



An Introduction to our Optimisation & Innovation Services

We advise as well as execute



We're specialists in Workday-enabled transformation and enterprise solutions, helping organisations navigate their digital transformation journey.

CloudRock is a global certified Workday Advisory, Implementation, AMS & Extend Partner with global Workday capability across the UK, Portugal, India, Australia and the USA.

We support customers in selecting, implementing and maximising ROI on their Workday investment.

We have helped some of the world's leading organisations with their cloud transformations.



You'll find us around the world,
ready to enable a global customer
list.

Local teams,
global reach.

London
Lisbon
Eindhoven
Mumbai
Bengaluru
Sydney
Melbourne
New York



Some of
our customers

Financial Service & Insurance



Professional & Business Services



Technology, Media, Telecommunication



Retail, Hospitality & Transport



Public Sector & Healthcare



Our services



Advisory – Phase 0

Cloud strategy, review of current operating model, processes & data, technology selection, business case development and implementation project mobilisation.



Delivery – Phase 1 Customer Side

Phase 1 Workday experts to bolster the client team during planning and deployment activities across project management, data, testing, integrations, reporting, functional & change.



Apps & AI

End-to-end AI solutions across strategy, use case definition, architecture, development, integration, testing, and deployment.



Optimisation & Innovation – Phase X

Application Management Support (AMS) plus Phase X and Optimisation project implementation including deploying new SKUs, M&A activity, Global Rollouts, Optimisation Roadmaps, and Review & Recommends.



