iSG Provider Lens™

Workday Ecosystem

Transformation Services

A research report comparing provider strengths, challenges and competitive differentiators

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Workday continues to transform, innovate and deliver platform solutions for a seamless experience

The U.S. market is a dynamic landscape of rapid technological advances and evolving business strategies. Consequently, cloud-based HR and financial management solutions are becoming indispensable for enterprises aiming for flexibility, scalability and cost-efficiency. Workday offers comprehensive solutions that not only streamline operations but also drive significant strategic advantages. The transition to cloud-based platforms has become critical for the digital transformation of U.S.-based companies, enabling them to enhance operational efficiency, ensure compliance and improve EX.

The robust Workday platform, fortified by advanced analytics, ML and stringent security components supports enterprises in navigating the complexities of the modern business environment. Consulting firms and system integrators play a crucial role in this ecosystem as they provide essential expertise and support to ensure the successful implementation and optimization of Workday solutions. These firms bring deep industry knowledge, technical expertise and strategic guidance to the table, enabling organizations to maximize the value of their Workday investments.

The report explores key trends, challenges and the strategic approaches of providers shaping the adoption of Workday solutions in the U.S. It highlights how Workday's capabilities, combined with the support of experienced partners, are driving significant improvements in operational efficiency, regulatory compliance, employee engagement and overall business agility.

Accelerated Cloud Adoption and Integration

The U.S. market is rapidly embracing cloud-based HR and financial management solutions, driven by the need for flexibility, scalability and cost-efficiency. The Workday cloud platform leads this transformation, enabling enterprises to streamline operations, reduce IT infrastructure costs and enhance data accessibility. With robust security components and compliance with industry standards,

Workday's cloud solutions enhance **compliance, engagement** and **efficiency** for U.S. enterprises.

Workday allows organizations to swiftly respond to market changes, improve inter-departmental collaboration and enhance overall business agility. Consulting firms and system integrators play a vital role in this transition by providing deployment and integration services that ensure seamless transitions from legacy systems to cloud platforms. Their industry-specific tools and accelerators enhance the implementation process, enabling rapid and efficient adoption of Workday among clients.

Enhanced Data Analytics and Reporting

Advanced data analytics and real-time reporting are becoming essential for strategic decision-making. Workday's analytics tools offer deep insights into workforce performance, financial metrics and operational efficiency. The integration of ML models helps predict trends and identify potential challenges proactively. The use of advanced analytics empowers businesses to make data-driven decisions, optimize resource allocation and achieve strategic objectives efficiently. By leveraging Workday's powerful analytics and reporting tools/components, along with the expertise of service partners in implementing these solutions, organizations can gain a comprehensive view of their operations, enabling improved planning and forecasting.

Improved EX and Engagement

Enhancing EX is a top priority for modern organizations. Workday's user-friendly interface and mobile capabilities allow employees to access information and perform tasks from anywhere, thus improving their overall experience. Personalized dashboards and self-service options further empower employees and boost engagement. Positive EX translates into high job satisfaction, increased productivity and more assured talent retention. Consulting firms and system integrators contribute to this space by implementing Workday's user-friendly interface and mobile capabilities and developing personalized dashboards and self-service options that empower employees and boost engagement.

Security and Compliance

Ensuring data security and regulatory compliance remains a critical concern for organizations. Workday continuously updates its platform to comply with evolving regulations and implements advanced security protocols to protect sensitive data. Comprehensive audit trails and reporting features aid organizations in meeting compliance requirements. Enhanced security and compliance measures mitigate the risk of data breaches, avoid regulatory penalties and build trust with stakeholders. Consulting firms and system integrators play a significant role by implementing advanced security protocols and ensuring that organizations stay updated with evolving regulations in their Workday deployments.

