



# Kainos Implementation and Post Deployment Services

Service Definition Document  
G-Cloud 15

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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

# Kainos Implementation and Post Deployment Services

Kainos is the leading UK Public Sector Workday Services Partner. Services include HCM/HR, Financials Management, Payroll, Adaptive Planning, Extend, Sourcing, Prism, Document Management, Peakon Employee Voice, complementary Generative AI/Al, RPA, Chatbots and BPM/PM. Also, award-winning Workday Software Partner providing 'Kainos Smart', a cloud-based Workday Automated Testing, Auditing and Data-Shielding platform.

## Features

1. 35+ years' experience of UK Public Sector digital transformation projects.
2. Unmatched expertise deploying and supporting Workday in Public Sector.
3. Cover business-readiness, design, implementation, testing, change management, optimisation and AMS.
4. Largest European practice of Workday-Certified-Consultants.
5. Workday exclusive partnership and shared benefits from insights gained.
6. Experience in all-Workday SKUs including Adaptive, Sourcing, Peakon and Extend.
7. Workday Adaptive Planning Platinum Partner, Workday Innovation Partner Extend applications.
8. Expertise using accelerators including Gen AI and Public Sector templates.
9. Developed integrations, reports and configuration supporting Public Sector requirements.
10. Knowledge transfer ensuring your organisation's readiness for Workday ownership.

## Benefits

1. Proven ability to deliver benefits on-time and to-budget.
2. Experience of UK Public Sector Workday deployments, reducing business risk.
3. Partnering throughout your Workday journey delivering benefits and optimising outcomes.
4. Unmatched expertise delivering full-platform Workday projects in complex system environments.
5. Forecasting and analysis through Adaptive Planning enabling faster decision-making.
6. Building HR and Finance capabilities using Workday Extend.
7. Excellent customer satisfaction through change management, optimisation and AMS.
8. Reduced client testing, auditing effort and costs, data shielding coverage.
9. Benefits realised through improved employee satisfaction, user engagement, organisation-wide outcomes.
10. Cost effective lower-risk implementation, using market-leading proprietary tools and templates.

# 1. Kainos Overview

Kainos Group PLC, founded in 1986, has secured an enviable position in the digital technology space, serving over 500 customers globally, across Public Sector, Private Sector, financial and third sector environments.

Kainos' Workday Practice is the largest in EMEA and has a strong local presence in the UK Public Sector, with vast experience of delivering local projects with local consultants. Kainos is involved in some of the largest digital transformation programmes across Government with NHS Digital delivering England's NHS App and UK's Covid19 Testing Services, the Driving Licence Registration, MOT, and Passport services, to name a few.

Kainos has led the introduction of Workday within Public Sector – having brought the first Public Sector client live with Workday in 2017 and building upon this with delivery into all Workday UK Public Sector projects to date including with Crown Commercial Service (CCS) and the Department for Education.

## Kainos Service Catalogue

Please see below the service catalogue outlined in this service description:

- Phase 0 Project Preparation Phase
- Workday Implementation Services
- Change Management Services
- Test Management Services
- Application Management Services
- Workday Adaptive Planning
- Workday Extend
- Additional Digital Services

## 2. Phase 0 Project Preparation Phase

A Project Preparation Phase is an analysis and review across all key project streams to reduce uncertainty, clarify unknowns through analysis and review, and to increase awareness and knowledge through education and preparation.

A Phase 0 is designed to build project readiness and better inform the project teams of the as-is landscape. We recommend a Phase 0 in order to pre-empt project issues that typically occur during the project. Once the project starts – a number of assumptions will have been made without validation that, in our experience, can also lead to project challenges. Where possible, Kainos recommends a Discovery 0 with the aims to:

- **Review of the technical landscape** to ensure any technical challenges are understood prior to the project initiating (and allow more time to address/resolve).
- **Data** – the more time that can be spent understanding the data requirements, the existing data and source systems, the data quality and completeness (or gaps) and preparing for executing a repeatable migration process - the better for the success of the data stream.
- **Clarify the scope** and scoping assumptions by reviewing each area.
- **Understand key challenges to the project** – what else is taking place that needs to be planned around e.g. are there other projects or items that may impact on project planning e.g. dates to avoid, other systems being introduced, etc.

