Newsroom | Workday

The Next Generation of Workforce Management is Here--Workday Unveils New Agent System of Record

- *New Capabilities Powered by Workday Illuminate™ Will Provide a Centralized System for Managing an Organization's Entire Fleet of AI Agents, From Workday and Third Parties Alike*
- *Workday is Leveraging Its 20 Years of Leadership in Human Capital Management to Empower Organizations to Thrive in the World of Agentic AI and Manage the Changing Workforce*
- *Workday Announces New Role-Based Illuminate Agents for Payroll, Contracts, Financial Auditing, and Policy*
- *Companies Will be Able to Discover and Deploy AI Agents From Workday, Customers, and Partners Through Workday Marketplace*

PLEASANTON, Calif., Feb. 11, 2025 /PRNewswire/ -- Workday, Inc. (NASDAQ: WDAY), the AI platform for managing people and money, today announced the Workday Agent System of Record to help organizations manage their entire fleet of AI agents – from Workday and third-parties alike – in one place. The Agent System of Record will enable businesses to thrive in the age of agentic AI by providing the essential tools to help effectively govern, manage, and optimize their digital workforce.

As the number and complexity of AI agents grow, organizations of all sizes face a new set of challenges: managing their deployment, ensuring their security and compliance, optimizing their impact, and managing costs. Without a centralized approach, they risk fragmented operations, increased security risk, and difficulty measuring the true value of their AI investments.

The Agent System of Record will provide an efficient, secure way to onboard new AI agents, define their roles and responsibilities, track their impact, budget and forecast their costs, support compliance, and foster continuous improvement. By providing a single system for managing AI agents being used across a company's workforce, Workday will give IT and business leaders transparency and control over the impact of AI agents on work.

"The workforce of the future will include both humans and AI agents, and businesses that don't learn to manage this incredibly complex reality will quickly fall behind," said Aneel Bhusri, co-founder and executive chair, Workday. "We believe no company in the world is better positioned than Workday to usher in this new era of workforce management in a trusted, ethical way. Our deep understanding of human skills and roles naturally extends to managing digital labor. The future is here, and just like with the transition to the cloud, we're ready to help our customers get there first."

"At Workday, we believe that humans and agents should peacefully coexist in a way that amplifies human performance," said Carl Eschenbach, CEO, Workday. "As the system of record for more than 10,500 organizations around the world, there is no one better than Workday to manage every part of the workforce – employees, contingent workers, and agents – on our trusted platform."

Unlock the Full Potential of AI Agents

With decades of experience in handling sensitive data and managing complex workforce processes, Workday is a recognized leader in responsible AI development. With the Agent System of Record, organizations will be able to leverage the best AI agents for their needs—whether they're from Workday, Workday customers, or partners— while maintaining centralized control, governance, and visibility.

Key benefits of the Agent System of Record include:

- **Centralized Management:** Manage all AI agents within a single system to gain transparency into their impact and effectiveness.
- **Streamlined Agent Onboarding:** Quickly onboard new agents with defined roles, skills, and secure access to relevant data, accelerating time to value.
- **Managing and Optimizing Costs:** Budget, forecast, and optimize the ROI of AI agents to ensure efficiency and effectiveness in delivering business outcomes.
- **Support Secure and Compliant Deployment:** Deploy agents with confidence, leveraging automated configuration, access controls, and policy enforcement to mitigate risk.
- **Real-Time Operational Visibility:** Monitor agent activity, enforce policies, and track costs in real time to optimize performance and ROI. Maintain continuous agent oversight with real-time identity verification, agent orchestration, and financial cost monitoring for optimal performance.

New Role-Based Agents Transform Entire Business Processes

Workday also announced new role-based AI agents that customers will be able to easily deploy and manage through the Agent System of Record. While most agents in the market today are task-based and follow specific step-by-step instructions,

Workday's role-based agents contain a configurable set of 'skills' that give them more autonomy and the ability to more fully support people in their roles. The agents can perform hundreds of individual tasks. Workday's previously announced role-based agents include Recruiting, Talent Mobility, Succession, and Optimize Agents. New Workday agents announced today include:

- **Contracts Agent:** Continuously analyzes contracts across the enterprise, surfaces obligations and opportunities buried in unstructured data, and drives business actions to capture value and mitigate risk.
- **Payroll Agent:** Identifies and updates invalid payroll data. Automates audit workflows, surfaces insights, and recommends fixes. Monitors compliance and delivers system updates.
- **Financial Auditing Agent:** Increases efficiency and mitigates risk during the audit experience by connecting complex business documents to monitor transactions, reconcile balances, and review internal controls. Allows audit firms to develop apps that connect directly to their Workday customers.
- **Policy Agent:** Continuously reads a company's latest corporate policy details, then seamlessly and proactively sends that information to employees and managers wherever they are asking questions or doing work. Delivers a simplified self-service user experience, more compliant transactions, and deflection of tactical case volume, allowing the HR help desk to focus on more complex cases.

Discover and Deploy Industry-Leading AI Agents Through Workday Marketplace

AI Agents from Workday and Workday partners will be featured in Workday Marketplace, making it easy for customers to discover and deploy agents that meet their business needs. In the future, customers and partners will also be able to augment, customize, and complement AI agents that integrate seamlessly with Workday through Workday's developer platform, Workday Extend.

The Workday Agent System of Record and new role-based AI agents are currently in development and are expected to become available later this year.