Optimizing Workday Extend

Workday Extend is an integral component of the Workday platform, allowing organizations to build custom applications that seamlessly integrate with Workday's core functionalities. This capability provides businesses with the flexibility to address unique operational needs and extend the functionality of their Workday environment. By leveraging Workday Extend, companies can create tailored applications that enhance their business processes, improve UX and drive innovation. Consulting firms and system integrators play a crucial role in maximizing the potential of Workday Extend. They help organizations identify opportunities for custom applications, develop and deploy these applications and ensure they are seamlessly integrated with existing Workday solutions. This support enables businesses to enhance their operational capabilities, streamline processes, and achieve greater efficiency.

Challenges and GSI Strategies

Data Migration

Migrating data from legacy systems to Workday can be complex and time-consuming. Global system integrators (GSIs) use automated tools and structured frameworks to streamline the data migration process, ensuring accuracy and minimizing downtime. They provide end-to-end support, from planning to execution, ensuring a smooth transition. The use of automated data conversion accelerators that offer thousands of automated validations ensures data integrity and smooth migration.

Executive Summary

Customization and Scalability

Customizing Workday solutions to fit unique enterprise needs, while maintaining scalability, is a significant challenge. GSIs leverage modular approaches and scalable architectures to customize Workday solutions to specific business requirements and ensure that these solutions can scale and evolve with the concerned organization. Comprehensive implementation solutions include Workday HCM, Workday Financial Management and adaptive planning deployment accelerators that allow businesses to maintain long-term scalability and flexibility.

User training and adoption

Ensuring smooth adoption among end-users and maximizing RoI is crucial. GSIs provide comprehensive training programs and continuous support to help users become proficient with Workday. They develop change management strategies to facilitate adoption and drive user engagement. By integrating industry best practices into advisory services for

digital transformation, GSIs maximize RoI and enable real transformation within organizations.

In 2024, the Workday ecosystem is characterized by trends such as an increase in cloud adoption, the use of data analytics, a focus on EX and concerns about security and consequent measures. GSIs play a crucial role in addressing the challenges associated with these trends, where they leverage their expertise to provide tailored solutions that drive business value. As organizations continue to navigate the digital transformation landscape, the strategic adoption of Workday solutions, supported by experienced GSIs, will be pivotal to achieving operational excellence and gaining a competitive advantage. Consulting firms and system integrators are integral to this environment and play an important role in enhancing Workday's capabilities, ensuring successful implementation and optimizing UX.

In conclusion, the adoption of Workday solutions in the U.S. is driven by the need to provide strategic guidance, technical expertise and comprehensive support to

help organizations navigate the complexities of digital transformation. This, in turn, leads to significant improvements in operational efficiency, regulatory compliance, employee engagement and overall business agility.

> U.S. enterprises continue to embrace Workday in 2024, recognizing the significant benefits of transitioning to the cloud-based platform. This shift enables them to achieve strategic objectives effectively, enhance operational efficiency, ensure robust compliance, and improve overall employee engagement and satisfaction.

Provider Positioning   **Page 1 of 3**

	Transformation Services	Deployment and Integration Services	Performance and Optimization Services
Accenture	Leader	Leader	Leader
Active Cyber	Not In	Contender	Contender
Avaap	Contender	Product Challenger	Product Challenger
Capgemini	Product Challenger	Product Challenger	Product Challenger
CapTech	Contender	Contender	Contender
CloudRock	Contender	Contender	Not In
Cognizant	Leader	Leader	Leader
CrossVue	Product Challenger	Rising Star ★	Product Challenger
Deloitte	Leader	Leader	Leader
DXC Technology	Product Challenger	Product Challenger	Product Challenger
ERPA	Contender	Contender	Not In

Provider Positioning **Page 2 of 3**

	Transformation Services	Deployment and Integration Services	Performance and Optimization Services
Glyde Consulting	Contender	Contender	Not In
Guidehouse	Market Challenger	Market Challenger	Market Challenger
Hexaware	Not In	Leader	Leader
Huron	Leader	Leader	Leader
IBM	Market Challenger	Leader	Market Challenger
Impact Advisors	Not In	Market Challenger	Market Challenger
Invisors	Leader	Leader	Leader
Jade Global	Contender	Product Challenger	Product Challenger
Kainos	Not In	Product Challenger	Leader
KPMG	Leader	Leader	Product Challenger
Mercer	Leader	Product Challenger	Product Challenger