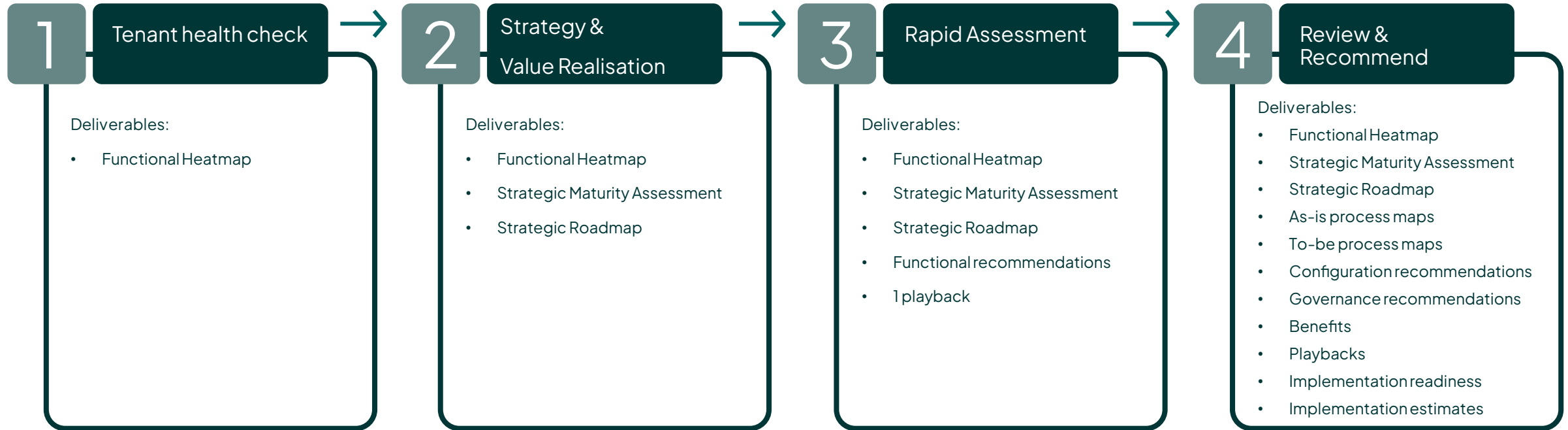


Our Optimisation Offering

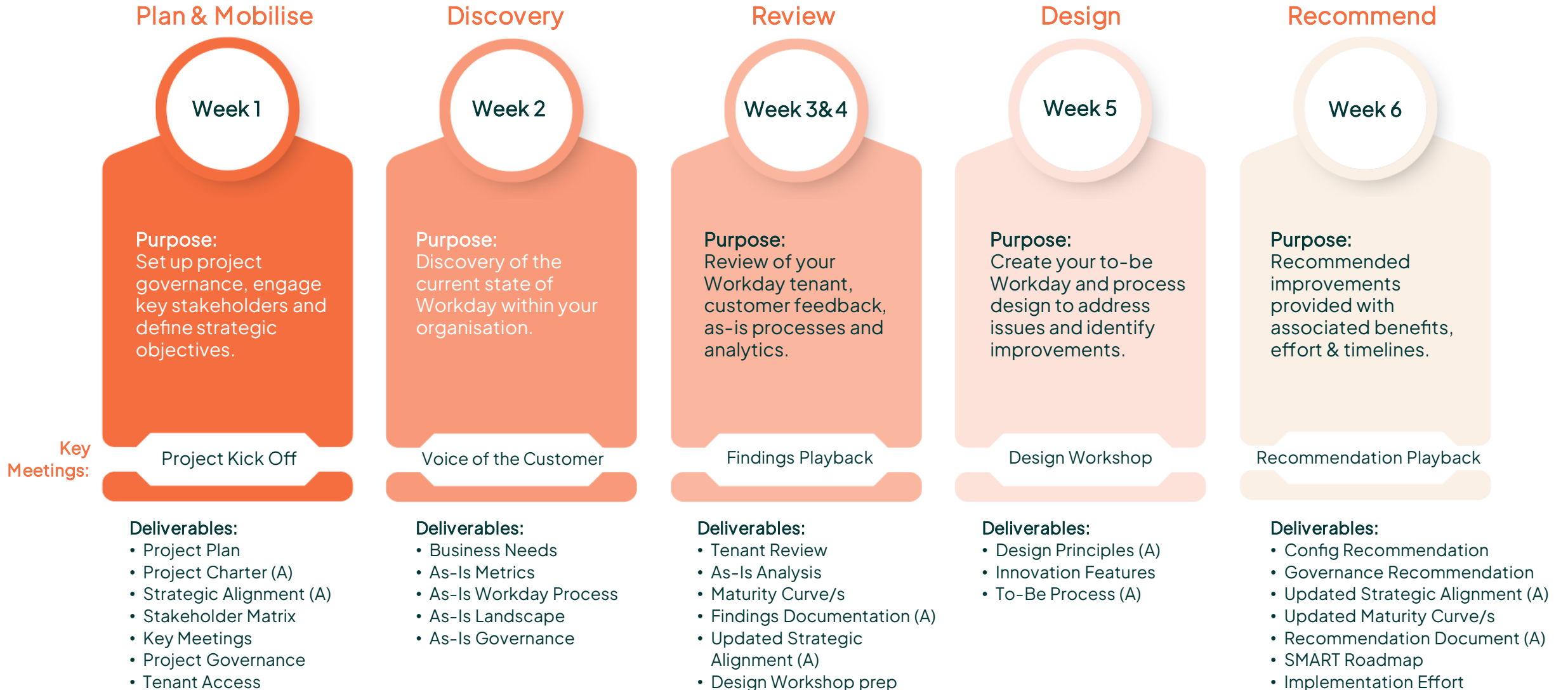
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Optimisation Packages

These are our standard Optimisation packages. All our Optimisation Packages will be tailored to your requirements and as we recognise that no two Workday customers are the same, **CloudRock can customise them to make a bespoke Optimisation solution for you.**

