire company can boost collaboration, increase efficiency and insight, and improve customer service.

Workday PSA Applications

Human Capital Management

Use Workday Human Capital Management (HCM) to recruit, manage, engage, and retain your workforce with a seamless user experience and dynamic analytics. Stay ahead of the retention curve with predictive talent insights.

Project and Resource Management

Get a holistic view of your staffing needs and project status from a centralized resource management dashboard. Define roles and shop for talent inside or outside your organization. Enable quick and easy staffing through configurable resource pools. Forecast resources and projects for more-efficient utilization and profitable delivery.

Project Financials

Workday PSA is part of a single system with Workday Financial Management for easier and more accurate customer billing, revenue recognition, and financial analysis. Improve financial management with built-in support for new revenue recognition standards (ASC 606/IFRS 15) and dual reporting requirements.

Key Product Areas

Human Capital Management

- Recruiting tied to projects
- Performance management
- Skills and competencies
- Workforce planning and analytics

Project Execution

- Project management
- Resource management
- Time tracking
- Expense management

Project Financials

- Project billing
- Revenue recognition
- Project costing and accounting
- Budgeting and forecasting

Reporting and Analytics

- Financial reporting
- Operational reporting
- Talent reporting

Key Benefits

- Leverage rich talent data and one system to put the right people on the right projects.
- Increase efficiency in resource utilization, project billing, revenue recognition, time tracking, and expense management from any device, anytime, any place.
- Drive better decision-making across HR, Services, and Finance with a single source of truth for actionable data and embedded analytics.
- Use built-in support for multiple business models (project, subscription, usage-based, and so on) and new revenue standards.

Project Billing

Provide insights into flexible billing rules, markup, and write-off to minimize revenue leakage. Various billing models are supported including subscription-, usage-, and project-based; time and materials; fixed-fee; prepaid; milestone; retention; overhead; and more.

Expense Management

Scan receipts and automatically add comprehensive expense data through mobile devices. Minimize project overrun with the ability to create, find, edit, submit, and analyze expenses on the go. Manage the expenses of personal transactions on corporate credit cards.

Time Tracking

Capture project time easily with a mobile-native solution. Increase efficiency by entering multiple projects at once. Enable project and staff managers to quickly review and approve time. Leverage consolidated time reporting and configurable PSA reporting to increase utilization and minimize overrun.

“Workday’s PSA ERP offering resonates with customers largely because of the tight unification between Workday’s financials and HCM modules. PSA ERP customers benefit from Workday’s talent data and intelligent reporting and analytics—so that employees are assigned to the optimal projects for their skill set and workload. Similarly, services businesses on Workday have visibility into projects when making hiring decisions.”

—IDC MarketScape: Worldwide SaaS and Cloud-Enabled PSA ERP Applications 2017 Vendor Assessment, SEPT. 2017—zDOC # US42215717

“The system adapts quickly to whatever changes we might see around the corner. It’s a game-changer. Project profit margin is vital, but we didn’t have these sort of analytics before. Now, thanks to Workday, we can see the precise amount of margin and make business decisions based on this information.”

—Javier Delgado, Managing Partner, BNB

“[Workday PSA is] helping us eliminate manual processes, staff projects as soon as they’re proposed, and increase visibility into project financials and resource demands... project teams and lines of business are more connected than ever!”

—Bobby Riggs, CFO, Collaborative Solutions

Workday PSA Functionality

Human Capital Management

- Arm recruiters, resource managers, and project managers with a single source of truth about your employees and candidate pipeline.
- Tap into rich data from Workday HCM to staff contingent or full-time talent based on availability, job profile, skills, performance, interests, and more.
- Enable resource managers to define roles, find talent inside or outside your organization, and hire the right people.
- Use machine learning to predict attrition, identify at-risk performers, and take actions to retain key resources.

Project Management

- Allow the creation of opportunity projects for staffing plans and financial forecasts. Support easy conversion of opportunity projects to sold projects.
- Enable superior portfolio and project planning with demand forecasting and utilization reports.
- Integrate with a CRM system to use external resource demand data and inform the planning and staffing of work.
- Manage project booking statuses, timelines, milestones, and status updates from any device at any time.
- Enable customized daily resource forecasts and detailed allocation of worker availability, including project breakdown.
- Sync data between two systems easily through packaged integration with Microsoft Project for more granular project management.

Resource Management

- Get a holistic view of your staffing needs with a centralized resource management dashboard to take action quickly.
- Find the right talent for a project based on a variety of configurable parameters.
- Improve resource usage and flexibility by designating a resource as hard- or soft-booked, committed, or prospective.
- Allow consultants to view current assignments, upcoming opportunities, and essential information for projects based on their interests.
- Enable dynamic and scalable resource forecasting with the familiar worksheet functionality.

Project Financials and Billing

- Budget, forecast, bill, and analyze projects and manage project financials using one system to eliminate reconciliation and foster collaboration.
- Account for both billable and nonbillable work and gain a complete, real-time view of the total revenue, costs, and profitability of all projects.
- Ease the revenue recognition transition with dual reporting, scenario modeling, and built-in support for both new and old standards.
- Improve project cost management through the ability to budget and forecast based on time and material contracts and portfolio-level forecast analysis.
- Automate project billing with multidimensional billing rate sheets, configurable billing rate rules, and complex rate tables.
- Manage receivable credit and collection, maintain customer accounts, and automate billing all at once.
- Support your workforce with payroll for multijurisdiction taxation while reducing administrative errors and manual adjustments.

Time Tracking and Expense Management

- Eliminate manual entries by using intelligent time and expense software that understands every way you impact your assigned projects.
- Enter and approve time and expenses on the go for all projects.
- Get real-time analytics to make smarter staffing decisions, configure proactive spend controls, and proactively alert managers to strengthen compliance.

Embedded Reporting and Analytics

- Improve decision-making with built-in analytics across the entire Workday PSA suite, so users can self-serve and collaborate contextually in real time.
- Get complete transactional data, easily distributed based on technology-enabled governance and mobile frameworks.
- Customize management dashboards with KPIs and reports for project portfolio, geography, line of business, talent development, and bench insights.



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