- **Customer project team** – a Phase 0 is a real benefit to a customer for their own project team readiness through:
  1. **Identification and mobilisation** – identify the roles required and individuals for each role and mobilising to ensure they are in place for Day 1 – that may involve backfill planning.
  2. **Educating** – ensure your team have greater understanding and clarity of Workday capabilities and the terminology, methodology, approaches etc. Phase 0 allows more time for questions and more time for consideration by your team before design decisions need to be confirmed.
  3. **Roles and responsibilities** – review of the roles typically required and the associated responsibilities (from PM, Test Manager to Business SME's). Kainos typically make certain assumptions on our project approach, roles, and responsibilities across all streams. A Phase 0 will review in more detail the validity of all these assumptions and agree any revisions. Phase 0 allows for detailed review and refinement of the approach and how this approach integrates with the joint project team.
- **Impact of the deployment** – A Phase 0 will facilitate greater understanding of how implementing Workday HCM or Financials will impact on the Business, Processes, Systems and People within your organisation. This involves assessing the impact of change, challenges to change, scale of change stream etc. As well as understanding of roles and responsibilities for all change stream activities.
- **Cost certainty** – ultimately, the time taken on the points above will lead to more certainty on the factors that impact on costs.

Each stream will have dedicated resources from Kainos and will work closely with your SMEs. It is inevitable that there will be overlap between streams. As a result, it is essential that:

- Planning of Preparation Stage activities for all work streams is performed at a programme level to identify and resolve resourcing conflicts on both the Kainos side and the client side.
- There are cross-stream knowledge sharing sessions. We propose that there is a formal session on an agreed cadence, to share what each stream has been looking at and more importantly to share major discoveries that have a cross-stream impact e.g. a new system found, or a manual report discovered that should be an automated integration.
- We would look to agree the appropriate and proportionate duration of the Phase 0 in line with likely scope and would consist of 3 main stages:
  1. Initiate Phase 0 & Planning – the purpose of this stage is to work closely with your SMEs for each stream to help us understand your team that will participate in the Phase 0 and to plan the workshops and sessions required.
  2. Analysis, Educate & Review – during

this stage, we will run analysis and education workshops to discover the extent of your business and technical landscape, and educate your internal team on Workday approaches, terminology etc.

3. Confirm and Document – the purpose of this stage is to confirm and document the outcomes from the Phase 0 in terms of project scope, assumptions, costs, roles and responsibilities, risks and issues, dependencies, and timelines.

## Summary

Phase 0, while not mandatory, have in the past proven hugely beneficial to both the execution of a Workday deployment project AND increased acceptance and adoption of Workday by spending more time to understand the existing landscape (i.e. people, systems, processes, and other potential needs) to ensure scope, approach and the solution aligns across the organisation.

# 3. Workday Implementation Services

## Kainos has led the introduction of Workday within Public Sector

Having brought the first Public Sector client live with Workday in 2017 we have built upon this and have introduced numerous Public Sector projects to Workday including, for example, Crown Commercial Service (CCS) and the Department for Education (DfE).

For a successful project, you need more than a menu of 'things we do' and we need more than a list of your requirements. So, we work with you shoulder-to-shoulder to understand your unique challenges and then pair our extensive experience with Workday's delivery methodology to ensure your Workday system addresses those satisfactorily.