Provider Positioning

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	Transformation Services	Deployment and Integration Services	Performance and Optimization Services
PwC	Leader	Leader	Leader
Skillcentrix	Rising Star ★	Product Challenger	Product Challenger
Slalom	Product Challenger	Product Challenger	Product Challenger
Strada (formerly Alight)	Leader	Leader	Leader
TopBloc	Leader	Leader	Leader
UST	Product Challenger	Contender	Contender

The Workday Ecosystem study assesses providers' capabilities in HCM transformation, deployment, integration and Workday optimization.

Transformation Services

Deployment and Integration Services

Performance and Optimization Services

Simplified Illustration Source: ISG 2024

Definition

Workday is aggressively aligning its business and technology strategy to build a competitive roadmap in the HCM space. Fresh executive-level inflow and trials of new corporate governance models (Co-CEO) highlight an innovative approach to leading the thought and technology leadership space. The launch of Workday Extend and the Enterprise Management Cloud is set to address the limitations of complex and bulky ERP systems. These solutions integrate AI and automation technologies with a central data core to unify and streamline enterprise data and intelligence.

Services such as advising on digital HCM transformation, implementing Workday solutions, fine-tuning systems and optimizing performance are all geared toward enhancing the overall user experience and reducing costs. These areas are among the top priorities for major enterprise clients.

Workday has recalibrated its partnership program with new inclusions and additions to restructure the service landscape by expanding the advisory partner pool. Workday emphasizes the integration of systems that enhance its platform, focusing on areas such as payroll, time tracking and workforce management. Concurrently, it prioritizes industry-specific solutions to build more efficient processes and technology stacks, thereby simplifying and amplifying user benefits and effectively meeting enterprise needs. The demand for marketplace solutions, customization and business processes as a service (BPaaS) is growing to cater to individual client requirements. Workday partners are shifting toward an engineering-led approach that drives innovation and experience.

Scope of the Report

This ISG Provider Lens™ quadrant report covers the following X (spell out the number of quadrants; do not use a digit) quadrants for services/solutions: Transformation Services, Deployment and Integration Services and Performance and Optimization Services.

This ISG Provider Lens™ study offers IT decision-makers:

- Transparency on the strengths and weaknesses of relevant providers/software vendors
- A differentiated positioning of providers by segments (quadrants)
- Focus on the U.S. market

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

Provider Classifications

The provider position reflects the suitability of providers for a defined market segment (quadrant). Without further additions, the position always applies to all company sizes classes and industries. In case the service requirements from enterprise customers differ and the spectrum of providers operating in the local market is sufficiently wide, a further differentiation of the providers by performance is made according to the target group for products and services. In doing so, ISG either considers the industry requirements or the number of employees, as well as the corporate structures of customers and positions providers according to their focus area. As a result, ISG differentiates them, if necessary, into two client target groups that are defined as follows:

- **Midmarket:** Companies with 100 to 4,999 employees or revenues between$20 million and $999 million with central headquarters in the respective country, usually privately owned.

- **Large Accounts:** Multinational companies with more than 5,000 employees or revenue above $1 billion, with activities worldwide and globally distributed decision-making structures.

The ISG Provider Lens™ quadrants are created using an evaluation matrix containing four segments (Leader, Product & Market Challenger and Contender), and the providers are positioned accordingly. Each ISG Provider Lens™ quadrant may include a service provider(s) which ISG believes has strong potential to move into the Leader quadrant. This type of provider can be classified as a Rising Star.

- **Number of providers in each quadrant:** ISG rates and positions the most relevant providers according to the scope of the report for each quadrant and limits the maximum of providers per quadrant to 25 (exceptionsare possible).

