

Reimagine HR with AI-powered human capital management.

Shift from operational complexity to strategic impact with the only AI-powered platform grounded in your business context.

The world of work has fundamentally shifted. HR leaders are now expected to drive business performance, close widening skills gaps, navigate constant change, and lead AI transformation—all while doing more with less. To meet this moment, you need more than incremental upgrades to legacy systems. You need a single, intelligent platform that connects your people strategy to business outcomes.

Too often, rigid systems and fragmented data force HR teams to spend their time managing the mundane instead of seizing opportunity. Siloed tools create blind spots across the workforce, slow down critical processes like recruiting and payroll, and make it nearly impossible to get a real-time view of skills, performance, and sentiment. Meanwhile, employees expect personalized, consumer-grade experiences—and AI is raising the bar for what's possible. The organizations that thrive will be the ones that unify their people data and put AI to work across every stage of the workforce lifecycle.

Here's how Workday Human Capital Management (Workday HCM) helps HR leaders architect their organizations for the new work day.

Precise AI grounded in the full context of your business.

At the core of every strategic HR decision is data—but when that data is scattered across disconnected systems, even the best intentions stall. HR leaders today face a landscape of fragmented tools that create blind spots, slowing down everything from workforce planning to regulatory compliance. To move at the speed of the modern market, you need a single, trusted source of truth for your people data that doesn't just store information, but powers action and high-impact outcomes.

Workday HCM delivers that foundation. Built on a unified data core, Workday connects workforce plans, workforce management, contingent labor, organizational structures, compensation, benefits, and time and absence data in one platform. This isn't just consolidation for convenience—it's the architecture that makes trustworthy AI possible.

Workday HCM further empowers leaders and decision-makers through Core HCM Reporting, transforming real-time data into dynamic, embedded intelligence for business-critical reporting and dashboards. By embedding analytics directly into the flow of work—including employee profiles, business processes, hubs, and Workday applications—this enables seamless, in-context decisionmaking and intuitive data exploration all within Workday.

Because Workday HCM tightly couples the probabilistic power of AI—the ability to reason, predict, and recommend—with the deterministic foundation of your specific business rules and permissions, our AI doesn't just "guess." Sana, your AI teammate, operates with a deep understanding of your unique global policies, frontline labor requirements, and approval chains. By unifying your total workforce context into a single source of truth, you move beyond mere suggestions to an AI that can proactively execute work—from identifying pay equity drift to flagging flight risks—with the precision your business requires.

Build a high-performing, total workforce with AI-driven recruiting.

Finding the right talent is no longer just about filling full-time headcounts; it's about accessing the right workforce composition in a new era of AI transformation, that encompasses the desired workforce skills, whether they come from a permanent hire, contingent worker or human assisted AI agent. Workday HCM unifies the entire talent acquisition lifecycle, allowing you to source, screen, and onboard both employees, contractors, and AI agents.

For your employee hiring, Sana agents transform the recruiter and candidate experience:

- **Candidate Experience Agent:** Provides a personalized, 24/7 concierge for applicant inquiries. It delivers a **fully conversational job search and application workflow**, allowing candidates to find roles and apply through natural dialogue which boosts conversion rate. It also answers complex questions about culture and schedules interviews instantly—strengthening your brand and reducing drop-off rates.

- **Recruiting Agent:** Acts as a high-powered partner for your TA team by automating high-volume tasks. It surfaces the best-fit candidates for a role by analyzing skills and potential, ensuring your recruiters focus on the highest-quality human connections.

By removing the silos between traditional recruiting and contingent labor management, HR leaders move away from fragmented “shadow spend” and toward a total talent strategy that can flex with changing business needs.

This unified approach allows organizations to reduce employee time-to-fill by up to 70% while maintaining full governance over their external workforce.

The results are proven at scale. Workday customers report a 17% decrease in time to fill and a 54% increase in recruiter capacity. One customer reported a 74% reduction in workload for recruiters and coordinators.

Benefits for HR organizations:



Find and hire top candidates faster with AI-powered matching and screening.



Automate high-volume recruiting without sacrificing quality or compliance.



Increase recruiter capacity to focus on strategic talent decisions.

Hear from our customers:

At 7-Eleven, 95% of store hiring is now automated, reducing time-to-fill by 70% and giving store managers back more than 2 million hours a year.

Sanofi improved time to hire from weeks to days and reduced talent acquisition reporting from 4 FTEs to 0.2 FTEs globally.

Workday customers report a 25% increase in recruiter capacity and a 45.1% reduction in time to onboard new hires.

Grow skills and careers across your organization.

Skills gaps are widening faster than most organizations can track. At the same time, employees crave growth opportunities and clear career paths. When organizations can't identify the skills they have or the skills they need, they lose their best people and fall behind on innovation.

Workday Skills Cloud provides an AI-powered skills intelligence foundation that maps, infers, and verifies workforce skills. This isn't a static taxonomy—it evolves with your organization, surfacing gaps and connecting employees to learning, gigs, mentors, and open roles based on their unique skills profile.

