



Transforming Workday User Experience with Hubs



A STRATEGIC APPROACH TO CENTRALIZED WORKSPACES



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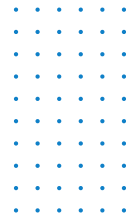


→ Executive Summary

Organizations leveraging Workday often face a common challenge: fragmented user experiences driven by dispersed tasks, reports, and dashboards. Workday Hubs provide a modern solution by centralizing critical resources into role-based, intuitive workspaces.

This whitepaper explores the concept of Workday Hubs, their strategic value, implementation methodology, and best practices for maximizing adoption and efficiency. By consolidating tools and improving navigation, Hubs significantly enhance productivity, user satisfaction, and operational alignment.



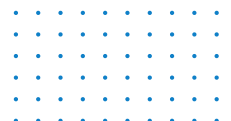


→ Introduction



As enterprise systems evolve, so do expectations around usability and accessibility. Traditional Workday navigation—reliant on multiple worklets and dashboards—can create inefficiencies and increase user friction.

Workday Hubs represent a shift toward role-based experience design, offering a centralized interface where users can access everything they need in one place. These configurable workspaces are designed to streamline workflows, improve findability, and support organizational scalability.



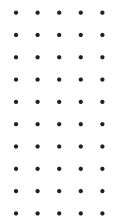


What is a Workday Hub?



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Key Features and Capabilities

Workday Hubs are designed with flexibility and usability in mind. Core features include:

- Custom Navigation Menus
- Provide streamlined access to frequently used tools and resources.
- Direct Links to Actions and Reports
- Enable users to quickly perform tasks such as approvals, submissions, or reporting.
- Cards and Sections
- Organize content into digestible components such as announcements, insights, and quick actions.
- Role-Based Personalization
- Tailor experiences based on user groups such as employees, managers, or HR partners.

Workday currently offers 20+ prebuilt hubs, including:

- HCM Admin Hub
- Career Hub
- Manager Insights Hub
- HR Partner Hub
- Time Tracking Hub
- Job Architecture Hub





Business Value of Workday Hubs

01

Improved User Experience

Centralized access reduces navigation complexity and enhances usability.

02

Increased Productivity

Users spend less time searching for tools and more time completing tasks.

04

Standardization Across Roles

Role-based hubs ensure consistency in how employees interact with Workday.

03

Reduced Training Burden

Intuitive design minimizes onboarding and ongoing training needs.

05

Scalable Architecture

Centralized access reduces navigation complexity and enhances usability.



Implementation Framework

A STRUCTURED APPROACH ENSURES SUCCESSFUL HUB DEPLOYMENT:

01



Define Purpose and Audience

Identify:

- Target users (e.g., employees, managers, HR)
- Key actions and workflows
- Required systems and resources

Design the User Experience

Build hubs using:

- Sections (groupings)
- Cards (content blocks)

Include:

- Quick tasks
- Reports and dashboards
- External links
- Announcements and branding elements

02



03



Configure in Workday

Core configuration tasks:

- Create hubs
- Build sections and cards
- Assign security groups

Key configuration areas:

- Maintain Hubs
- Maintain Hub Sections
- Maintain Hub Cards
- Domain security settings



04

Establish Security and Audience

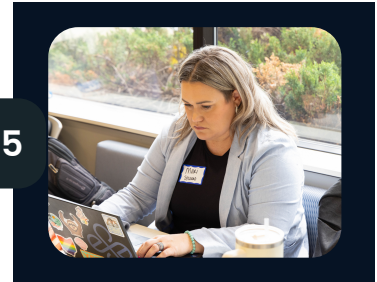
Assign hubs via security groups such as:

- Employees
- Managers
- HR Partners
- Executives

Design the User Experience

Embed:

- Business process tasks
- Workday reports
- Dashboards
- External systems



05



06

Apply Branding and UX Best Practices

- Use consistent naming conventions
- Incorporate icons and banners
- Avoid clutter by limiting card volume

Test Thoroughly

Validate:

- Security access
- Mobile experience
- Report performance
- Navigation flow



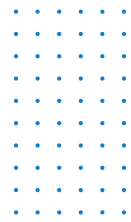
07



08

Deploy and Communicate

- Typical rollout:
- Build in Sandbox
- Migrate to Implementation tenant
- Conduct UAT
- Deploy to Production
- Communicate to users
- Retire legacy dashboards



Modernization: Retiring Legacy Dashboards

Transitioning to Hubs often requires deprecating existing dashboards. A structured approach ensures minimal disruption:

- Analyze usage history
- Communicate changes to users
- Rename dashboards to indicate deprecation
- Provide replacement guidance
- Archive or delete outdated assets

This step is critical to driving adoption and avoiding duplicate experiences.

Conclusion

Workday Hubs represent a significant advancement in enterprise user experience design. By consolidating tools, simplifying navigation, and aligning functionality with user roles, organizations can unlock greater efficiency and engagement within their Workday environment.

A thoughtful implementation—paired with strong governance and change management—ensures that Hubs become not just a feature, but a foundational component of your digital workplace strategy.

About Syssero

Syssero specializes in optimizing Workday experiences through strategic design, configuration, and implementation. Our approach focuses on enhancing usability, driving adoption, and delivering measurable business outcomes.



SYSSERO
A Rotation Digital Company



Thank You



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