



Smart Shield

Service Definition Document

G-Cloud 15

Status: Definitive

Security Commercial – In Confidence

Version no.1/0

THINKING
BEYOND
LIMITATIONS

We're Kainos

Formed in 1986, we set about finding the best people to tackle the most difficult digital work. We fostered a culture where people truly care for each other and the world around them.

Our reputation for software engineering and problem-solving was quickly established, and our customers started to view us more as their colleagues

We're much bigger now, helping organisations across the globe to navigate change in more ways than ever. But some things never change, like our commitment to our people, delighting our customers, and our technical ability

Some say we're leading a quiet revolution in digital, but if you ask us, we're just doing our bit to make the world a little bit better.



3,132 amazing
people



13 consecutive
years of growth



40 years
of innovation



£382m revenue
(FY2024)



13 locations
globally



FTSE 250 listed
tech company



Our core expertise

The digital revolution is already happening. We're leading from the front to help our clients **seize every digital opportunity** and be future-ready.



Cloud



Business Applications



Data and AI



Managed services



Engineering



Service and
experience design



Workday services
and products

- Test
- Audit
- Shield
- Deployment
- Optimisation
- Spark & Grow

Smart Shield – intelligent data masking for Workday

Smart Shield safeguards business critical information and sensitive personal data in Workday. It delivers unrivalled field coverage across non-production tenants to provide additional compliance controls on top of Workday's privacy and security foundation, especially important when granting users privileged access for testing or learning.

Features

1. Additional data-security layer alongside Workday privacy and security foundation
2. Configurable data-masking for Workday modules, including Financials and HCM
3. Masks data – does not scramble it
4. Out-of-the-box profiles for quick and easy set-up
5. Leverage data masking with elevated permissions, such as Workday Proxy
6. Supports non-production environments including Sandbox, Sandbox Preview and Implementation tenants
7. Profile-driven controls
8. Time-bound access controls.

Benefits

1. Helps reduce risk of data exposure across teams and functions
2. Shields sensitive and personally identifiable information to meet privacy regulations
3. Smart Shield protects insider information from intentional or accidental threats
4. Original data remains secure and untouched
5. Instant data masking with no downtime to your tenants
6. Protects sensitive personal data, even with elevated access
7. Prevents non-compliance with SOX, SOC 1, UK MAR, EU MAR
8. Prevents malicious or accidental access to sensitive data
9. Control what information can or cannot be seen and when
10. Consultants and partners with elevated access cannot view sensitive data.

Kainos Smart for Workday

Smart Shield is one of three “Kainos Smart” tools that provide organisations with the **Complete Toolkit to safeguard change in Workday.**

Built exclusively for Workday “Kainos Smart” automates difficult, time-consuming tasks including testing, the creation of data access controls and on-going security monitoring in Workday. In the UK

Kainos Smart is trusted by numerous public bodies including The Financial Conduct Authority, St Lukes Hospital, Crown Commercial Service, Ofcom, UKRI and the Food Standards Agency.

smarttest

Smart Test is the only award-winning, automated testing solution built exclusively for Workday. It improves the accuracy of your Workday configuration and reduces operational cost with automation. This provides the agility and assurance needed to maximise your Workday investment.

smartaudit

Smart Audit is a comprehensive security and compliance monitoring tool that strengthens controls, and aids audits while providing risk mitigation across your Workday tenants. Smart Audit has been proven to provide 26x more risk coverage and reduce compliance effort by 96%.

smartshield

Built exclusively for Workday, Smart Shield is an intelligent data masking tool that offers an additional data-security layer on top of Workday privacy and security foundation. While Workdays built-in security ensures your financial and HR data is safe in production, Smart Shield safeguards your data in all your non-production environments and when using Workday's Proxy functionality.

Kainos Smart our customers typically experience

30% efficiency improvements
85% reduction in manual effort

26 x more risk coverage
85x quality assurance coverage

Smart Shield – intelligent data masking for Workday

Smart Shield is a data-masking tool for Workday that safeguards business critical information and sensitive personal data.

