Workday Named a Leader in 2026 Gartner® Magic Quadrant™ for Cloud ERP for Service-Centric Enterprises for Fifth Consecutive Year

Workday is the Only Vendor to Be Recognized as a Customers' Choice in the Latest Gartner® Peer Insights™ Voice of the Customer for Cloud ERP for Service-Centric Enterprises

PLEASANTON, Calif., Nov. 5, 2026 /PRNewswire/ -- Workday, Inc. (NASDAQ: WDAY), the trusted agentic platform for HR, finance, and IT, has been named a Leader in the 2026 Gartner® Magic Quadrant™ for Cloud ERP for Service-Centric Enterprises for the fifth consecutive year. A complimentary copy of the report is availablehere.

For service-centric organizations, such as professional services firms, hospitality companies, and higher education institutions, workforce and financial performance are inseparable. Yet disconnected HR and finance systems can make it difficult to understand labor costs, align staffing with demand, allocate resources effectively, and protect margins. When payroll runs, the books close, or compliance is on the line, almost right isn't good enough.

Workday operates at the heart of the enterprise, unifying people, money, and business rules on one governed platform. This gives CFOs and CIOs a shared foundation to make better-informed decisions and respond to change without sacrificing control. Workday's AI agents put that foundation to work, using the organization's business context to identify issues, recommend next steps, and carry out approved actions. By completing routine work within existing policies and permissions, agents free teams to focus on the decisions that require their judgment. Workday is trusted by thousands of organizations around the world, including David Lloyd Clubs, Drury Hotels, Forvis Mazars, MGM China Holdings Limited, Radisson Hotel Group, and University of Melbourne.

"CFOs need AI they can trust, and CIOs need AI they can govern," said Max Wessel, senior vice president of product, Workday. "Workday delivers both by grounding AI in the data, business context, and controls that already run the organization."

As the only vendor to be recognized asa Customers' Choice by Gartner Peer Insights™ Voice of the Customer for Cloud ERP for Service-Centric Enterprises earlier this spring, Workday helps service-centric organizations break down silos between their people and financial data, bringing together the insights, processes, and controls they need to manage their operations more effectively. With AI built on this unified foundation, organizations can go beyond understanding what's happening in their business to taking action – automating work, identifying risks, and responding to change with greater speed and confidence. Workday does this through:

One system behind every decision. Every AI agent built on the Workday platform, whether by Workday, a customer, or a partner, runs on the same governed platform, so there's no new integration project, no separate copy of data, and no second system to monitor. For service-centric organizations, this means connecting financial and workforce insights to help identify issues earlier – whether that's catching a missing accrual before the books close, spotting staffing plans that could exceed budget, or flagging an agent operating outside its permissions before it becomes a compliance problem.

Agents that are lawful by design. Workday agents inherit the policies, permissions, and approval chains that already run the business, so they can take action within established business controls, not just make recommendations. This allows them to advise on the next step with the company's policy already applied, and act within each customer's controls.

Less time navigating systems. More time getting work done. Employees don't need to know which agent handles what; they can ask Sana, Workday's agentic experience and orchestration engine. Sana routes requests to the appropriate agents, whether built by Workday, customers, or partners, so employees don't have to navigate separate tools to get work moving. For service-centric organizations, this helps teams spend less time coordinating tasks and more time delivering services and supporting the business.

An open platform teams can build on. With Developer Agent, teams can describe the agent they need in plain language, using the development tools they already use, and get a secure, governed agent in return. For example, finance teams could build an agent that flags supplier contracts renewing above market. IT teams could build one that automates agent access reviews. Two different teams, two different agents, one set of rules.

A clearer view. Better-informed decisions. Workday Decision Intelligence gives teams secure access to the workforce, financial, and planning data already governed in Workday, with answers grounded in live data rather than static exports. Teams can ask questions in plain language, understand what is driving a change, and compare options. Whether evaluating a hiring plan against budget or investigating rising costs, service-centric organizations can see the broader business impact and move approved decisions into action. That means less time assembling information and more time improving business performance.

For More Information

- Read a complimentary copy of the Gartner report on theWorkday website.

- See why Workday was the only vendor to be recognized as a Customers' Choice in the 2026 Gartner® Peer Insights Voice of the Customer for Cloud ERP for Service-Centric Enterprises here.
- Learn how Workday's Autopilot Agents get real work done across HR, Finance, and IT.
- Read the blog, Workday Recognized as a Leader in the 2026 Gartner® Magic Quadrant™ for Cloud ERP Finance and Service-Centric Enterprises.

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Gartner, Magic Quadrant for Cloud ERP for Service-Centric Enterprises, By Johan Jartelius, Dixie John, Tomas Kienast, Greg Leiter, Sam Grinter, Chaithanya Paradarami, 2 November 2026.

Gartner, Voice of the Customer for Cloud ERP for Service-Centric Enterprises, By Peer Contributors, 24 April 2026.

Gartner, Magic Quadrant for Cloud ERP for Finance, By Mike Helsel, Irmina Melarkode, 13 October 2026.

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About Workday
Workday operates at the heart of the enterprise – HR, finance, and IT – where the margin for error is effectively zero. By tightly coupling AI with the context, guardrails, and trusted processes that run the business, Workday goes beyond AI that assists with work to agents that are capable of driving measurable outcomes. More than 11,500 organizations worldwide, including more than 65% of the Fortune 500, trust Workday to deliver. For more information about Workday, visit workday.com.

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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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