

Guide

# Your AI Journey Starts Here

Supercharge work with the Workday Illuminate™ features you can start using today.



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# Introduction: The impact of AI on businesses.

## What is Workday Illuminate™?

Workday Illuminate, already included with your Workday investment, is the next generation of our AI that delivers tangible value and transforms work from start to finish. Illuminate doesn't just make work faster—it redefines work. This frees you up for the things that matter, such as spending time with customers and partners, leading strategy, and focusing on projects that fulfill you.

## AI is on the rise.

The rapid adoption of AI by businesses is transforming the workplace. [McKinsey & Company](#) reports that 72% of organizations have adopted AI in at least 1 business function in 2024.

This shows that AI is not only being adopted by more businesses but also being integrated more deeply into their operations, affecting a growing number of employees. As adoption of AI grows, so does interest in its potential and its widening application across various industries.

According to the [U.S. Census Bureau](#), businesses are using AI in diverse ways including marketing automation, virtual agents, natural language processing, and data or text analytics. AI's greatest potential lies in its ability to automate routine tasks and extract valuable insights from data. This frees up time for people to focus on strategic and meaningful work. As its adoption and business value grow, AI becomes more of a competitive advantage for businesses moving forward.

## Barriers to adoption.

While the potential benefits of AI for business are substantial, some barriers stand in the way of widespread adoption. For example, organizations must navigate legal compliance around data privacy, bias, and more. And some organizations might not even be aware of the AI capabilities in the technology they already own.

One of the most prevalent barriers is a lack of understanding about the value of AI: Is AI worth taking on? However, with more awareness and education about how AI can be used across all areas of the business, organizations can promote wider AI adoption and realize its full potential. And adopting AI will no longer be a question of “if” but rather “when.”

## Your partner for transforming your organization.

Depending on how you use AI, it can sometimes require great organizational change—training, creating new workflows, and purchasing cloud services or storage. Workday makes it easy to take the first step on your AI journey—and every step after that. Start creating real business value today with Illuminate in your current solutions.

# How Workday puts AI to work.

AI is embedded into the architecture of our products—never bolted on. This provides your organization with unrivaled adaptability from the very start. At Workday, this adaptability creates value across our entire organization. Take a look at how our teams have evaluated their AI needs and now use Illuminate to achieve tangible results.



## **Building top teams faster.**

When we're evaluating which AI features to adopt, we're looking at all the specific features within a SKU that are aligned with our business strategy and prioritize them by category. For example, right now we have an initiative where we're looking to move the needle on time-to-fill within recruiting.

Workday Senior Director of Enterprise People Solutions



## **Forecasting at the speed of business.**

We reduced the time my team spent forecasting cash flows from 2 to 3 hours per week to 30 minutes or fewer—that's time they reinvested on more high-value work. Forecasting has always been more of an art than a science. But with AI, it's finally becoming more of a science than an art.

Workday Senior Treasury Manager



## **Managing expenses by exceptions.**

Our expense team used to look at every expense report from every employee. Now we only look at the highest-risk items as they come in. As a result, we've reduced the average amount of employee time spent per expense by 3 minutes. We still look at about 15% of all expense reports submitted, but when you're looking at 80,000 expense reports in 1 quarter, 15% is much more manageable.

Workday Senior Expense and Corporate Card Analyst on the Accounts Payable Team

# Recommended features to jump-start your AI journey at Workday.

Ready for an easy approach to getting started with AI and at no extra charge? Here are the Illuminate features we recommend that you try in order to jump-start your AI journey.<sup>1</sup> For a comprehensive list of all features, check out the [Workday Illuminate solution brief](#).

## AI features for HR professionals.

|                 | Workday Solution                       | Features Powered by Illuminate                        | How It Supercharges Work                                                                                                                                                                                                         |
|-----------------|----------------------------------------|-------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Human Resources | Workday Human Capital Management (HCM) | Suggestions for change-job process                    | Improve data accuracy and task completion for the change-job process with a better experience and less complexity and admin burden.                                                                                              |
|                 | Workday Help                           | Article summarization and translations with AI        | Generate summaries, FAQ, and talking points for help articles or policy documents to help users better understand content. You can also translate help articles into various languages to deliver content to your people sooner. |
|                 | Workday Learning                       | Learning recommendations                              | Make it easy for learners to find the best and most effective content for their needs with skills-based recommendations.                                                                                                         |
|                 | Workday Messaging                      | Ad hoc worker communications with AI text editor      | Expand the reach of internal communications to workers by sending time-sensitive messages using SMS, email, and push notifications.                                                                                              |
|                 | Workday Payroll                        | Payroll anomaly detection (formerly payroll insights) | Decrease auditing time for payroll practitioners while increasing accuracy in payroll.                                                                                                                                           |
|                 | Workday Peakon Employee Voice          | Priorities and strengths                              | Automatically surface priorities for teams based on employee feedback, as well as recommended actions and training content.                                                                                                      |
|                 | Workday Recruiting                     | Job description generation on job requisitions        | Create a starting point that allows job description creators to quickly review and write new job descriptions.                                                                                                                   |
|                 | Workday Time Tracking                  | Time anomaly detection                                | Quickly take action on anomalous time entries with recommendations powered by machine learning (ML), drastically reducing manual review.                                                                                         |