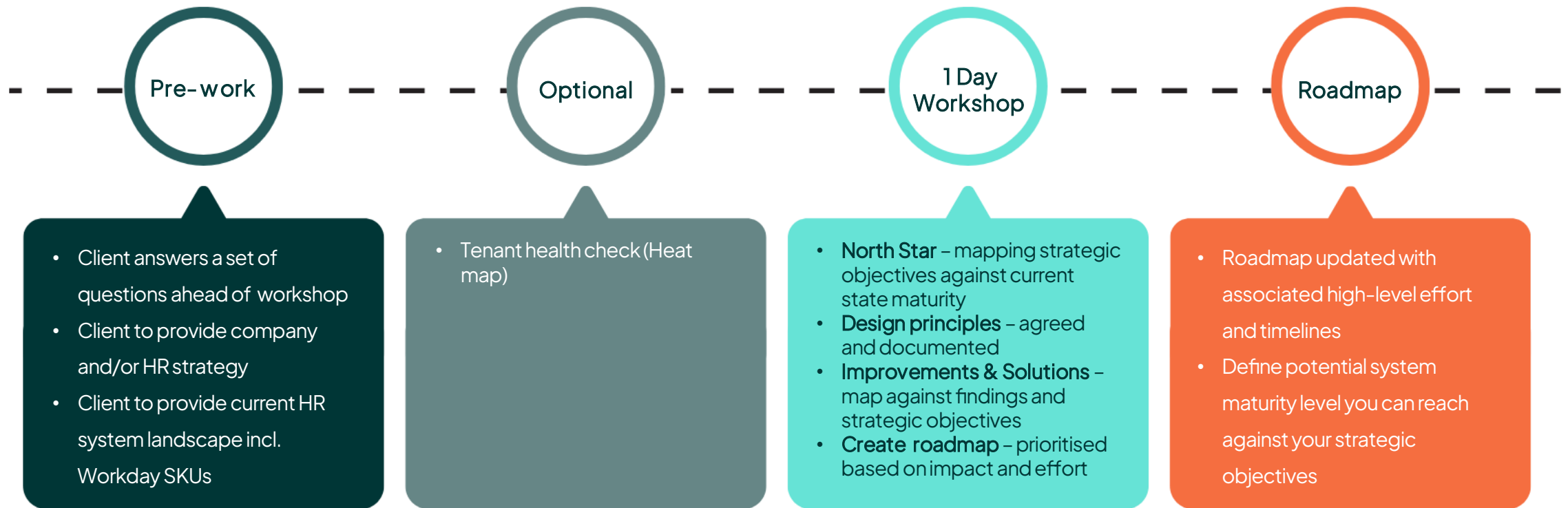


Our High-level Review & Recommend Methodology



Strategy & Value Realisation

Intelligent road mapping is a key enabler to ensure a customer's Workday set-up fully supports their business strategies and creates true value.



Review & Recommend Products

We have a library of HCM and FIN Review & Recommend offerings and packages ready for you to pick and choose from to make it your own unique journey.

HCM LIBRARY

- Functional Business Processes / SKUs
- AI, Innovation & Automation
- UX & Adoption
- Support model & Governance
- Foundations:
 - Job Catalogue
 - Security
 - Hierarchies
 - Position Management
- Data Quality
- Document Generation
- Reporting & Analytics
- Integrations
- Payroll
- M&A

FINANCE LIBRARY

- FDM Foundational Data Model
- Intercompany
- Value realisation Finance & Road mapping
- Financial accounting
- Adaptive Planning
- Financial reporting
- Customer accounts
- PSA
- Supplier accounts
- Expenses
- Business Assets
- Banking and Settlements
- Taxes & Statutory Compliance (localised)

Our Most Popular Review & Recommend

Review & Recommends



HCM Re-Design
(Onboarding, Hire,
Change Job, Termination)



**AI, Automation &
Innovation**



Job Architecture



Data Quality

Benefits

- Automation that saves time
 - Data you can trust
 - Processes that feel effortless
 - Increase your ROI
 - Confidence in compliance
-
- AI Enabler
 - Start your AI Journey
 - Know what is available today
 - Business processes re-imagined
 - Increase your ROI
 - Confidence in compliance
-
- AI Enabler
 - Automation that saves time
 - Reporting & Benchmarking
 - EU Pay Transparency enabler
 - Organisational Agility
 - Improved Compensation, Talent & Recruiting
-
- AI Enabler
 - Reporting & Analytics
 - Operational efficiencies
 - Increased User Experience & Adoption
 - Confidence in compliance

Take-aways

- Maturity Curves
 - Change Impact Assessment
 - Future-state design
 - SMART Roadmap
 - Implementation Estimates & Readiness
-
- Customised AI & Innovation Roadmap
 - AI Governance to get you started
 - Cost savings and benefits
 - Change Impact Assessment
 - Knowledge transfer
-
- Maturity Curves
 - Change Impact Assessment
 - Future-state design
 - SMART Roadmap
 - Implementation Estimates & Readiness
-
- Data Quality Audits
 - Data Governance Model
 - Future-state design
 - SMART Roadmap
 - Implementation Estimates & Readiness

Review & Recommend: Benefits and Take-aways

Review & Recommends



Hierarchies



UX & Adoption



M&A
Divestitures



Security

Benefits

- Increases Data Quality
- Drives approval workflows
- Better decision making through accurate analytics and financial reporting
- Foundation for security assignments
- Scalability for M&A, AI, Automation and new functionalities

- Best in class UX
- Operational efficiencies through self-service
- Increase ROI & Compliance through removal of offline processes
- Increased employee engagement and talent mobility

- Accelerated on/off-boarding onto Workday
- High data quality & holistic reporting from day 1
- Enabler for change management
- Compliant data management and integrations
- Organisational effectiveness & agility

- Fully compliant access management
- Increased UX through aligned data visibility
- Enables self-service processes
- Operational efficiencies through automation and simplified job changes and onboarding

Take-aways

- Maturity curve
- Change Impact Assessment
- Future-state design
- SMART Roadmap
- Implementation Estimates & Readiness

- Maturity curve
- Change Impact Assessment
- Future-state design
- SMART Roadmap
- Implementation Estimates & Readiness

- M&A configuration playbook
- Report designs
- Change Impact Assessment
- Future-state design
- Implementation Estimates

- Maturity curve
- Change Impact Assessment
- Future-state design
- SMART Roadmap
- Implementation Estimates & Readiness

