

## 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, operations/delivery, 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 products and capabilities.

#### **Workday 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 of your organization. Enable quick and easy staffing through intelligent resource management powered by machine learning. 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

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### **Human Capital Management**

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

### **Services CPQ**

- Services quoting (pricing and estimating)
- Automated proposal creation
- Automated approval workflow
- Resource demand visibility
- Automated draft customer contract in project billing

### **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

## Workday Services CPQ.

Workday Services CPQ (configure, price, quote) works in conjunction with Workday PSA to create projects and contracts, providing earlier insight into resource demand and streamlined billing based on contract terms. Automatically generate services documentation (SOWs, ROMs, executive summaries, or proposals). Services CPQ also completes our opportunity to cash process from quoting/pricing, contracts, projects, billing, revenue recognition, collections, reporting, and revenue planning.

## Project billing.

Provide insights into flexible billing rules, exceptions, 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; percent completed; and more.

## Expense management.

Email and scan receipts to 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 by entering and approving multiple projects at once. Support daily, weekly, and monthly resource forecasts and project labor budgeting by hours and amount. Leverage consolidated time reporting and configurable PSA reporting to increase utilization and minimize overrun.

To explore how Workday Professional Services Automation can help you, please visit: [workday.com/psa](https://workday.com/psa)

## Key Benefits

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- Create quotes and proposal documentation, manage resources, create projects, and billing all in one system.
- 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.
- 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.



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