Purpose and Practice:

The Workday Approach to Global Human Capital Management and Payroll Compliance

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As a leader in human capital management (HCM) and payroll technology, Workday supports businesses around the globe across a broad spectrum of industries, sizes, and business models. We understand that global compliance isn't a numbers game—it's a knowledge game. It's about having the right information and expertise to build the functionality that global businesses need. That's why the Workday approach to global compliance focuses on three central practices:

1. Partner with customers to understand their needs

2. Use local legal advisors around the world to ensure we have the right expertise on hand

3. Deliver functionality that provides customers with the discretion and control they need to meet their global compliance requirements

Workday customers enjoy great success with global compliance. To date, Workday supports organizations deployed in 195 countries.

The Workday Compliance Commitment

Every business approaches compliance differently. When it comes to meeting compliance challenges, our customers know what's best for their business. Workday partners with customers throughout the development process and is committed to supporting their needs as they evolve and change. There are a variety of channels Workday uses to connect with customers on compliance, including Workday Community, customer-inspired product enhancement requests called Brainstorms, Design Partner Groups led by product management where feature development is guided by customer conversations, customer-led user groups, and complimentary access to global monitoring services.

Workday has over 3,000 fields for localized data.	Workday manages 26 million employees across 195 countries.	Workday delivers over 170 absence plans.

The Workday Global-at-the-Core Design

The Workday approach to supporting organizations globally begins with a global-at-the-core design supported by a global foundation and a number of frameworks. This global-at-the-core design enables us to support customers' global compliance initiatives with functionality that spans across data, processes, and reports. The four layers of the global-at-the-core functionality in Workday provide each customer with critical flexibility and discretion to adapt their compliance and business strategies to meet changing global regulatory demands.

Layer 1: Foundation and Frameworks

Workday enables customers to deliver appropriately tailored experiences for employees around the globe. Each user has a locality preference and, in conjunction with the security settings, will determine data formats (name, addresses, date, currency, time zones, and so on) and privacy preferences. All Workday foundation and frameworks elements are protected by the robust encryption and rigorous data protection capabilities of Workday. We encourage you to watch this video for more information about our global security framework.

Workday has also built a number of frameworks that give businesses the flexibility to apply location-specific rules. Specific descriptions of the Workday business process framework (BPF) and hide and require fields frameworks are provided later in this document. Frameworks also include aggregated access to various global monitoring services. All customers have access to this monitoring service as part of their Workday subscription.

Layer 2: Language Translations

Workday currently supports 31 languages. The Workday user interface automatically displays in the language the user selects, and can also translate the data the user sets up or enters in Workday into any of the 31 supported languages.

Layer 3: Local Configurations

Delivered country configurations supply purpose-built data fields, business processes, and reports. Workday provides country-specific preconfigured data for 101 countries. These configurations offer customers a starting point that they can adjust as necessary to meet the specific needs of their organization. And since every customer operates on the same version of the product, Workday is able to offer customers access to the Global Compliance Library, a collection of country-specific configurations.

Layer 4: Custom Configurations

The custom configuration layer gives customers the ability to build reports, integrations, and business processes to meet their specific needs and requirements. Customers can build these configurations from scratch or get a running start by using the flexible templates (business process, reporting, and so on) that Workday provides in layers 1–3 of the framework.
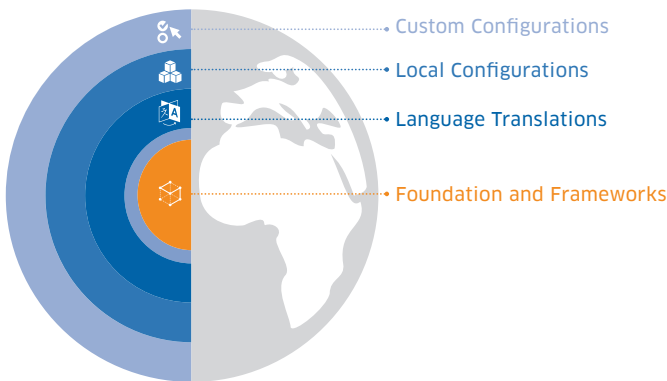

- Custom Configurations
- Local Configurations
- Language Translations
- Foundation and Frameworks

Figure 1. Workday Global Framework

Purpose-Built Versus Multipurpose

Sometimes a particular regulation sets out clear and definitive guidance on the way organizations must comply. In these cases, Workday strives to build features and functionality that meet the specific regulatory obligations. Even better, for these types of purpose-built features, Workday can release updates to all customers with no disruption of service if and when the regulatory requirements change.