Review & Recommend: Benefits and Take-aways

Review & Recommends



Support Model
& Governance



Position
Management



Reporting &
Analytics



Payroll

Benefits

- Streamlined maintenance
 - Clear Roles & Responsibilities
 - Compliance
 - High data quality
 - Agility and change management
-
- Enabler for effective headcount planning
 - Enables career management, talent optimisation and succession planning
 - Enables leaner business operations
 - Enables streamlined recruiting processes
 - Ensures accurate reporting and org charts
-
- Insights & Decision making
 - Central source of truth & Data Definitions
 - Compliance
 - Workday ROI
 - Increased self-service
-
- Pay accuracy
 - Compliance
 - Automation & Operational efficiencies
 - Aligned policies
 - Payroll, Benefits & Absence integration

Take-aways

- Maturity Curve
 - Support model design
 - Governance design
 - Housekeeping tasks & Report design
 - Change Impact Assessment
-
- Maturity Curves
 - Change Impact Assessment
 - Future-state design
 - SMART Roadmap
 - Implementation Estimates & Readiness
-
- Maturity Curve
 - Future-state design
 - Inventory by audience
 - Governance model
 - Implementation Estimates & Readiness
-
- Maturity Curves
 - Change Impact Assessment
 - Future-state design
 - SMART Roadmap
 - Implementation Estimates & Readiness

Review & Recommend: Benefits and Take-aways

Review & Recommends



Document
Generation



Integrations



EUPT Directive

Benefits

- Operational efficiencies & Workday ROI
- User friendly global design
- Standardisation of documents
- Compliance & Data quality
- Agility through org changes

- Automation that saves time
- Compliance
- Accuracy of data and payments
- Stable environments

- Compliance
- Equal pay for equal work
- High employee engagement
- Employer brand

Take-aways

- Maturity Curve
- Change Impact Assessment
- Future-state design
- SMART Roadmap
- Implementation Estimates & Readiness

- Maturity Curve
- Integrations inventory
- Future-state design
- SMART Roadmap
- Implementation Estimates & Readiness

- Job catalogue design
- Data & Reporting design
- Recruiting & Pre-hire transparency
- Project Plan
- Governance proposal

Optimisation

What makes our Optimisation offering different?

Our Review & Recommend approach is uniquely impactful:

100%

Customer
Satisfaction
Score

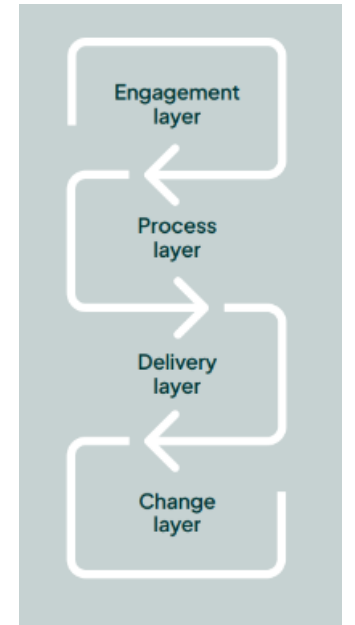
1. **North star.** We always start by mapping your organisations' top strategic targets against the relevant key enablers in Workday and your HR and Finance processes, to help you identify and focus on the changes that will have the biggest impact to achieving those targets.
2. **Product maturity.** We include an assessment of your current maturity levels against the art of the possible within Workday and map your journey to mastery.
3. **Library of offerings.** We have a library of Review & Recommend offerings and packages ready for you to pick and choose from to make it your own unique journey, big or small.
4. **End-to-End.** Whilst you can scale the scope of your Review & Recommend activity as required, we are passionate about offering a holistic assessment including both, end-to-end process as well as Workday tenant best-practice recommendations to truly transform your user experience, and we provide visual process maps alongside.
5. **Delivery Blueprint.** Each of our Review & Recommend offerings comes with a pre-defined Plan On A Page and a set of LEAN tools and deliverables, making it a true accelerator!
6. **Playbacks.** We believe the best designs are achieved through welcoming frequent feedback, which is why we facilitate playback sessions to your stakeholders after each key phase.
7. **SMART Roadmap.** All our findings are transformed into recommendations that follow the SMART principle to give you a roadmap you can action, not just a list of suggestions.
8. **Implementation & Change** – To ensure the timely and efficient outcomes you are looking for, we offer the option to seamlessly move into implementation, including business change & training support, followed by support through our Hypercare+ offering.

Innovation & New Functionality

Our Optimisation & Phase X Projects can encompass the creation and delivery of improvement roadmaps as well as the extension of your Workday functional, organisational and geographical footprint.