|                 | Workday Solution                         | Features Powered by Illuminate | How It Supercharges Work                                                                                                                                                 |
|-----------------|------------------------------------------|--------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Human Resources | <b>Workday Workforce Planning</b>        | Predictive forecaster          | Generate forecasts driven by historical trends and deliver intelligent insights into your key business metrics.                                                          |
|                 |                                          | Plan anomaly detection         | Time-series prediction catches potential errors in planning data that's entered manually or through automated imports.                                                   |
|                 |                                          | Outlier reporting              | Use predictive analytics to compare a planner's forecast to an ML-driven forecast and identify accounts with significant differences.                                    |
|                 | <b>HiredScore AI for Recruiting*</b>     | Spotlight                      | Accelerate screening by focusing on highly qualified applicants through intelligent and transparent candidate grading, enhanced profiles, and smart filters.             |
|                 | <b>HiredScore AI for Talent Mobility</b> | Employee career guide          | The AI algorithm helps employees explore internal career opportunities right in their existing workflows based on time in role, job level, experience, skills, and more. |

\*HiredScore is a Workday company.

## AI features for finance professionals.

|         | Workday Solution            | Features Powered by Illuminate                                       | How It Supercharges Work                                                                                                                                                                                                                                                                                                                                                            |
|---------|-----------------------------|----------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Finance | Expense receipt scanning    | Global receipt scanning                                              | Deliver a consistent receipt-scanning experience to all employees, no matter where they are. Amounts, dates, currency, and merchant information can be read in over 100 languages.                                                                                                                                                                                                  |
|         | Journal insights            | Anomalies: reasons, feedback, and amounts                            | Shift to more exception-based work by continuously detecting anomalies on journal entries.                                                                                                                                                                                                                                                                                          |
|         | Supplier invoice automation | OCR invoice scanning                                                 | Scan PDF invoices and automatically add them as drafts to Workday to improve processing efficiency, data integrity, and invoice cycle times.                                                                                                                                                                                                                                        |
|         | Workday Financial Planning  | Predictive forecaster<br>Plan anomaly detection<br>Outlier reporting | Generate forecasts driven by historical trends and deliver intelligent insights into your key business metrics.<br>Time-series prediction catches potential errors in planning data that is entered manually or through automated imports.<br>Use predictive analytics to compare a planner's forecast to an ML-driven forecast and identify accounts with significant differences. |

## AI features for both HR and finance professionals.

|                | Workday Solution  | Features Powered by Illuminate                    | How It Supercharges Work                                                                                                                                     |
|----------------|-------------------|---------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------|
| HR and Finance | Workday Assistant | AI-enhanced search and in-context task assistance | Enhance productivity by helping people perform tasks more efficiently with a conversational AI experience that's integrated right into their daily workflow. |

<sup>1</sup>AI feature availability varies by country. Speak with your Workday sales partner to learn more.



# Five ways to deploy AI at your pace, your way.

You know your organization's unique needs, inside and out. Find the right approach and discover resources to get you started.

## 1. Be empowered to dive right in.

It's possible to venture into AI deployment on your own. If taking this route, it's imperative to embrace a flexible and phased approach:

- Allocate time for experimentation. Explore various AI solutions and techniques early in the product adoption lifecycle.
- Measure effectiveness. Check in with end users and usage data to see how effective your deployment is. This ensures that AI solutions are aligned with actual user needs and can perform effectively in real-world scenarios.
- Pivot quickly when needed. If you run into any obstacles or experiments that don't work out, don't sweat it. Change course quickly to help preserve your resources and maintain your focus on AI initiatives that bring the most value.

To learn more about adopting AI for your organization, take the online video course [Workday AI Masterclass](#).

## 2. Leverage Workday Success Plans.

Get the most out of Illuminate with help from [Workday Success Plans](#). These subscription-based service plans offer exclusive, timely access to resources, tools, and expertise for an even deeper understanding of our AI capabilities.

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## 3. Consider Workday professional services.

Our world-class professional services team is committed to ensuring your success. With better predictability and fewer disruptions, you can deploy Illuminate with confidence. Learn more about [Workday professional services](#).

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## 4. Work with a Workday partner.

Our partners are a curated group of top-notch global systems integrators and local experts who help companies not only get started with Workday but also stay ahead of the curve with the latest features. Partners are trained extensively on Workday products and possess the expertise to help you realize greater value. Explore innovations from our partners in the [Workday Marketplace](#).

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## 5. Contact your customer success manager.

Your AI journey is important to us, and we want to ensure your success. Have your organization's dedicated support liaison—your Named Support Contact (NSC)—submit a customer success manager (CSM) support request via [Workday Community](#), and we will guide you along the way.

No matter which route you choose, Workday has the resources you need to ensure that you deploy with confidence. For complete visibility into how our AI models work, visit [Workday Community](#) for detailed fact sheets.



# Bring in a brighter work day.

Embracing AI for your business is a journey best taken with a steady, thoughtful approach. Workday Illuminate offers AI capabilities that create value today and lasting value for tomorrow.

Ready for an AI platform that moves HR and finance forever forward? Learn more about [Workday Illuminate](#).



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