Combined with Workday Learning, powered by Sana, and Workday Talent Optimization, HR leaders can build truly skills-based organizations. Employees get personalized development paths. Managers gain visibility into team capabilities. And the business gains the agility to orchestrate the shift from the skills it has to the skills it needs for future success.

The impact is measurable: Workday customers report an 81% increase in internal mobility with Talent Optimization and Skills Cloud. One customer decreased external hiring needs from 34% to 25% while simultaneously reducing top talent turnover from 5.8% to 3.5%. And the Job Architecture Agent cuts the time required to build or analyze job structures by up to 50%.

Benefits for HR organizations:		Hear from our customers:
	Build a skills-based organization with AI-driven talent superintelligence.	NVIDIA uses Skills Cloud to review candidate experience and education and suggest roles—speeding up recruiting and matching people to opportunities based on real skills data.
	Enable internal mobility and personalized career pathing at scale.	40% increase in internal application rates. Employees are 2.3x more likely to apply to an internal role when they receive tailored recommendations.
	Stop looking externally for leadership talent.	By using AI to map skills to leadership potential, our customers have achieved a 78.6% improvement in succession coverage.
	Internal Mobility Spotlight: One Workday customer reported GBP 20M in savings through improved internal mobility—proof that investing in skills intelligence pays for itself many times over.	

Deliver frictionless, AI-powered employee experiences.

Every interaction an employee has with HR shapes their perception of the organization. When those interactions are slow, confusing, or require navigating multiple systems, engagement suffers and so does productivity.

Workday reimagines the employee experience with purpose-built AI agents that meet people where they work. The Self-Service Agent gives employees instant, natural-language answers to their questions with benefits, PTO, paystubs, and policy lookups embedded directly in their workflow. No menu navigation. No ticket filing. Just fast, accurate, cited answers.

With 400+ customers already using Self-Service Agent, the results speak for themselves: a 20% improvement in manager and employee productivity and a 25% reduction in HR case volume. Workday Peakon Employee Voice takes this further by providing continuous, real-time employee sentiment data—so leaders can identify engagement drivers, flag burnout risks, and take action before small issues become costly retention problems.

Large enterprise Workday customers see an average 13.4% reduction in voluntary turnover, saving an average of \$432K per 10,000 employees. And with Workday Journeys, organizations can deliver guided, personalized experiences for key moments that matter from onboarding to career transitions—all from within the Workday platform.

Workday VNDLY customers can extend these frictionless experiences to their non-employee population by automating high-friction workflows like onboarding and off-boarding, with an external worker onboarding time reduced from 14 days down to 7 days. They can also seamlessly ensure that security and compliance protocols are followed for every person entering their facilities or network.



We could completely deprecate ServiceNow by using Sana Agent Builder to connect our internal chat assistant with Workday and our other business applications.

Covestro AG

Streamline payroll and workforce operations at scale.

Payroll accuracy, labor compliance, and workforce scheduling are foundational, but the complexity of managing them across regions, regulations, and shifting worker needs can overwhelm even the most capable HR teams. Errors carry real consequences: regulatory penalties, employee dissatisfaction, and reputational risk.

Workday Payroll, Workday Time Tracking, and Workday Absence work together on a unified platform to ensure accuracy, compliance, and efficiency at global scale. The Payroll Agent resolves complex payroll questions in under a minute—tasks that previously required

weeks of analysis and consulting fees. At McKee Foods, the Payroll Agent enabled 75% faster analysis on minimum wage changes, delivering an immediate root-cause breakdown.

For organizations with large frontline workforces, the Frontline Agent transforms shift management. Managers spend 90% less time handling shift worker schedule changes, a reduction from 60,000 hours to just 6,000 hours per year. With Workday Scheduling and Labor Optimization, AI generates schedules based on worker preferences and business constraints, reducing burnout and boosting retention.

Benefits for HR organizations:		Hear from our customers:
	Resolve complex payroll questions in seconds with the Payroll Agent.	“In under a minute, we not only ran a complex pay analysis but also got an immediate root-cause breakdown.” —McKee Foods
	Reduce shift scheduling time by up to 90% with the Frontline Agent.	“We see real potential here for cost savings, and we believe opening up an SMS channel will boost engagement with our workers.” —Frontline Agent Customer
	Ensure payroll compliance across jurisdictions on a unified, global platform.	Workday customers see a 53.2% reduction in weeks required to implement organizational changes and a 157% improvement in employee self-service processes.

The enterprise AI platform for the new work day.

Workday HCM is more than a human capital management platform. It's the foundation for how leading organizations manage, develop, and empower their people in the AI era. With a unified data core, purpose-built Sana agents operating on trusted business processes, and governance built in from the start, Workday equips HR leaders to shift from operational complexity to measurable strategic impact. It's a new work day for HR.

Learn more. To explore how Workday HCM can transform how you manage your people, visit workday.com/en-us/products/human-capital-management/overview, or contact Sales at workday.com/contact.