Understanding Workday Flex Credits

A Client's Guide to Usage-Based AI Pricing

A STRATEGIC GUIDE TO FLEX CREDITS AND AI AGENT ADOPTION

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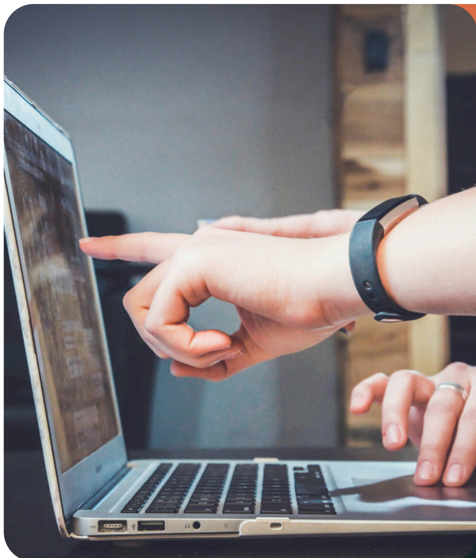
Executive Summary

Workday has moved away from a purely per-user pricing model for its AI agents and introduced Flex Credits, a usage-based model where organizations pay for the AI work actually completed rather than the number of people on their team.

For clients evaluating or already navigating Flex Credits, understanding how the model is structured, and how to plan for it, matters as much as understanding the agents themselves. This guide walks through how Flex Credits work, what typically drives consumption, and the questions worth asking before committing to a subscription.



What Are Flex Credits?

Flex Credits are Workday's usage-based pricing model for its AI agents and emerging platform capabilities. Rather than paying a per-user fee, organizations purchase credits in bulk and draw them down as agents are used in production.

Credits are fungible: they apply across any eligible agent or capability, so there is no need to manage separate credit pools for each individual tool. If usage shifts, from a recruiting-focused agent to a payroll-focused one, for example, credits simply follow wherever the activity goes.

The shift matters most for organizations used to per-user pricing. Under Flex Credits, a large organization that uses AI agents lightly can pay far less than a smaller one running frequent, high-volume analysis. Cost tracks activity, not headcount.

How It Works: Three Phases

Start: Complimentary Credits

Every client on Workday's core subscription agreement automatically receives an annual allotment of complimentary Flex Credits at no charge. These credits are sized based on factors like employee count and the modules an organization has in place, and are enough to explore agents, test use cases, and even run limited production activity. Non-production use of any agent is always free, regardless of complimentary credit balance.

Complimentary credits reset annually and do not roll over, and Workday can adjust the allotment at renewal.

Scale: Purchased Subscriptions

When an organization is ready to use agents more broadly, it can purchase a Flex Credit subscription, buying credits in bulk on an annual basis. Usage in production draws down the balance, and unused credits do not carry over to the next year. Additional credits can be purchased at any time; running out without topping up suspends access to agents until more are added.

Shift: Flexibility as Needs Change

Because credits are fungible, a shift in AI priorities, say, from recruiting to payroll, doesn't require a new contract or procurement cycle. Credits simply flow to wherever usage goes. New agents Workday releases are also immediately available to clients on Flex Credits without a new order form or signature, one of the model's more meaningful advantages for organizations that want to keep pace with Workday's AI roadmap without renegotiating every time.

What Typically Drives Credit Consumption

Not all agent activity is priced the same way, and usage patterns vary widely by function. In general, credit consumption is tied to discrete units of AI work, such as a resume screened, a contract reviewed, a document analyzed, or an API call made above the included allowance. High-volume, transactional use cases, like screening large candidate pools or analyzing payroll data across thousands of workers, will draw down credits faster than lighter, exploratory use.

Organizations also receive a baseline annual allowance of standard API calls as part of Flex Credit enrollment; only usage beyond that allowance consumes credits. Specific rates for each agent and capability are outlined in Workday's current Rate Card, which your account team can walk through in detail, since rates and available agents are updated periodically.

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Questions to Ask Before You Buy

01

Is a Flex Credit subscription required?

No. Every client receives complimentary credits, and non-production use is always free. A subscription becomes necessary only once an organization wants to run agents in production at meaningful scale.

02

Which agents are available to us?

Access depends on your existing Workday modules. Most agents have prerequisite modules that need to be active before they can be enabled.

03

Do unused credits roll over?

No. Both complimentary and purchased credits are use-it-or-lose-it, and expire annually or at the end of the subscription period.

04

What happens if we run out?

Additional credits can be purchased at any time. Without a top-up, access to production agent use is suspended until more credits are added.

05

What happens when Workday releases a new agent mid-term?

Clients on Flex Credits get immediate access to new, generally available agents at the published rate, with no new contract needed. Rates for agents already in use are locked for the client's order term.

How Syssero Helps

Deciding how many credits to purchase, and which agents are worth prioritizing, is easier with a clear view of your organization's likely usage patterns. Syssero helps clients:

- Assess which AI agents align with current Workday modules and business priorities
- Use complimentary credit activity to build a realistic usage baseline before committing to a subscription
- Model expected consumption against your organization's size and use cases
- Monitor usage post-purchase using Workday's built-in tracking tools, so budgeting stays proactive rather than reactive

Conclusion

Flex Credits represents a real shift in how Workday prices its AI capabilities, and for many organizations, it's a more accurate reflection of how AI is actually used than a flat per-user fee. But usage-based pricing only pays off with visibility: knowing what drives consumption, how much runway complimentary credits provide, and when it's time to scale.

Organizations that approach Flex Credits with a clear usage strategy, rather than treating it as another line item to renew, are the ones that get the most value out of Workday's expanding AI agent ecosystem.

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Thank You

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