Kainos' Workday Practice has invested heavily in the Public Sector and has developed Public Sector content, accelerators and configuration expertise through these initial Public Sector Workday deployments and later Phase X deployment post go-lives. Our unique position, as a Digital Transformation partner to the UK Public Sector and a global Workday partner, ensures our future Public Sector clients benefit from Workday best practice guidance, Public Sector guidance, and

our collective experience across multiple Public Sector Workday deployments.

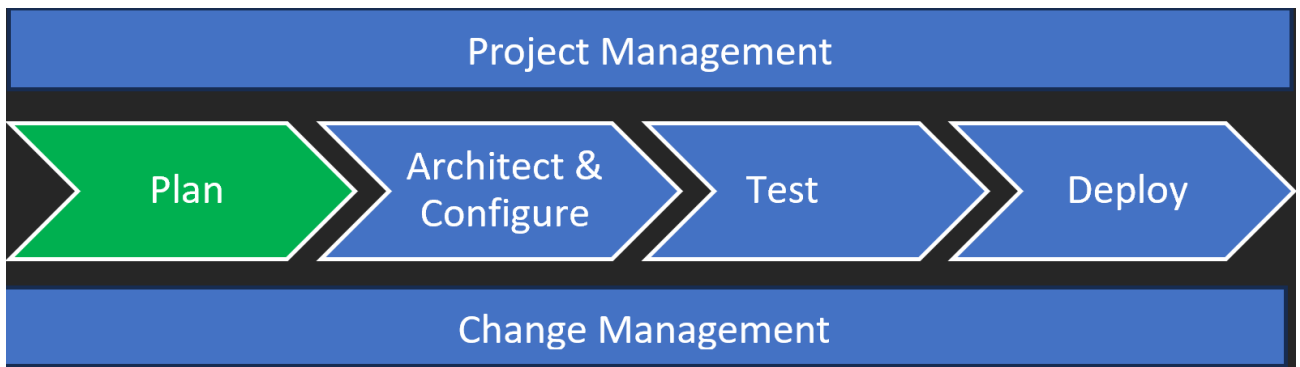
Our experience in Public Sector and our alignment to Cabinet Office Standards (e.g. [Civil Service HR Global Design standards](#), the [HR Service and Technology Standards](#), [Leading Practice Features](#) and [User Journey's](#)) means that business processes created for other Public Sector departments/agencies represent best practise, making deployment faster and lower risk as well as adoption accelerated being much more straight-forward based on "industry standard exemplar processes". Any content produced and continuously honed from previous engagements will be made available to our customers as the starting point during design. This will assist you by reducing cost and deployment risk, accelerating progress, and delivering the benefit from work already completed by Kainos and Workday for the UK Public Sector.

Kainos is unique in the Workday ecosystem as not only are we a full-service implementation partner and a customer, having implemented HCM, Recruiting, Talent, Projects & Financials, but we are also a Software Development Partner. We have developed the only automated testing tool designed specifically for Workday called Smart Test which is used by nearly 450+ Workday customers world-wide.

Our Smart automation suite supports our clients throughout implementation and on into life in Production. We include Smart Test (automated test tool) and Smart Shield (data masking tool) as standard in our Kainos implementations, such as the benefits and added value to the business.

Kainos implements Workday through a proven and robust methodology that provides both quality and control throughout your initial implementation and any subsequent Phase X deployments.

This methodology is supplemented with Kainos proprietary accelerators and tools to expedite the delivery whilst at the same time, reducing project risk through the delivery of a best practice approach. Our optimised delivery approach is based on the Workday Accelerated Deployment Methodology that has been specifically developed for SaaS implementations. The methodology is based on four stages with the following objectives:



| Stage                            | Activity                                                                                                                                                                                                                       |
|----------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Plan</b>                      | Setting the overall project direction, project controls along with roles and responsibilities and customer expectations.                                                                                                       |
| <b>Architect &amp; Configure</b> | Analysing client requirements and business processes, while leveraging Workday's optimised configurations as a starting point, and iteratively configure Workday and load customer data in accordance with the client's needs. |
| <b>Test</b>                      | Validating the configuration to confirm design decisions are accurate and ensure system and user readiness.                                                                                                                    |
| <b>Deploy &amp; Support</b>      | Transitioning the client to live production and into support and optimisation services.                                                                                                                                        |

Each stage has its own quality gate and is subject to independent scrutiny and peer review by Workday's Delivery Assurance function.