It delivers unrivalled field coverage across non-production tenants, when using Workday's proxy functionality, with a selection of data-masking bundles based on common administrator scenarios.

It provides additional compliance controls on top of the industry-leading Workday privacy and security foundation.

How Smart Shield supports your organisation

- ✓ **Always there when you need it**
Masking of data is effortless, instant, with no downtime for any of your tenants
- ✓ **Peace of mind**
Additional data access controls prevent malicious or accidental access to sensitive data
- ✓ **Data privacy compliance**
Ensure that your data is available to those who require it, only at the point of need
- ✓ **Unmatched coverage**
Extensive field coverage that can be controlled at a granular level per profile
- ✓ **No data scrambling**
Your underlying data in the tenant remains untouched should you need it for any other purpose.

Created with common Workday scenarios at its core

From security administration to training, testing and support, to Workday deployments and updates, Smart Shield helps public sector organisations control what information can or cannot be seen.

Administrators implementing Workday for the first time

Enables elevated permissions on implementation tenants to perform configuration setup without access to all sensitive data.

Trainers preparing Workday learning material before tenant deployment

Helps trainers develop effective content with real Workday scenarios while masking fields such as name, compensation and company revenue.

Testers and support teams making sure Workday configurations are performing after updates

Empowers Workday teams with access to all features and functionality following major and minor software updates, while restricting visibility of information.

Third parties tasked with delivering a new Workday component

Peace of mind when implementation and support partners need elevated permission to non-production tenants, but not visibility of company records.

Addresses specific user requirements

From Finance to HR, Audit to IT teams, third-party Workday Services partners—or anyone with access to your Workday configuration—it reduces the risk of data loss or fraud.

Designed with specific user requirements in mind

From Finance to Human Resources, Audit to IT, and even third-party companies supporting Workday deployments. Smart Shield helps public sector organisations with Workday reduce the risk of data loss across teams and functions.

Finance Teams

Smart Shield limits access to financial performance and accounting records, helping protect against insider trading risk, loss of competitive advantage, fraud risk, and non-compliance with regulations such as SOX, SOC 1 and 2, UKMAR and EUMAR.

Human Resources

Shields sensitive and personally identifiable information to meet privacy regulations such as GDPR, FERPA, DPA, BRMG, PDPA etc. Harnesses technology for better employee analysis while respecting employee privacy.

Audit

Smart Shield accelerates access to relevant information and supports the assessment and evidence of adequate data-compliance controls.

IT

Smart Shield helps operations and security teams maintain effective controls and deliver fully tested solutions with production-ready data while remaining secure, compliant and resilient.

How Smart Shield Works

Smart Shield is a data masking tool that complements Workday's security controls. It acts as a secure layer between your most sensitive data and the teams who support and maintain Workday in your organisation.

	Issue	How Smart Shield Helps	Value
On time delivery	The most common reason for go-live slippage is insufficient time and resources to execute the test event.	Enables elevated permissions on implementation tenants to perform end to end testing without access to all sensitive data.	Maximise testing and training efficiency through safe Workday proxy usage.
Employee engagement	Production errors erode confidence & impact the success of the Workday deployment.	Prevents malicious or accidental access to sensitive data while allowing SMEs to proxy as other users to test end to end business processes.	Increased testing capacity means better confidence in your configuration
Laborious Learning effort	The effort to stand up and train enough resource to complete all the required test activity is huge	Allows trainers to develop effective content with real Workday scenarios while masking business critical information and sensitive personal data.	Removes the need for trainers to create fake data for training and onboarding events and materials.
Compliance	GDPR Compliance requires greater control and due diligence on the handling of EU worker data in Workday	Prevents non-compliance with SOX, SOC 1, UK MAR and EU MAR	Supports adherence to strict country data privacy requirements.

How does it protect confidential data?

Smart Shield can easily and seamlessly mask out the information you deem sensitive without impacting the Workday user experience. With a comprehensive set of out-of-the-box profiles for quick and easy set-up, it delivers unmatched coverage across all fields.