However, regulations and legislation are rarely so straightforward. That's why we provide our customers with discretion and flexibility in cases where the legal requirements are open to interpretation or hinge on customer-specific circumstances. In these instances, our customers use multipurpose features and functionality to meet various compliance needs. Workday understands that business and industry requirements can impact the way companies interpret and approach compliance challenges. Given these differing perspectives and the need for flexibility, Workday aims to provide customers with a range of choices in features and configurability of business processes to support unique compliance objectives.

Built for Control

Some processes demand precision—collective agreements are a perfect example. Because collective agreements have a direct impact on employee pay, there is no room for error and businesses must ensure that strict controls are in place. Workday gives customers the ability to set rigid guidelines when building collective agreements for different countries, as well as the ability to apply those agreements to various business processes. Protective guardrails prevent employees from receiving the wrong collective agreement. Strict security and real-time reporting provide organizations the comfort and security of knowing that proper controls are in place where they need them most.
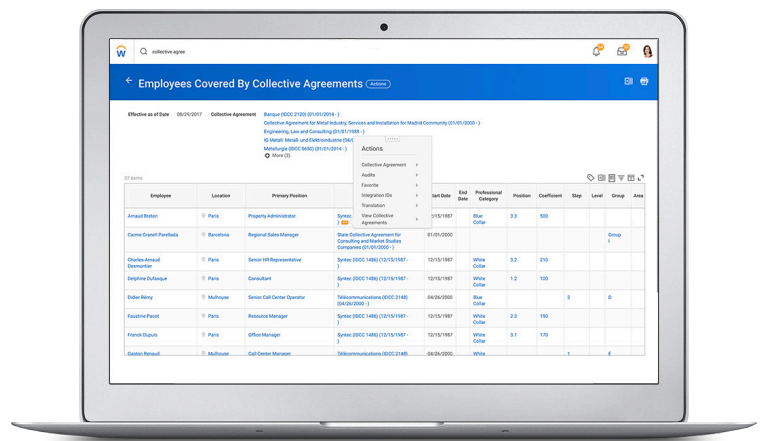

Figure 2. Collective Agreement Tracking

Technology Frameworks for Practicing Globally and Managing Locally

The ideal global business strategy allows for practicing globally while managing locally. The ability to set controls at a global level, but with the flexibility to manage specific in-country needs, is paramount. This is why Workday built global frameworks into our global-at-the-core approach.

Below are three examples of these powerful, yet adaptable, native tools that allow customers to manage global compliance without complex coding or country-specific product knowledge.

Business Process Framework

Workday allows organizations to harmonize global processes with the business process framework (BPF). The BPF in Workday can accommodate multiple complex business tasks within a single workflow. Customers can create a global process for a global business need, such as "promotion," while also having the discretion and flexibility to set up unlimited and unique business process steps based on the needs of specific locations, organizations, or groups. For improved auditing, Workday business processes are dated and tracked, so organizations have visibility into the steps in place for various business processes at specific points in time.