## 1. Our Service Features

- Kainos is a Workday deployment partner, software partner, services partner, and a Workday customer.
- 35+ years impactful delivery of Public Sector digital transformation projects.
- Unmatched expertise deploying and supporting Workday in UK Public Sector.
- Full-service partner covering design, implementation, testing, change management and AMS.
- Largest European practice of Workday-Certified Consultants (HCM/Financials/Workday Adaptive Planning/Workday Extend).
- Exclusive with Workday meaning you benefit from every insight gained.
- Experience in all Workday SKUs including Strategic Sourcing, Peakon, Adaptive Planning and Extend.
- Award winning Workday Adaptive Planning partner with Platinum status.
- Product specialists' expertise and innovation using Public Sector templates and deployment accelerators.
- Developed integrations, reports and configuration supporting UK Public Sector requirements.
- Knowledge transfer ensuring your organisation's readiness for Workday ownership.

## 2. Our Service Benefits

- Proven ability to deliver benefits on time and to budget.
- Experience from UK Public Sector Workday deployments reducing business risk.
- Partnering throughout your Workday journey delivering benefits and optimising outcomes.
- Unmatched expertise delivering full-platform Workday projects in complex system environments.
- Forecasting and analysis through Adaptive Planning supporting faster decision-making.
- Build new capabilities for HR and Finance using Workday Extend.
- Excellent customer satisfaction delivered through ongoing change management and AMS.
- Automated testing using Kainos Smart reduces client testing effort and costs.
- Benefits realised through improved employee satisfaction, engagement, and organisation-wide outcomes.
- Cost effective, on-time implementation using market-leading proprietary tools and templates.

# 4. Transformation Services

## What is Transformation Services Kainos?

We view Workday as a catalyst for transforming People, Financial, and Planning services within the Organisations we support. The role of the Transformation Services team is to help our customers achieve their ambitions to deliver an easy-to-use, faster, and smarter Workday empowered service for their people.

## Our role in supporting the delivery of the intended change

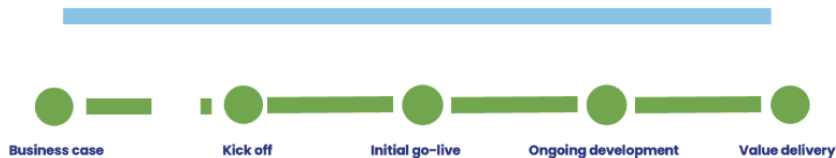
The Transformation Services team works alongside our implementation and post-deployment Workday colleagues and supports customers throughout their Workday journey. We support customers from business case decisions to value delivery, help our customers connect the people, structures, and processes with Workday, and ensure the intended transformation is achieved.

## Our Team & coverage

All team members are Workday certified and are clear on their role in connecting Workday to your Organisation to empower your people to make better business decisions. We cover all Workday modules and support all major Workday regions.

### Transformation Services

*We help Organisations to deliver the value associated with their Workday-enabled transformation*