Support for the Workday Agent System of Record

"We believe the enterprise reinvention in the Gen AI era will create a seamless working experience between people and agents," said **Julie Sweet, CEO, Accenture**. "The agent lifecycle should be fully managed. We need them to be trained. They have to follow our compliance policies. They need to understand our values, and they need to be monitored for performance. That's why it's so exciting to see what Workday is doing to help companies manage in this new landscape."

"AWS is powering the future of AI agent development through Amazon Bedrock's comprehensive foundation model ecosystem and enterprise-grade development framework," said **Swami Sivasubramanian, vice president of Data and AI, AWS** "With Workday's Agent System of Record, organizations will be much better positioned to ethically manage all these agents. We're excited to collaborate with Workday to reshape the future of work through agentic AI. Together, we'll empower organizations to unlock exponential value while maintaining our shared commitment to security and responsible AI."

"The rise of AI agents in the enterprise has created an urgent need for a centralized system of record to manage and govern this increasingly complex landscape," said **R "Ray" Wang, CEO and Principal Analyst of Constellation Research** "Most of the executives we've spoken with seek solutions that provide the tools they need to harness the power of AI while maintaining security, compliance, and control. Digital workforce management capabilities will be a significant step forward for the industry."

"Through Deloitte's strategic alliance with Workday, our AI agents will enable organizations to address their specific needs and industry processes to drive efficiency while maintaining quality," said **Abdi Goodarzi, GenAI Products, Innovations & New Businesses Leader, Deloitte**. "These agents have the ability to perceive, reason and act and are transforming enterprises by orchestrating workflows and enabling human workforces to make better informed decisions across functions like finance, HR, tax and more."

"The Workday Agent System of Record is a game-changer for enterprise AI adoption," said **Winston Weinberg, CEO & Co-Founder, Harvey**. "By centrally managing agents and ensuring they adhere to the same strict access controls and compliance standards as human employees, Workday is building the foundation for a truly trusted and secure AI-powered workforce. This is paramount for widespread enterprise adoption."

"Digital colleagues, or AI agents, will become an increasingly common addition to the workforce, and Workday's Agent System of Record is well positioned to help organizations meet the moment of monumental change," said **Steve Chase, Vice Chair of AI and Digital Innovation, KPMG LLP**. "We're thrilled to collaborate with Workday to help our shared clients manage the new digital workforce with confidence just as they do full-time employees and contractors."

"The Workday Agent System of Record represents a significant advancement that will help PwC continue driving our clients to the leading edge of AI innovation," said **Matt Wood, US and Global Commercial Technology and Innovation Officer, PwC** "By collaborating with Workday, we help our clients adopt Workday delivered AI capabilities, including the use of agents, to make AI intrinsic to everything they do with a focus on compliance, optimizing costs, and driving continuous improvement. We look forward to helping our clients unlock new opportunities and achieve their business goals through this innovative platform."

"More and more business leaders are deploying agents in their organizations and considering how digital labor can help them scale," said **Adam Evans, EVP and GM, Salesforce AI** "Workday is making it easy to incorporate and manage AI agents right alongside human workforces to augment employee bases with always-on digital labor. Last year, Salesforce and Workday partnered to develop agents for employee service use cases, and soon, Agentforce agents will be available on the Workday Marketplace to even more HR and finance professionals who use Workday to manage their human – and now agentic – workforces. We look forward to continuing to innovate together and empowering more businesses with digital labor."

"At Team Car Care, we've already experienced firsthand the power of Workday's AI capabilities, which are making a real impact on our bottom line," said **Matt Castonguay, CFO, Team Car Care**. "That's why we're so excited about the Workday Agent System of Record. As we continue to explore the potential of AI, having a comprehensive platform like this will be critical."

For More Information

- Join our digital launch, "Agentic AI: A New Era of Workforce Management," on February 12 at 10:00am PT/1:00pm ET to learn more about the Workday Agent System of Record.
- Read about Workday Illuminate™ – the next generation of Workday AI.
- Learn about Workday AI agents.
- Become an enterprise AI expert with Workday AI Masterclass.

About Workday
Workday is the AI platform that helps organizations manage their most important assets – theirpeople and money. The Workday platform is built with AI at the core to help customers elevate people, supercharge work, and move their business forever forward. Workday is used by more than 10,500 organizations around the world and across industries – from medium-sized businesses to more than 60% of the Fortune 500. For more information about Workday, visit workday.com.

Forward-Looking Statements
This press release contains forward-looking statements including, among other things, statements regarding Workday's plans, beliefs, and expectations. These forward-looking statements are based only on currently available information and our current beliefs, expectations, and assumptions. Because forward-looking statements relate to the future, they are subject to inherent risks, uncertainties, assumptions, and changes in circumstances that are difficult to predict and many of which are outside of our control. If the risks materialize, assumptions prove incorrect, or we experience unexpected changes in circumstances, actual results could differ materially from the results implied by these forward-looking statements, and therefore you should not rely on any forward-looking statements. Risks include, but are not limited to, risks described in our filings with the Securities and Exchange Commission ("SEC"), including our most recent report on Form 10-Q or Form 10-K and other reports that we have filed and will file with the SEC from time to time, which could cause actual results to vary from expectations. Workday assumes no obligation to, and does not currently intend to, update any such forward-looking statements after the date of this release, except as required by law.

Any unreleased services, features, or functions referenced in this document, our website, or other press releases or public statements that are not currently available are subject to change at Workday's discretion and may not be delivered as planned or at all. Customers who purchase Workday services should make their purchase decisions based upon services, features, and functions that are currently available.

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