Our delivery approach follows the **CloudRockIQ™** framework, a combination of CloudRock expertise, LEAN tools, and the Workday delivery methodology.

- New Workday SKUs
- Workday Feature Adoption
- Release Item Adoption
- Roadmap Implementation
- Process Automation
- New Integrations
- Workday Extend
- M & A execution & customised playbook
- Geo expansion



Optimisation & Innovation –

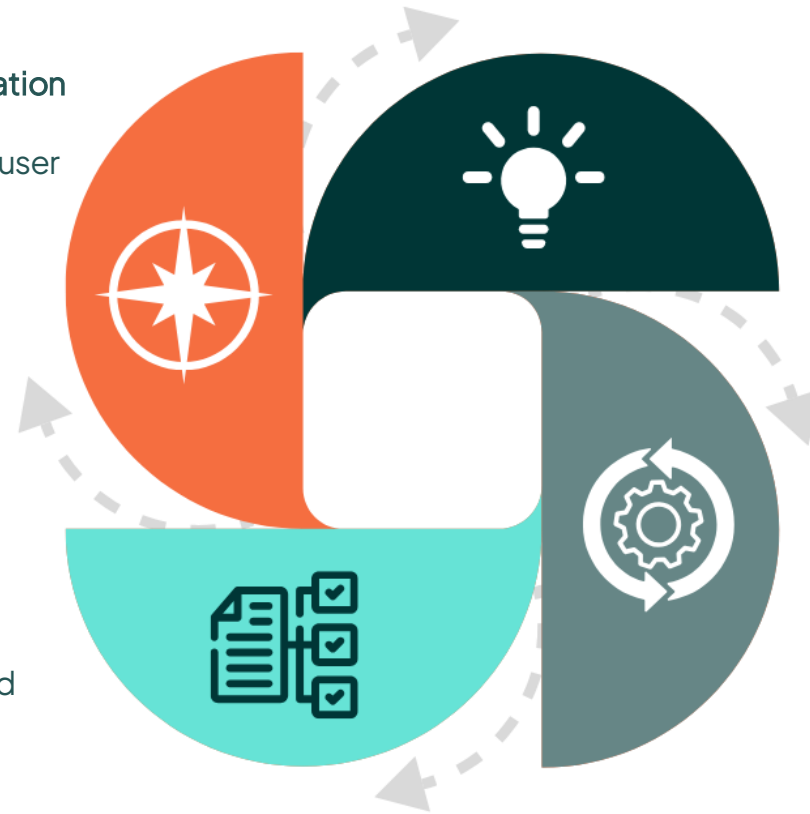
Key services for customers who are LIVE on Workday, enabled via our strategic Engagement Framework are:

Strategy & Value Realisation
Achieve your business strategies, high ROI and user adoption

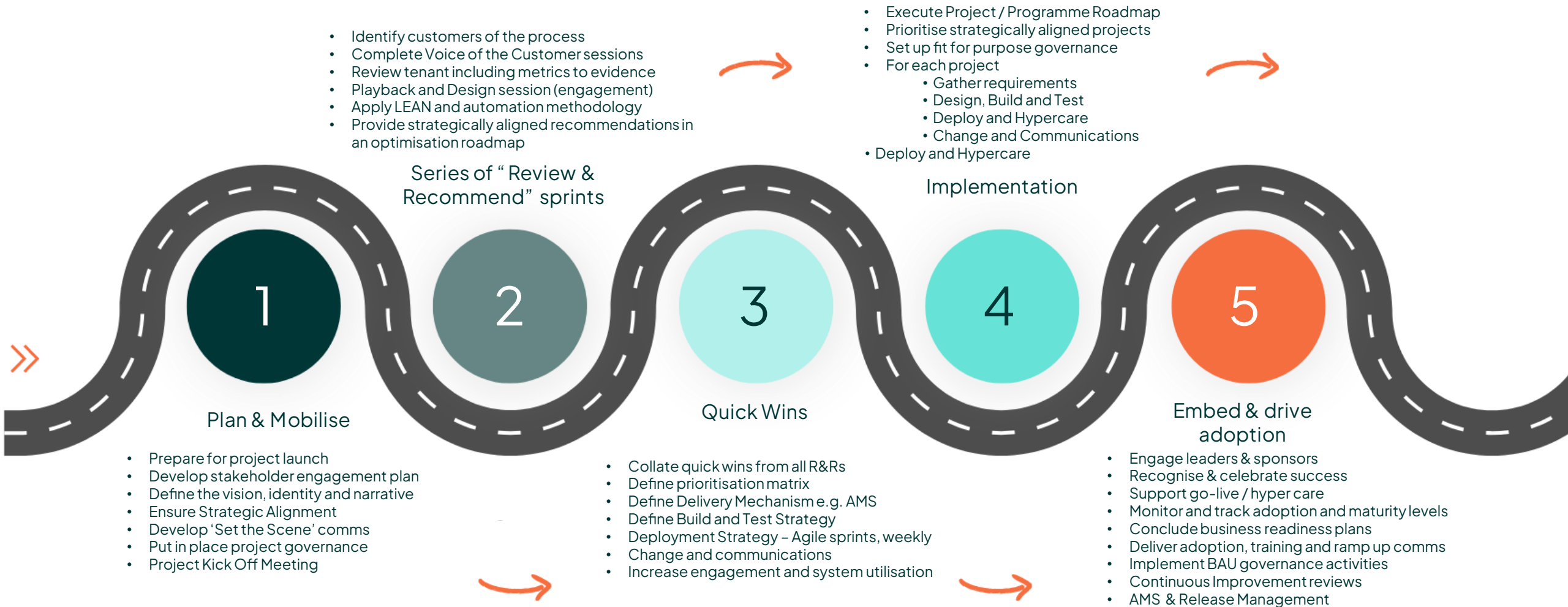
AMS & Release Management
BAU support & small change, Release management, advise and best practice, on-going education