### Implementation Services

*We deliver Workday safely*

### Post Deployment Services

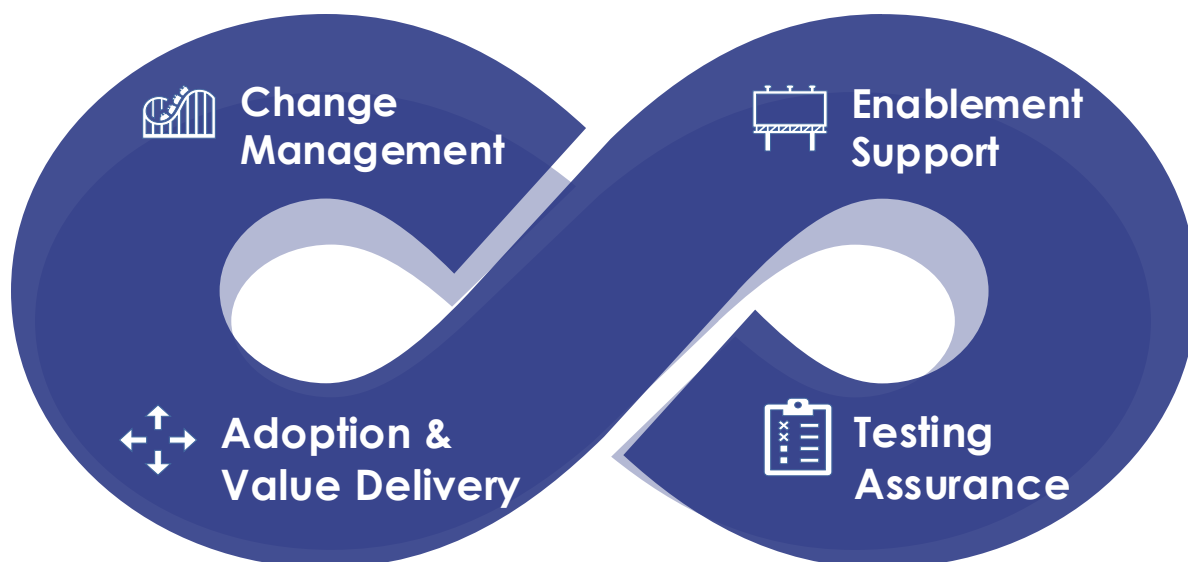
*We proactively support ongoing delivery*

### Built on Workday

*Workday specific Products created by Kainos*

## Core Transformation Services

Our Transformational offering has four key elements that help customers deliver their Transformation goals. Each plays a key role in connecting the organisation's people with Workday.



### 1. Change Management

Ensuring the Organisations connect Workday to your business, and your people understand what they need to do from day 1.

### 2. Enablement

Providing simple and accessible support materials to empower people to use Workday effectively on a day-to-day basis.

### 3. Adoption and Value Measurement

Tracking adoption and value delivery across the full length of your Workday journey. From Contract signature to benefits realization.

### 4. Testing Assurance

Quality assuring the robustness of your design and that it will meet your business needs at go-live and beyond.

## The reality is that Transformation is tough

We view Workday as the catalyst for transformation, but the harsh reality is that most Organisations do not deliver the intended benefits. Our goal is to mitigate this risk and deliver the change you intend.

## 1. Change Management

This critical workstream ensures that as you implement Workday, the customer fully understands its impact on their business, and their people are ready for the proposed change and transition into a new way of working.

As a Workday specialist consulting team, **we focus on the critical moments that matter** and have developed a range of tools and templates that align with the Workday deployment methodology.



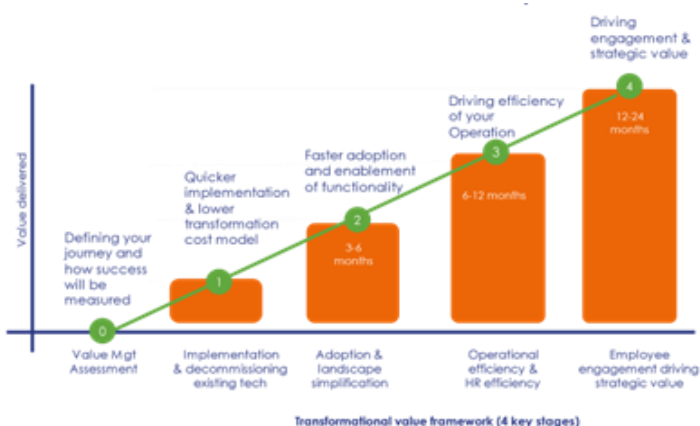
## 2. Enablement

We provide the guidance and support to **help your people access HR, Financial and Planning activities easily** and harness the power of Workday to make better decisions.