Provider Classifications: Quadrant Key

Product Challengers offer a product and service portfolio that reflect excellent service and technology stacks. These providers and vendors deliver an unmatched broad and deep range of capabilities. They show evidence of investing to enhance their market presence and competitive strengths.

Leaders have a comprehensive product and service offering, a strong market presence and established competitive position. The product portfolios and competitive strategies of Leaders are strongly positioned to win business in the markets covered by the study. The Leaders also represent innovative strength and competitive stability.

★ **Rising Stars** have promising portfolios or the market experience to become a Leader, including the required roadmap and adequate focus on key market trends and customer requirements. Rising Stars also have excellent management and understanding of the local market in the studied region. These vendors and service providers give evidence of significant progress toward their goals in the last 12 months. ISG expects Rising Stars to reach the Leader quadrant within the next 12 to 24 months if they continue their delivery of above-average market impact and strength of innovation.

Not in means the service provider or vendor was not included in this quadrant. Among the possible reasons for this designation: ISG could not obtain enough information to position the company; the company does not provide the relevant service or solution as defined for each quadrant of a study; or the company did not meet the eligibility criteria for the study quadrant. Omission from the quadrant does not imply that the service provider or vendor does not offer or plan to offer this service or solution.

Contenders offer services and products meeting the evaluation criteria that qualifies them to be included in the IPL quadrant. These promising service providers or vendors show evidence of rapidly investing in products/services and a follow sensible market approach with a goal of becoming a Product or Market Challenger within 12 to 18 months.

Market Challengers have a strong presence in the market and offer a significant edge over other vendors and providers based on competitive strength. Often, Market Challengers are the established and well-known vendors in the regions or vertical markets covered in the study.

Transformation Services

Transformation Services

Who Should Read This Section

This report is relevant to enterprises across industries in the U.S. for evaluating providers of Workday transformation services.

In this quadrant, ISG highlights the current market positioning of providers offering transformation services to enterprises in the U.S. and underlines how each provider addresses the key challenges faced by enterprises in the region.

Enterprises in the U.S. are actively opting for transformation services to adapt to the changing competitive landscape and new business models in terms of functions and technology use. This active approach has led to a growth in demand for support for financial management (FM) and human capital management (HCM). Additionally, they are leveraging GenAI, AI, and ML to enhance capabilities in areas such as finance and HR through adaptive planning and Workday Extend. Workday Extend has found increased acceptance and is experiencing a high demand among enterprises in the U.S.

Enterprises are actively focusing on an innovative approach to HCM transformation to remain competitive. They are actively developing frameworks, solutions or tools to address HR-related issues and streamline processes. Software providers in the U.S. are actively aligning their strategy with an emphasis on technology, including cloud services, data management, GenAI, innovation and automation They are reimagining their approach to various platforms and tools to streamline processes while providing robust security to enterprises. In addition, providers are looking to expand their advisory offerings to include more system-agnostic services focused on business transformation. The active emergence and use of GenAI presently underscore the significance of technology in consulting services.

Consulting leaders seeking advisory services, including management, technology, functional, and domain leaders, should read this report to learn about providers and their U.S.-specific Workday offerings.

Digital transformation leaders taking initiatives to build a future-proof organization should read this report to know how service providers design Workday solutions and map them to various technologies.

Business leaders, including CHROs, CFOs, payroll and financial leaders, focused on driving business outcomes, should read this report to understand the trends guiding providers with their Workday offerings.

This quadrant assesses service providers offering **Workday transformation services,** evaluating their capabilities to deliver **consulting and advisory services to modernize HCM**.

Ashwin Gaidhani

Transformation Services

Definition

This quadrant evaluates Workday-accredited advisory and service partners that transform the HR services landscape by improving HCM practices and processes using Workday solutions, products and platforms. The partners offer services that help enterprise clients develop a roadmap for HCM and financial process transformation.