Innovation & New Functionality
Your SI partner in the implementation of new Workday functionality

Optimisation
Roadmap creation, Review & Recommend, Feature adoption, Health checks

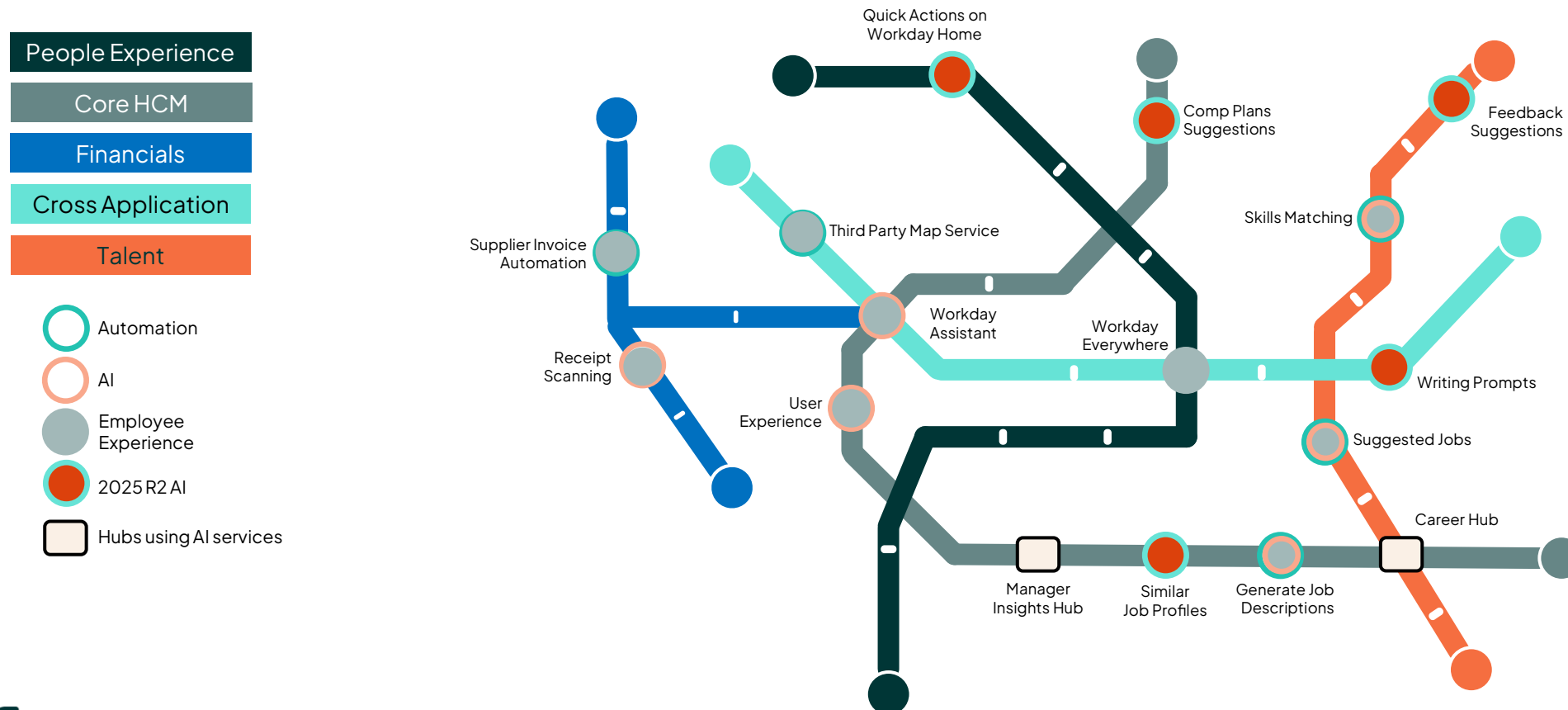


Transformation Journey Approach



AI and Innovation Pathways—Tube Map

This Tube Map demonstrates where Innovation Services, that use forms of AI (Generative, Machine Learning, Natural Language) sit across Workday SKU's and the application. As part of our Optimisation Project, we will ensure you have a clear understanding of what is available to you, why & how you should enable it, check you have the prerequisites in place and show you how to use it.



Design Principles

Focus on the future

- Don't let blockers hinder us from progress
- Include cultural and change impact assessment
- Challenge the status quo

Leverage the tool

- Ensure maximum utilisation of purchased modules
- Value for money / don't pay twice for functionality
- Look for innovative ways to move functionality into Workday

One source of truth

- Workday must be the source of truth for all people and Finance data
- Design for 100% data quality and integrity
- Benefit from enabling high quality people data & reporting