## 3. Adoption and Value Delivery

Our goal is to help you define your transformation journey, measure progress, and **prove that you are delivering a better workday-driven service** to your people and your business.



# 5. Test Management Services

Kainos offers test solutions to augment and support your existing test team for Workday, all delivered remotely.

The Testing Assurance team ensures you can go live with confidence. We help you define and deliver our customers' Workday-specific testing requirements.

**Test Consultancy:** As a one-off test advisory session or as ongoing support to your test manager and project team, we can provide guidance for your test activities throughout your Workday journey.

**Test Management:** As your testing partner, the Kainos Team will ensure you are prepared for the Workday test events and will deliver management of the different test streams.

**Test Preparation:** Working alongside your test team, Kainos Test Consultants will assist in creating and refining your test scenarios.

**Kainos Smart Tools:** The delivery and execution of our Smart Test, Smart Audit and Smart Shield tools.

Our Smart automated tools are used to augment and increase the scope of testing towards the end of your implementation and prepare you for continuous automation of Test and Audit solutions through deployment and into production.

Smart Shield to provide data masking and control, reducing the risk of exposure of sensitive data when carrying out activities such as testing and training.

As a cloud-based system, Workday poses a different set of testing questions that require expert advice. Our team have the experience, expertise and tooling to meet all your pre- and post-deployment testing needs.

Our role is to **provide you with the structure and access to our Workday-certified test experts to ensure Workday operates effectively and meets your business needs.**

## 6. Application Management Services

We provide the full suite of Workday Post Deployment services to clients through our Application Managed Services (AMS) team.



**Delivered by  
local consultants**



**Support for Workday's full  
suite of functionality**



**Most experienced Workday  
partner in the Public Sector**

Choosing Kainos means that you have opted for more than a ticketed support system.

You have chosen a boutique partner that will work as an extension of your Workday team to help you optimise your investment in Workday.

Our aim is that over time and with our support, customers will become the authority in the management of their own Workday configuration, relying on our expertise eg for the larger more complex changes required.

**A dedicated flexible service to support your Workday investment, including:**

- A dedicated local Service Manager and Lead Consultants who will remain with you for the lifetime of your contract with us.
- Hands on support to supplement your team during critical business processes – i.e. annual compensation review cycles or year-end activities.
- Our AMS service is provided by a team of ring-fenced AMS consultants who exclusively provide AMS services to our portfolio of clients.

- Application break/fix.
  - Adapting to change, and transformation services.
  - Extending Workday – release support, new modules, legal compliance.
  - Maximising value – best practices, optimisation.
  - Advisory services – expert guidance for evolution post implementation.
  - Staff augmentation services.
  - The ability to use our post deployment team to scale up your own HRIS function both in capacity and capability within moments.
- configuration
  - Service Management
    - Named Service Manager
    - ITIL aligned processes
  - Release Support
  - Advisory Services

### **Kainos Application Management Service enables you to leverage the following:**

- Service Desk
  - SLA backed, access available 24/7.
- 2nd/3rd/4th tier support
  - Incidents / Change Requests / Advice / Service Requests / Problems
  - Access to certified Workday AMS consultants
- Continuous Improvement
  - Optimisation, feature adoption, automation, AI
  - Services Portfolio of recommended

## AMS Benefits: when you choose Kainos, you choose:

- Focus on what matters.
- Specialist Service.
- Flexible and tailored support.
- Peace of mind.
- Future proof investment.
- Reduced cost.
- Increased security.
- Stakeholder engagement.
- Strategic alignment for adoption and continuous improvement.
- A partner that will work as an extension of your internal Workday team.
- Selective utilisation of Kainos services for skills gaps.
- Access to wider Kainos capability.
- Internal expertise increased during the Workday journey.
- Flexibility to reduce dependency/usage of Kainos AMS services.
- Simple commercial model.