This quadrant assesses providers' expertise in driving transformational initiatives to deliver a robust execution plan, organizational change management and business value {environment, social and governance (ESG) and governance,

risk and compliance (GRC), which certified consultants then administer. It also evaluates their approach to migrating and reforming processes by analyzing business, functional and technical requirements using custom assessment kits aligned with the practices prescribed by Workday. The service providers covered in this quadrant help enterprise clients of all sizes understand the changing market trends and design the best models for business and service through technology adoption that aligns with the enterprise's objectives.

Eligibility Criteria

1. Identify opportunities for **new Workday competencies** using **best practices** and creating an **adoption roadmap with frameworks, tools and templates**

2. **Evaluate the human resource management (HRMS) landscape to design HR service transformation strategies and road map integration** and provide in-depth knowledge of the Workday product portfolio (financial management, payroll, analytics, Workday Extend and HCM services) and industry expertise

3. Focus on **digital business transformation** competencies and **expertise in industry-specific functional processes** and strategy consulting, **including ESG and GRC areas**

4. Hold Workday platform certifications to **predict long-term technology developments** and adoptions to prescribe **timely solutions using expertise and partnerships**

5. Have change management experience and offer **Workday-certified resource pool** with solution-building expertise

Observations

Workday transformation services have significantly expanded in the U.S. as many businesses now use cloud-based solutions for financial management (FM), human capital management (HCM) and adaptive planning. Workday has also invested in developing industry-specific solutions by utilizing its expertise and knowledge in the U.S. It is also focused on building a talented team to support these efforts. Some of the developments noted in this space include:

- Workday plans to expand its base in finance management among Fortune 500 companies and double its financial growth. It plans to further leverage AI and ML to build a robust platform.

- Workday is focusing on helping U.S. enterprises optimize and transform their Workday Skills Cloud, which involves supporting CXs in transitioning into a skill-first mindset, with a focus on talent optimization.

- Workday is developing its Adaptive Planning and Prism Analytics solutions across the U.S. for enterprises seeking these solutions to automate processes seamlessly and efficiently. The insights modeling and analytics functions of these solutions will accelerate Workday's product road map within the next two to three years. This is expected to lead to increased adoption of Workday's financial management solutions.

- Workday is focusing on talent acquisition to help clients understand business skills and requirements. The company is also focused on increasing M&A activities to create robust platforms and solutions to streamline processes.

From the 34 companies assessed for this study, 24 qualified for this quadrant, with 10 being Leaders and one Rising Star.

Accenture drives transformative outcomes by leveraging its expertise in integrating finance and HR capabilities within the Workday platform. This synergy empowers organizations to swiftly change and execute their strategies effectively.

Cognizant's strong foothold in the government and education sectors and innovative packaged solutions underscore its prowess in handling complex transformation projects. It excels in Workday transformation by using proven accelerators and pre-built intellectual property assets.

Deloitte excels in driving significant business changes with strategic Workday solutions. Its ability to tailor these solutions to industry-specific needs showcases Deloitte's expertise in delivering comprehensive, scalable results.

Huron offers Workday transformation services with deep industry expertise, innovative delivery methods and strong client partnerships. The company's agile approach and commitment to continuous improvement result in efficient, scalable and customized solutions for clients.

Invisors'

Invisors' absolute focus on Workday enables it to have the knowledge and experience it needs to deliver highly customized and effective transformation strategies to clients.

KPMG, with over 16 years of experience and a strategic partnership with Workday, excels in transforming HR and finance functions by providing unified HCM and FM solutions. Its structured approach, which includes enhanced insights, reduces risks and drives business value for clients.

Transformation Services

Mercer

Mercer specializes in business transformation through its extensive knowledge in HR and finance and comprehensive Workday implementation services.

PwC's holistic approach ensures that HR and financial transformations are seamlessly integrated through scalable technology solutions that evolve with an organization and unlock significant business value.