User Experience

- Simplify the manager and employee experience
- Easy and accessible for everyone (including mobile design)
- Diversity & Inclusion always front of mind

Workday Automation

- Simplify processes with greater levels of automation
- Leverage integration and automation to reduce costs and remove manual intervention from processing
- Workday must be the system of choice

Employee and Manager Self-Service

- Enable ESS and MSS for all populations
- Empower managers with greater transparency of people data
- Support processes and decision making through use of data

Control

- Basis of design should be for greater levels of control
- Retain rationale for decisions around headcount, security, process & data governance
- Auditability headcount, security, process & data governance

Scalability

- All designs must consider a scalable and standardised solution
- Growth should not be compromised by increasing overhead costs
- Local variations only for legal / regulatory reasons





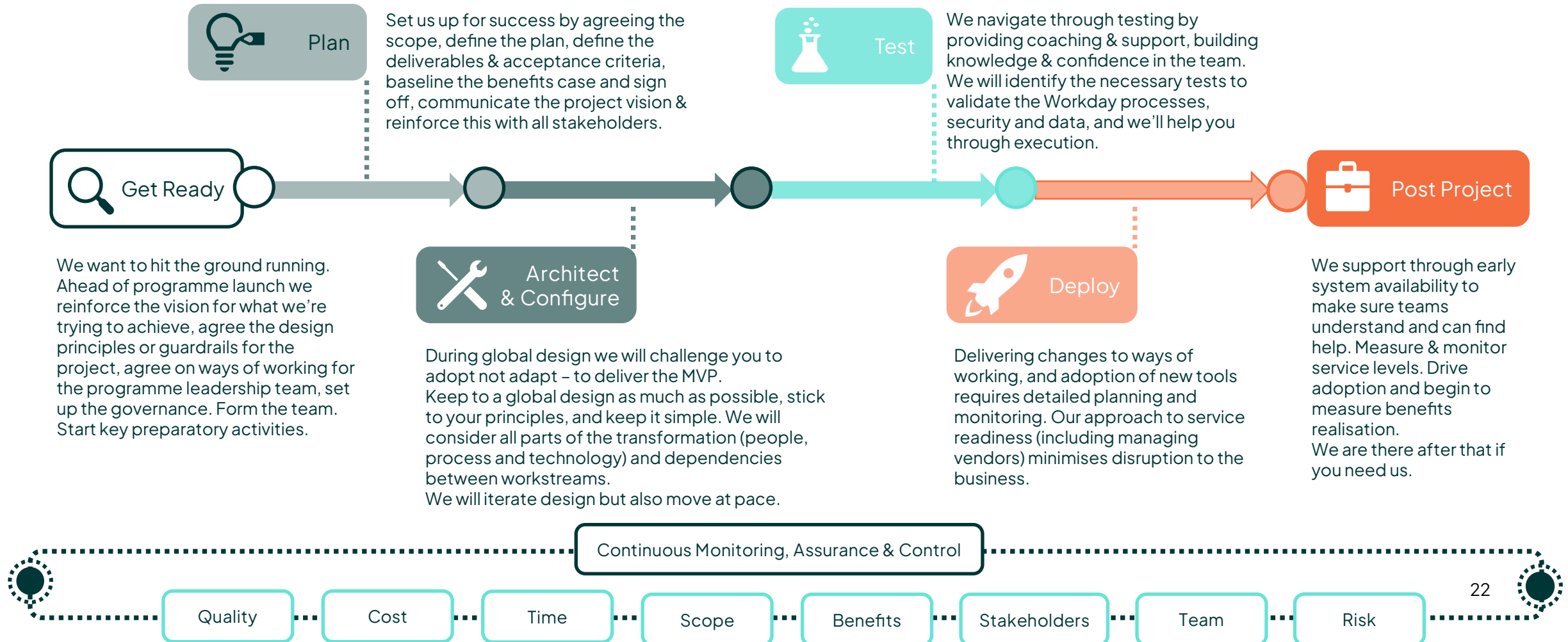
An Overview of Delivery

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How we deliver a successful journey

How can CloudRock help you throughout the programme lifecycle?