Smart Shield onboarding



Shield Set-up

This is the time to align your technical teams so we can provision Shield on your tenant. We will also ensure that your users can authenticate via SSO/MFA or Username and Password.



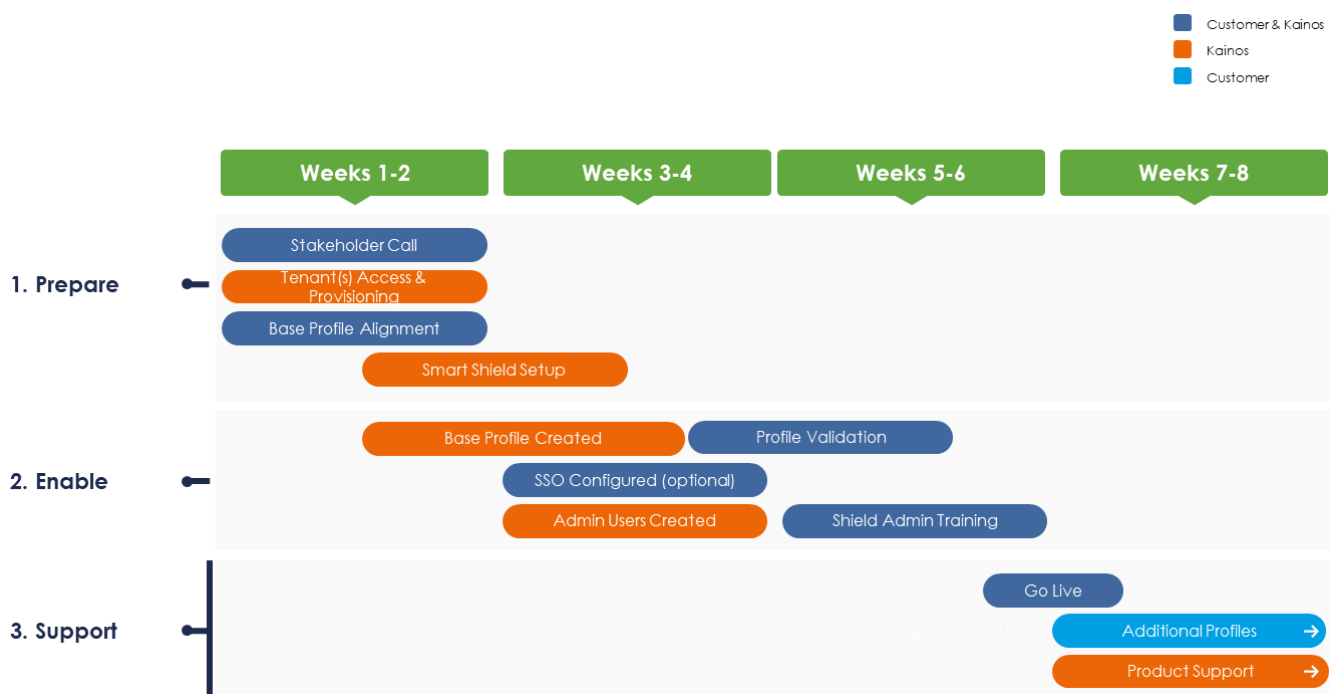
Onboarding & Training

It takes 6-8 weeks to get you onboarded. During this time, we'll set up your initial data masking rules and then educate your team on how to use the product to get the most from it.



Ongoing Support

If your team needs help with any aspect of Smart Shield, you can contact your Customer Success Manager. You will also have access to a monthly support call and our support system to raise any queries.





Match Group

Match Group secures Workday data privacy with Smart Shield

“A key challenge that Smart Shield has solved is the ability for testers and administrators to proxy as end users while masking sensitive user data. We couldn't fully perform proxy testing before as comprehensively as we'd have liked to.”