# 7. Kainos Adaptive Planning

Kainos is one of the largest Workday Adaptive Planning partner globally, recognized as Workday's Global Partner of the Year for six consecutive years, with over 1,700 successful deployments worldwide.

Our **certified planning consultants** bring deep expertise and a proven, structured approach to ensure every project a success. Using Workday Methodology, we keep your team fully engaged—providing hands-on access for model testing and real-time collaboration throughout the process.

Workday Adaptive Planning is transforming how businesses plan and analyse. Its **flexible, easy-to-configure** platform gives companies the agility to stay ahead in today's fast-changing world. With powerful modeling and analytics for organisations of any size, it helps teams work together, uncover insights, and make better decisions—faster.

Kainos provides the following services

for Workday Adaptive Planning:

- ✓ Workday Adaptive Planning Implementation Services
  - Financial Planning
  - Workforce Planning
  - Sales/ Operations/ Demand Planning
  - AP&C (Adaptive Planning & Consolidations)
  - Health Check
  - Proof of Concepts (POCs)
- ✓ Phase X Adaptive Implementation Services
- ✓ Post Deployment Workday Adaptive Support Services via AMS

## Features of our Service:

- ✓ **Seamless Data Integration** – Connect data through a secure third-party integration server.
- ✓ **Industry Experts on Every Project** – Skilled professionals ensure best practices and quality delivery.
- ✓ **Structured, Transparent Process** – We start with detailed requirements workshops to set a strong foundation.
- ✓ **Blueprint Before Configuration** – Clients receive a full blueprint upfront, enabling review of current and future processes before any system changes begin.

## Customer Benefits:

### Dedicated Project Team

From start to finish, you'll work with the same experienced team—Engagement Manager, Solution Architect, and Planning & Integration Consultants—ensuring consistency and quality delivery.

### Transparent Project Management

We manage every step with full visibility using Smartsheet, which is shared with your team for real-time updates and collaboration.

### Post-Deployment Support

Our Adaptive Application Managed Support (AMS) service provides ongoing assistance after deployment, helping you optimize performance and maintain confidence in your system.

# 8. Kainos: Workday Extend

Workday Extend with AI capabilities lets you build custom apps that look and feel just like Workday—fast, seamless, and tailored to your business.

Extend allows customers to go beyond the core functionality of Workday – to create new functionality and processes that address specific business needs.

Kainos operates the largest Workday Extend practice in the ecosystem, with experience across 140+ deployed, supported, and co-developed apps. We have been a key part of the Workday Extend programme for many years and have received Workday Innovation Awards annually since 2021, most recently in 2024. Our track record includes working with some of the largest Extend customers globally and achieving 100% customer satisfaction (also measured as NPS 73).

## Features of our Service:

### Workday Extend Apps

Kainos designs, develops, and deploys Workday Extend Apps that work in conjunction with Workday to address a customer's specific business requirements. This may involve:

- Custom Apps: We design, develop, and deploy bespoke Workday Extend apps using our proven codebase and tailored to your unique requirements.
- Templated Apps: Choose from apps we've already built, available for quick deployment and customizable to meet your requirements.

## Workday Extend Consulting Services

Kainos provides Workday Extend Consulting Services e.g. discovery workshops, business case development, advising and assisting customer technical staff and education sessions for key stakeholders. This model can be employed where the customer's intention is to build their own Extend development capability. Kainos can provide advice and assistance on app design and development in order to support the customer's team education and development.

## Workday Extend Support

Kainos provides post go-live Application Managed Support (AMS) Services for Workday Extend customers that require changes to an existing app or the provision of consultancy service to the customer's internal support team.

