

**✗ Workday
Implementation
Support: Buy from
Experts, Not Sales
Reps**

SWIPE





Challenge Them with a Real-World Scenario

Anyone can talk a good game, but can they deliver? Test them.

Give them a company-specific challenge and give them a few days to come up with a quick MVP, mockup, prototype, or even a high-level process map. Ideally this is a very company or industry specific requirement (i.e. your bonus calculations).

✅ A real expert: Will not only come up with a solution, but present alternatives and explain the pros and cons.

🚩 A weak partner: Will struggle, stall, or say “we’ll get back to you.”

💡 Pro tip: A strong advisory partner doesn’t just give you answers, they will ask you smart questions to make sure they understand your needs.

KEEP SWIPING



Ask About Sales-to-Delivery Accountability

Who's actually doing the work after the sale?

- ◆ Will the people selling you the project be involved in delivery? You do not want to have a bait and switch.
- ◆ Are they contractually committed to the engagement?
- ◆ Do they guarantee continuity between sales promises and project execution?

✓ A Trusted Partner: will be flexible and be willing to make certain commitments.

▶ Red flag: If the sales team disappears after the contract is signed, you might end up with a project team that has no context or ownership over the solution you were sold.

💡 Make sure you are also realistic and flexible. Understand partners are also juggling multiple requests and they can only commit once you've signed

KEEP SWIPING



Skip the Reference Call—Go Off the Record

Sales teams control reference calls. That's why they're mostly useless.

Instead, ask for a list of past projects where their team was active. Use your own network (or Workday contacts) to set up independent reference calls.

✅ A good Workday partner: Encourages open discussions with past clients.

🚩 A bad one: Tries to limit your access to only a few curated success stories.

💡 Pro tip: The really good consultants will have a reputation in the ecosystem and you will hear about them when you talk to other Workday customers.

KEEP SWIPING



Test Their Depth with 'What Would You Do?' Questions

Anyone can sell Workday. Not everyone can problem-solve Workday. Hit them with real-world edge cases:

? “How do you avoid that our HR partners will be able to see data of their peers?”

? “How would you handle a toxic team member, on your own team or on my team?”

? “What would you do if someone in the project team purges data in the tenant by accident or uses the wrong effective dates to load?”

✓ A Workday expert: Gives clear, confident, Workday-native answers.

▶ A non-expert: Fumbles, stalls, or deflects with buzzwords.

💡 Pro tip: A good answer isn't just what they say, it's how they take you a long in explaining their reasoning.

KEEP SWIPING



Check Their Credentials & Experience

Who is leading the conversation: an actual Workday expert or a career salesperson?

- ◆ Look at their personal Workday experience (not just company success stories).
- ◆ Ask: How many implementations have they done and in which roles? How recent were their projects? Or are they focused on sales?
- ◆ Validate their Workday Pro certs, past projects, and technical depth.

✓ A Workday expert: has done different roles, seen different industries and implemented at companies of all sizes.

▶ A non-expert: beats around the bush or might coast on old projects they have done

💡 Pro tip: Not all project members need to be experts, but you should expect a good balance between juniors and seniors.

ONE MORE

The best Workday partners lead with expertise, not just sales skills.

- ◆ Don't fall for the bait and switch, make sure you get the team you expect.
- ◆ Use these 5 techniques to spot red flags before it's too late.
- ◆ Workday projects are too critical to trust the wrong team.

 Have you ever seen sales teams overpromise and underdeliver? Share your experience in the comments!

 Follow Rick Leunisse, Matt Komendolowicz and Incubane for more Workday insights!

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