Carolyn Kelfer, Director | Financial Systems, Match Group

Project requirements

When we enabled the native data scrambling and masking functionality within Workday, we still had gaps where people could clearly and easily see compensation data. Everything in the person's inbox was still unmasked, which allowed proxy users to circumvent our masking functionality. It was an incomplete and inadequate solution for us.

Benefits and Outcomes

- ✓ Masking happened instantly, with no downtime for any of our tenants
- ✓ Additional data access controls prevent malicious or accidental access to sensitive data
- ✓ Implementers get unrestricted access but only see the data they need for their role
- ✓ Trainers can quickly develop training material with no manual effort required
- ✓ Testers can use proxy for full end-to-end testing without any privacy concerns
- ✓ Support teams get immediate system access with data masking being instantly applied.



Where we are

The Americas

Buenos Aires
Indianapolis
Nova Scotia
Toronto

UK and Ireland

London
Birmingham
Belfast
Derry
Dublin

Central Europe

Gdansk
Helsinki
Paris
Wommelgem



What makes us stand out



Our people



True collaboration



Innovation



Digital know-how



Common goals



Trust



Digital Services

We are **engineers**, specialists. We **overcome big challenges** for our clients, through delivery of **intelligent** digital services that use the best in **talent and technology**.



55 million UK citizens

positively impacted by
services we've delivered



**892
customers**



13 locations

And growing



99% of customers

rate our service as good,
great or excellent



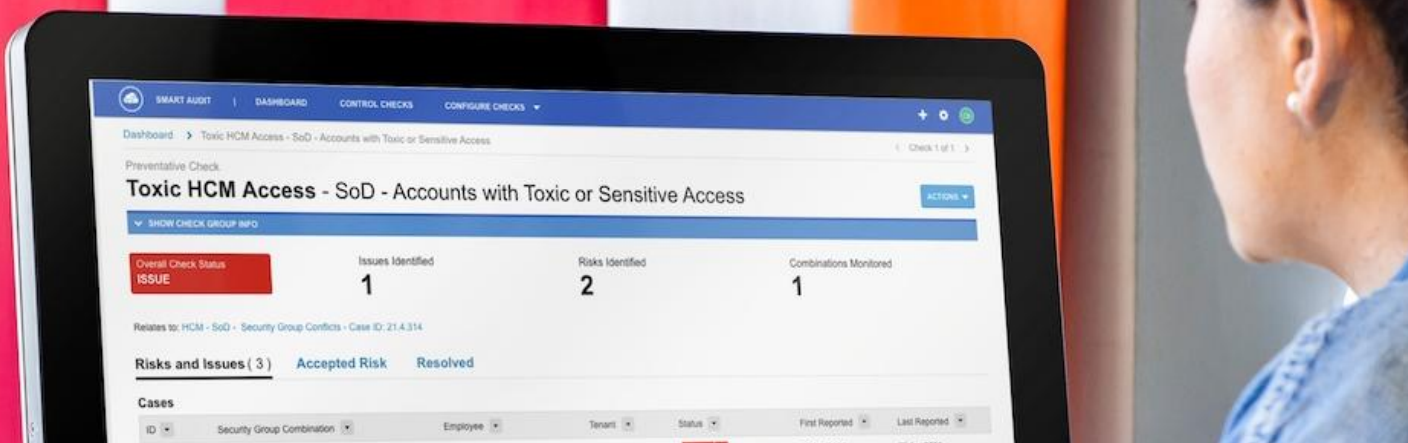
Key partners

Working closely with
Microsoft and AWS to
deliver results



Award-winning

90+ industry awards



Workday

Kainos is a Workday **phase one prime status partner** in all European, North American and Asia Pacific markets. We have worked with many public and private sector customers of various sizes and scale in over **40 countries worldwide**.



Partner Since 2011

We are the only certified Workday Services, Technology and Extend partner globally.



Workday Services

Full range provider from pre-deployment consulting, implementation and support.



650+ Customers

We have deployed to over 650 customers and are a proud Workday customer also, using HCM, Financials, Recruitment, Planning and PSA to run our business.