## Customer Benefits:

- ✓ Refined approach to Extend app design and quality assurance, ensuring the optimum user experience and app performance.
  - ✓ Extend + AI expertise to identify and deliver innovative solutions.
  - ✓ Access to Extend experts who can advise on suitable use cases for future apps.
  - ✓ Option of full Application Managed Support (AMS) Service to support you post deployment.
  - ✓ Part of the Kainos Global Workday Team with direct access to hundreds of Workday Financials and HCM experts.
  - ✓ Unmatched expertise delivering complex apps to solve business problems.
- ✓ Access to the most experienced and expert Workday Extend team in the ecosystem with deep expertise in both Workday core processes and Extend technology.
  - ✓ The ability to leverage tried and trusted design patterns that have been proven with multiple customer use cases.

# 9. Kainos: Additional Digital Services

Kainos also offers consulting, implementation and managed service capabilities across conversational assistants (Chatbots), Generative AI, Artificial Intelligence (AI), Robotic Process Automation, Business Process Management and Process Mining (BPM/PM):

- Artificial Intelligence (AI)
- Low-Code / Robotic Process Automation (RPA)
- Conversational Assistants (chatbots)
- Business Process Management/Process Mining (BPM/PM)



# 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



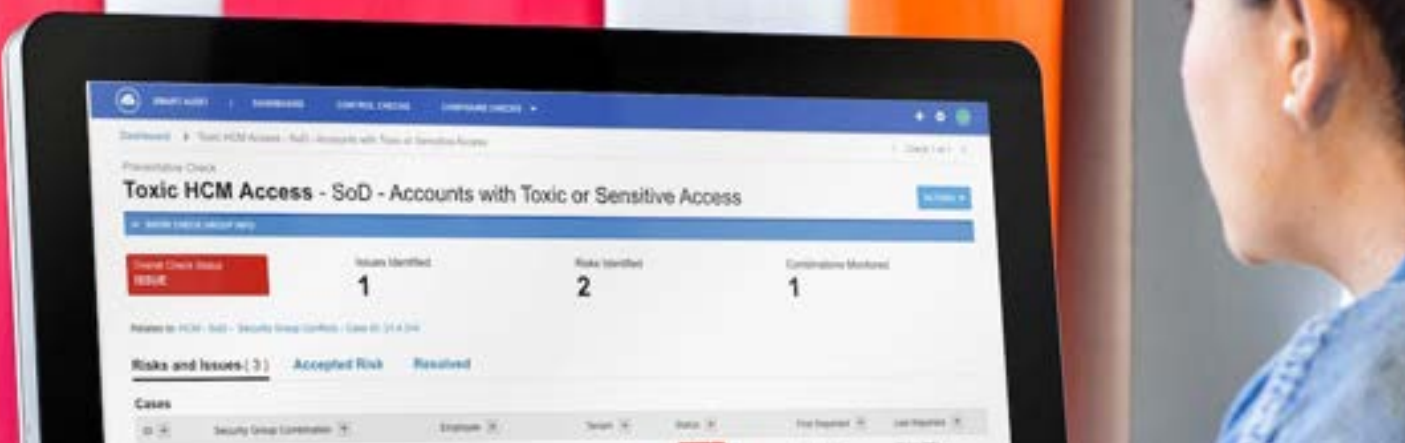
**Key partners**

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

© Kainos Software Limited 2025 ("Kainos")

The contents of this document are commercial and confidential in nature and the copyright of Kainos. This document must not be reproduced (in whole or in part) save in connection with the purpose for which it was issued and must not be shared with Generative AI systems without express consent.

## Trademarks

Kainos® is a registered trademark of Kainos Software Limited. All rights reserved. You may not delete or change or modify any copyright or trademark notice.

## Caveats

Kainos has used all reasonable endeavours to ensure that the contents of this document are accurate but is not responsible for any errors or omissions.

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.