Strada (formerly Alight)

Strada (formerly Alight) with its comprehensive services suite, excels in technology, process and configuration solutions, addressing strategic challenges in the public sector and the financial services, retail, professional services and healthcare industries.

TopBloc

TopBloc distinguishes its Workday transformation services by facilitating industry-leading time-to-value Workday deployments. A boutique approach and focus on client-specific needs have positioned it as a trusted partner for Workday solutions.

Skillcentrix

Skillcentrix (Rising Star) leverages its exclusive focus on the Workday customer base, unique client engagement model, long-term partnership strategy and close collaboration with Workday to deliver exceptional transformation services in the talent and skills space.

"PwC has strong expertise in financial services in the U.S., around which it has built its workday practice to find recognition as a Leader."

Ashwin Gaidhani

PwC

Overview

PwC is headquartered in London, U.K. It has more than 364,200 employees across over 680 offices in 151 countries. In FY23 the company generated $53.1 billion in revenue, with Advisory as its largest segment. PwC provides a robust suite of Workday solutions, designed to drive business transformation. It continues to invest in expanding its Workday capabilities in critical industries such as banking, insurance and healthcare. PwC utilizes its global expertise and exposure to deliver comprehensive solutions to clients in the U.S.

Strengths

360-degree alliance with Workday: PwC has an all-inclusive alliance with Workday, where it plays the roles of a client, a provider and a partner. The company is a trusted advisor to Workday and provides an array of services encompassing risk and compliance, tax, legal, cybersecurity, IT and the workforce of the future. It also offers global payroll support for Workday operations in selected geographies.

Innovative transformation approach: PwC's approach to a successful transformation includes early value creation, risk-free deployment leveraging Business-eXperience-Technology (BXT) Works, Agile methodology, industry-centric process and data-driven design, deployment accelerators, stakeholder alignment and end-user adoption. It also includes a

Workday digital risk team that takes a unique approach, designed to address risks by harnessing PwC's extensive industry-proven knowledge.

HR and finance transformation solutions: PwC offers end-to-end HCM solutions for Workday via a digitally integrated platform that helps organizations achieve HR modernization in alignment with other business functions. The company's financial management solutions assist organizations in maximizing their technology investments. PwC offers proven technology use cases, configuration templates and standardized designs that can be tailored to the needs of a client organization.

Caution

PWC should focus on increasing its technical expertise and talent pool across its Workday practice and add Workday-certified experts to its HR and financial workforce to bolster its position as a leader in this competitive market.

Star of Excellence

A program, designed by ISG, to collect client feedback about providers' success in demonstrating the highest standards of client service excellence and customer centricity.

Customer Experience (CX) Insights

In the ISG Star of Excellence™ research on enterprise customer experience (CX), clients have given feedback about their experience with service providers for their **Workday Ecosystem** services.

Based on the direct feedback of enterprise clients, below are the key highlights:

Client Business Role

▲ **Most satisfied**
Human Resources

▼ **Least satisfied**
Finance

Region

▲ **Most satisfied**
Asia

▼ **Least satisfied**
North America

Industry

▲ **Most satisfied**
Public sector

▼ **Least satisfied**
Oil and Gas

Industry Average CX Score

67.4

▲ Highest CX: 95.0
▼ Lowest CX: 50.0

CX Score: 100 most satisfied, 0 least satisfied
Total responses (N) = 198

Most Important CX Pillar

Business Continuity and Flexibility

Service Delivery Models	Avg % of Work Done
Onsite	63.2%
Nearshore	15.2%
Offshore	21.6%

Appendix

Methodology & Team

The ISG Provider Lens 2024 – Workday Ecosystem study research study analyzes the relevant software vendors/service providers in the global 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 study will include data 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. ISG recognizes the time lapse and possible market developments between research and publishing, in terms of mergers and acquisitions, and acknowledges that those changes will not reflect in the reports for this study.