Workday Public Sector

We have worked with many UK Public Sector customers with their initial deployment, post-deployment support and adoption of new modules.



Kainos Smart

Our product is deployed to 500+ customers globally saving them 1000s of testing hours.

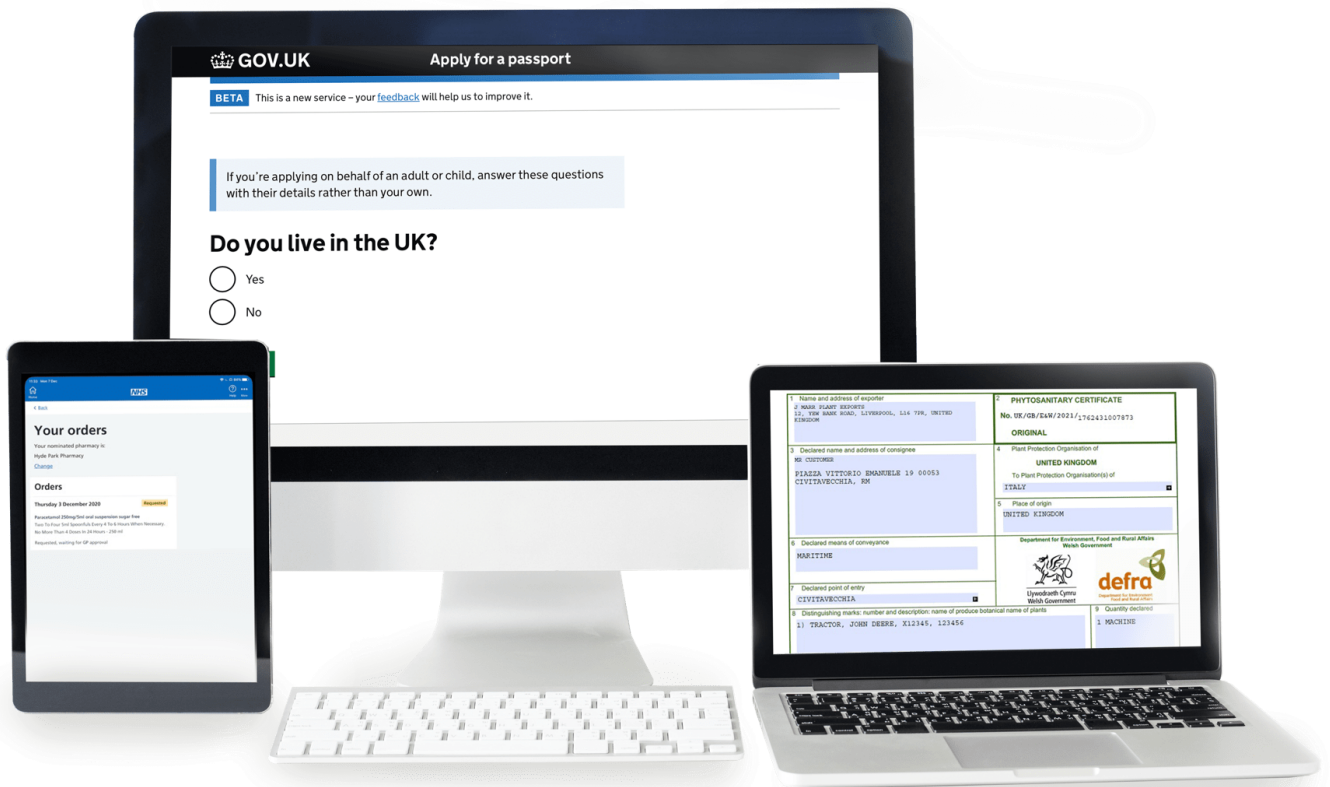


900+ Consultants

Hold over 2,700+ Workday certifications covering all areas of the platform.