Additionally, Workday delivers over 450 standard best-practices business processes to customers that can be configured via clicks, not coding, as needed to accommodate diverse and changing business needs. The BPF allows businesses to incorporate subprocesses, to-dos, approvals, integrations, reports, and actions as part of a single business process to ensure that no crucial steps are missed. For example, Germany requires works councils approval for any employee compensation change. These approvals can be handled by the same business process for all countries, but the works councils approval step can be configured so that it is only a mandatory step for German offices.
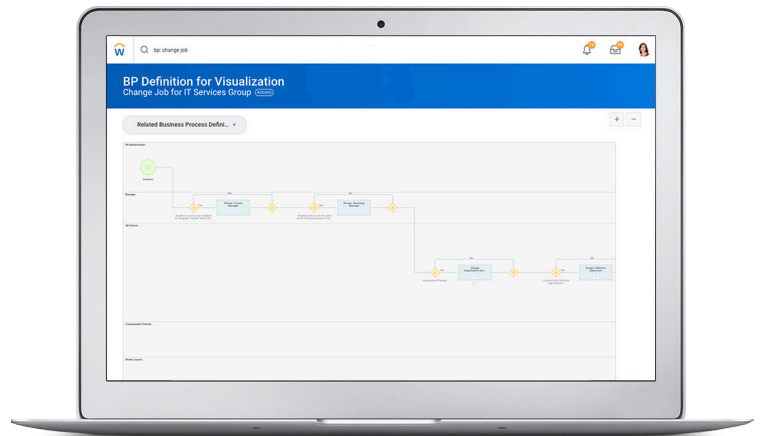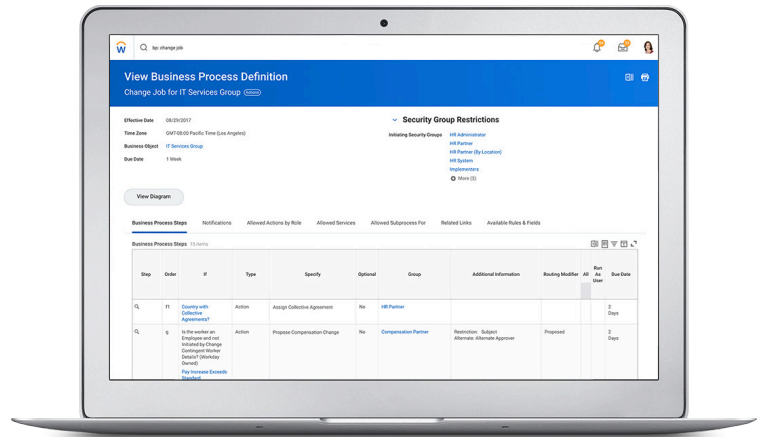

Figure 3. Configurable Business Processes

Reporting Framework

The reporting framework in Workday is designed to report on every piece of information located in Workday. Reporting is natively built into the Workday application using an object-oriented data model that allows drill-down capabilities and reporting from multiple dimensions. Reports are in real time and available on any device, and can be quickly and easily shared. Workday delivers over 1,500 standard reports for Workday Human Capital Management, Workday Payroll, and Workday Time Tracking. These reports (for example, hires and terminations by quarter, turnover summary, head count and FTE by month, part-time workers, gender equality) are designed as a baseline and can be leveraged to address common HCM reporting needs, and customers can build an unlimited number of reports from them.

The reporting framework uses our powerful security framework, enabling users to drill down into a report but only to the level of detail appropriate to their role. For example, to comply with internal privacy policies, it is possible to limit the display of detailed data and to only display aggregated values depending on the location and hierarchical level of the person using the report.

Hide or Require Framework

Workday uses the employee's geographic location to determine what type of information should and should not be collected from them. In such cases, Workday provides the option to hide fields from or show fields to certain users, or require users to submit information for certain fields. Customers can set their hide, show, and require field settings at the functional area level, with granular rules for each localized field. For example, the "date of birth" field can be voluntarily tracked in a number of countries and required in others, with the ability to easily change the settings for the field or deactivate it.

Making Global Support Extensible

Workday is built on a single codeline, which means all customers are running on the same version at the same time. This greatly improves the ability to extend global configurations to all customers. The global compliance library is a tenant-based repository of configurations and localizations for each country. Workday is significantly investing in the expansion of the global compliance library to broaden the countries and configurations available.
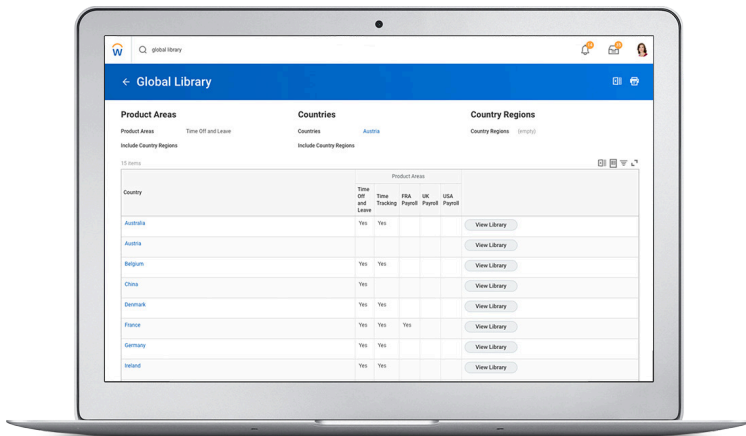