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

The study was conducted in the following steps:

1. Definition of Workday Ecosystem market

2. Use of questionnaire-based surveys of service providers/vendors across all trend topics

3. Interactive discussions with service providers/vendors on capabilities and use cases

4. Leverage ISG's internal databases and advisor knowledge and experience (wherever applicable)

5. Detailed analysis and evaluation of services and service documentation based on the facts and figures received from providers and other sources.

6. Use of the following main evaluation criteria:
   * Strategy and vision
   * Innovation
   * Brand awareness and presence in the market
   * Sales and partner landscape
   * Breadth and depth of portfolio of services offered
   * Technology advancements

Author & Editor Biographies

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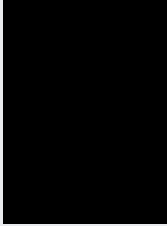
Ashwin Gaidhani
Lead Analyst

Ashwin Gaidhani has over 22 years of experience as an SME, advisor, practitioner and researcher in ESM and emerging technologies. He has worked as a global practice leader and an executive-level advisor in ESM, automation and cloud technologies, covering business transformation, ITES & ITIS, AIOps, CloudOps, metrics-driven practices. As an ISG Lead Analyst and research partner for studies related to hyperscalers such as AWS and Google, ESM services and platforms, and intelligent automation, he defines and leads the ISG Provider Lens™ research projects for the markets in the U.S. and Europe. With his extensive experience in service management, Ashwin has worked in technology operations, business consulting and advisory roles for large Global System Integrators (GSIs), independent software vendors (ISVs) and technology services companies. He is highly qualified and experienced in offering guidance on technology practice adoption across industries such as BFSI, manufacturing and retail.

Enterprise Context and Global Overview Analyst
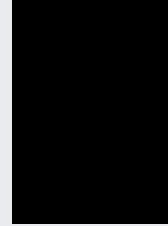
Swetha Tadepalli
Research Analyst

Swetha Tadepalli is a Research Analyst at ISG and is responsible for supporting and co-authoring ISG Provider Lens™ studies on Workday Ecosystem, Oil & Gas, and Finance & Accounting platform studies respectively. Swetha has experience in the technology research industry. She carried out research delivery for both primary and secondary research capabilities. She is also involved in authoring enterprise context and global summary reports with market trends and insights. She also supports the advisors with her research skills about the latest market developments in the industry.

Author & Editor Biographies

Study Sponsor

Aman Munglani
**Director: Hyperscalers, Digital
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A recognized thought leader and industry advisor with over 23 years of experience in emerging technologies, Emerging vendors and infrastructure, Aman Munglani has spent much of his professional life advising the C-suite of Global 2000 companies on digital strategies, start-up engagement, innovation, technology roadmaps and vendor management. Prior to ISG, Aman spent twelve plus years at Gartner guiding CIOs and IT managers across Asia Pacific and Europe on emerging technologies, their use cases and maturity, infrastructure trends and technologies, vendor comparisons, and RFP reviews. He also advised many global and Asia-Pacific vendor organizations on their go to market, product and pricing strategies and applicable competitive scenarios.

IPL Product Owner

Jan Erik Aase
Partner and Global Head – ISG Provider Lens/ISG Research

Mr. Aase brings extensive experience in the implementation and research of service integration and management of both IT and business processes;. With over 35 years of experience, he is highly skilled at analyzing vendor governance trends and methodologies, identifying inefficiencies in current processes, and advising the industry. Jan Erik has experience on all four sides of the sourcing and vendor governance lifecycle - as a client, an industry analyst, a service provider and an advisor. Now as a partner and global head of ISG Provider Lens™, he is very well positioned to assess and report on the state of the industry and make recommendations for both enterprises and service provider clients.

ISG 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, while 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.

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ISG

ISG (Information Services Group) (Nasdaq: III) is a leading global technology research and advisory firm. A trusted business partner to more than 900 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 AI and 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 1,600 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 isg-one.com.

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SEPTEMBER, 2024

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REPORT: WORKDAY ECOSYSTEM