65 million

citizens positively impacted
by services **built by Kainos**
for the UK Government



Every driver & every car on the road
Every piece of work to fix roads
Every court case & every prisoner
Every home helped with help-to-buy
Every passport & renewal application
Every COVID test sent out
Every COVID test result
Every user of the NHS App

Every voter registered
Every company opened & closed
Every UK civil servant trained
Every piece of produce grown in the UK
Every thing imported & exported to the EU
Every benefit fraud prevented
Every body's pension details

Our Social Values and commitment to HM Government strategy



Education & Capability Building

We empower people through technical and behavioral learning programs, academies, and outreach projects, fostering skills development and inspiring future technology leaders across communities and organisations.

Social Responsibility

Tackling workforce inequality and ensuring equal access to technical and vocational education, through our Academies, Camps and Earn as you Learn schemes.

Innovation & Future Readiness

Driving continuous improvement through technology

Health, Wellbeing & Accessibility

We support colleagues' physical, emotional, and career wellbeing through initiatives, guidance, and inclusive design, ensuring equal access, experiences, and compliance for all users with diverse needs.

Climate Action & Sustainability

With a comprehensive sustainability strategy underway, we will be a Carbon Net Zero company by 2030.

Equality, Diversity & Inclusion

Maximising service experience for citizens and civil servants by delivering projects with diverse teams, underpinned by our BAME, LGBTQIA+ and female communities.



The Code of Ethics

We are guided by our 6 ethical principles.



Wellbeing

We protect the wellbeing of our staff, customers and communities.



Equality

We improve access and inclusion and minimise bias.



Transparency

Our decisions are traceable and accountable.



Integrity

We hold ourselves and others to ethical standards.



Environment

We act responsibly towards the Earth and its resources.



Initiative

We take initiative to deliver social value and positive impacts.

BCDR and Exit Plan

Business Continuity and Disaster Recovery (BCDR)

A Business Continuity Plan can be provided if required. This shall set out the arrangements to be invoked in the event of an actual or perceived threat to business continuity, to ensure continued operation of the system and continuity of the services provided by Kainos pursuant to the Prime Agreement and shall include: the alternative processes, options and responsibilities that may be adopted in the event of a failure or disruption to the system and/or services provided by Kainos pursuant to the Prime Agreement; and the steps to be taken by Kainos upon resumption of the system and services provided by Kainos pursuant to the Prime Agreement in order to address any prevailing effect of the failure or disruption including a root cause analysis of the failure or disruption.

Exit Plan

An Exit Plan can be provided if required to detail the steps that would be carried out to ensure smooth transition of Kainos services to a new supplier. The steps outlined in the Exit Plan will help mitigate against any disruption to the service during the transition period. It is assumed that any new supplier will themselves have a procedure they wish to follow during the transition period, and as such the steps in this Exit Plan will serve as a checklist for the new supplier to ensure all key areas of the transition have been covered. The Exit Plan will therefore be subject to refinement should it be exercised.

Commercial Statement

Confidentiality and copyright

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Caveats

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All information provided prior to execution of a contract is provided 'as is' and 'subject to contract' without warranty of any kind.

This document does not constitute an offer from Kainos. In the event that the parties elect to work together, they will only be contractually bound to each other upon signature of a contract.

Corporate information

"Kainos" is the trading name of the Kainos group of companies, further information on which can be found here: <https://www.kainos.com/corporate-information/>.

Kainos Software Limited/ Kainos WorkSmart Limited, will be the contracting entity under this tender / for the provision of the service and may be assisted from time to time by other Kainos group companies.

Freedom of information

Kainos considers that the following information provided in this document is exempt from disclosure under the Freedom of Information Act 2000 (FOI):

The CVs of staff qualify under the "Personal Information Exemption (s.40)" of the Freedom of Information Act and are exempt from disclosure under the Data Protection Act 1998. The Period for which this information should be confidential is the lifetime of the Data Subject.

Rate and pricing information is confidential and commercially sensitive and covered by the 'Commercial Interests' exemption (s.43) of the FOI, as the release of this information is likely to prejudice the commercial interests of Kainos and is likely to adversely affect its (and the Customer's) future negotiating position. The period that this information should be confidential for should be 5 years.