Figure 4. Global Compliance Library

Customer Resources

Global Experts

Supporting compliance globally requires cultivating a network of legal subject matter experts with the right level of insight into the multifaceted aspects of compliance—from local rules to vertical industry regulations to nation-specific compliance schemes. At Workday, that expertise starts with our people. The product managers of our Product Development organization work around the globe, spanning North America, Europe, and Asia. These product managers are subject matter experts across a host of regulatory issues and prioritize staying informed by way of an overlapping web of practices and resources. They proactively track legal updates and communications and use a network of outside counsel for local subject matter expertise. We do all this to ensure we develop and maintain product functionality that meets our customers' needs.

International Monitoring

Workday customers have access to critical information from monitoring services and direct engagement with consultants and legal experts for select countries. We conveniently route emerging information to our customers through Workday Community so customers can spend less time researching legislative changes.

Proven Globally

Workday has a strong and growing presence across the globe. Currently, Workday delivers country-specific preconfigured data for 101 countries, serving millions of workers around the world. Over 200 of our customers are headquartered in Europe, and more than 150 of the *Fortune* 500 have selected Workday to run their businesses.

"Internationally, Workday has been a home run for us. People can write in their local language and it goes right into the system. We found as the deployment for Asia-Pacific and Europe was done, we were able to meet all the labor regulations and all compliance areas we had concern with."

–Scott Spradley, Chief Information Officer for Global Functions, Hewlett Packard Enterprise

"As for GDPR, it's given us peace of mind, but we know there's more to compliance. There's a lot of manual work and process work needed as well. But we now have a foundation to being compliant with employee data, to manage information about our people, globally, in a professional way. And as we continue to grow globally, there's an increased need for sharing people data across borders– something that can be very hard to do without a foundation like this."

–Jacob Kjeldgaard Olsen, Director of Strategy, Velux

Conclusion

Organizations face a range of compliance obligations, and we partner closely with our customers to provide features and functionality to support them in meeting those obligations. These changes do not happen in a vacuum, and we consider many factors such as business impacts, industry nuances, and legal implications to ensure we provide our customers with the right solutions, data, and capabilities to help maintain global compliance.

Appendix

Workday language localizations:

Arabic
Chinese (Simplified)
Chinese (Traditional)
Czech
Danish
Dutch
English
Finnish
French (Canadian)
French (Continental)
German
Greek
Hebrew
Hungarian
Indonesian
Italian
Japanese
Korean
Malay
Norwegian
Polish
Portuguese
Romanian
Russian
Slovak
Spanish
Swedish
Thai
Turkish
Ukranian
Vietnamese

Local pre-configured values:

Supported country, region, or territory		
Argentina	Haiti	The Philippines
Australia	Honduras	Poland
Austria	Hong Kong	Portugal
The Bahamas	Hungary	Romania
Bangladesh	Iceland	The Russian Federation
Belgium	India	Rwanda
Belize	Indonesia	Saudi Arabia
Plurinational State of Bolivia	Ireland	Senegal
Botswana	Israel	Seychelles
Brazil	Italy	Singapore
British Virgin Islands	Japan	Slovakia
Bulgaria	Kazakhstan	Slovenia
Burundi	Kenya	South Africa
Cambodia	Korea (Republic of)	South Sudan
Canada	The Lao People's Democratic Republic	Spain
Chile	Lebanon	The Sudan
China	Luxembourg	Sweden
Colombia	Madagascar	Switzerland
Costa Rica	Malawi	Taiwan (Province of China)
Côte d'Ivoire	Malaysia	Thailand
Croatia	Mali	Turkey
Czechia	Mexico	Turkmenistan
Democratic Republic of Congo	Mozambique	Uganda
Denmark	Namibia	Ukraine
The Dominican Republic	Nepal	The United Arab Emirates
Ecuador	The Netherlands	United Kingdom
Estonia	New Zealand	United Republic of Tanzania
Ethiopia	Nicaragua	The United States of America
Finland	Nigeria	Uruguay
France	Norway	Venezuela (Bolivarian Republic of)
Germany	Pakistan	Viet Nam
Ghana	Panama	Zambia
Greece	Papua New Guinea	
Guatemala	Peru	