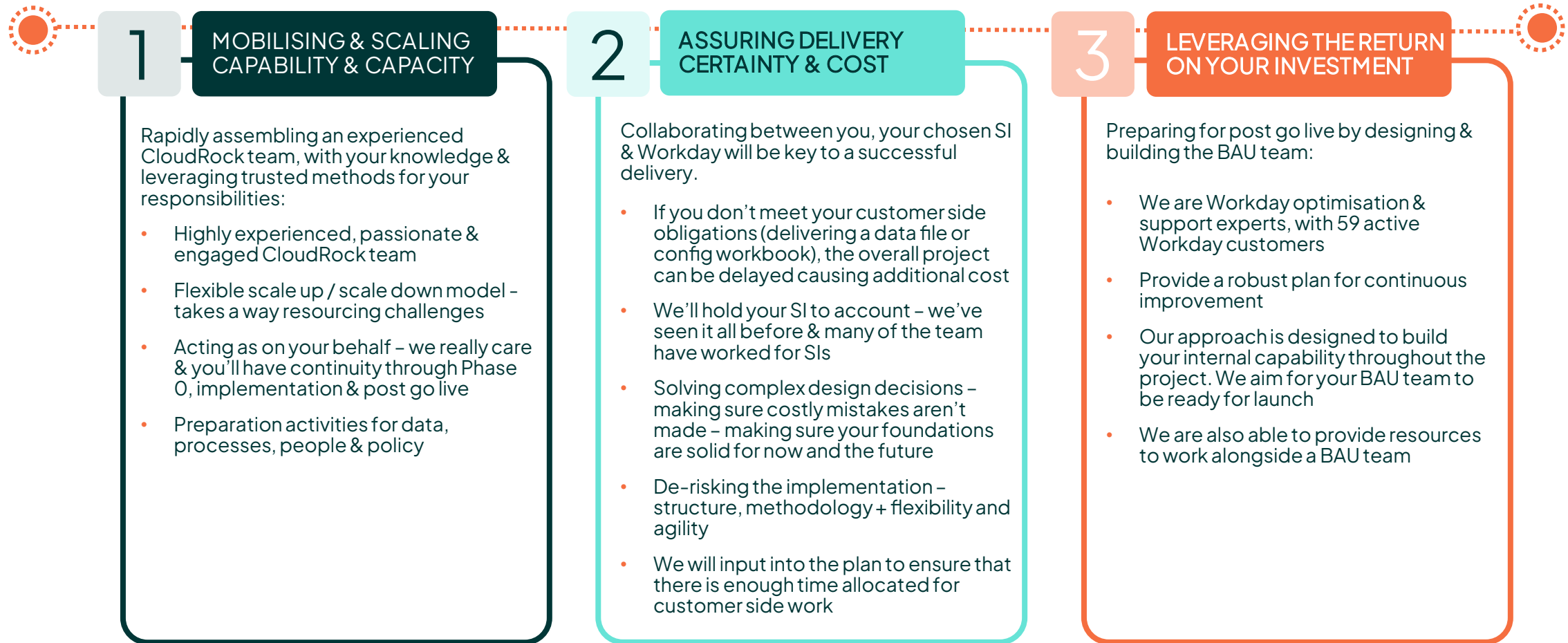
As customer side partners, we are an extension of your team. We love sitting customer side and bringing our wealth of experience. Our focus through the lifecycle is on delivering successful business transformation not just a 'shiny new system'.



Our customer side role

Why do you need a customer side advisor? Won't the SI do everything?

Global transformation programmes are complex. Most organisations don't have resources available with the right skills & experience to deliver on their customer side responsibilities like data, testing, change. Engaging a customer side advisor mitigates the risk across the transformation journey.



Phase 1 - Implementation

Our Value Proposition

We drive successful transformations by working as part of the customer team.

The best delivery teams make the most of your business knowledge at the right time without overloading you. We will work with you to define the right team for you and can flex this support to meet your evolving needs over the programme lifecycle.

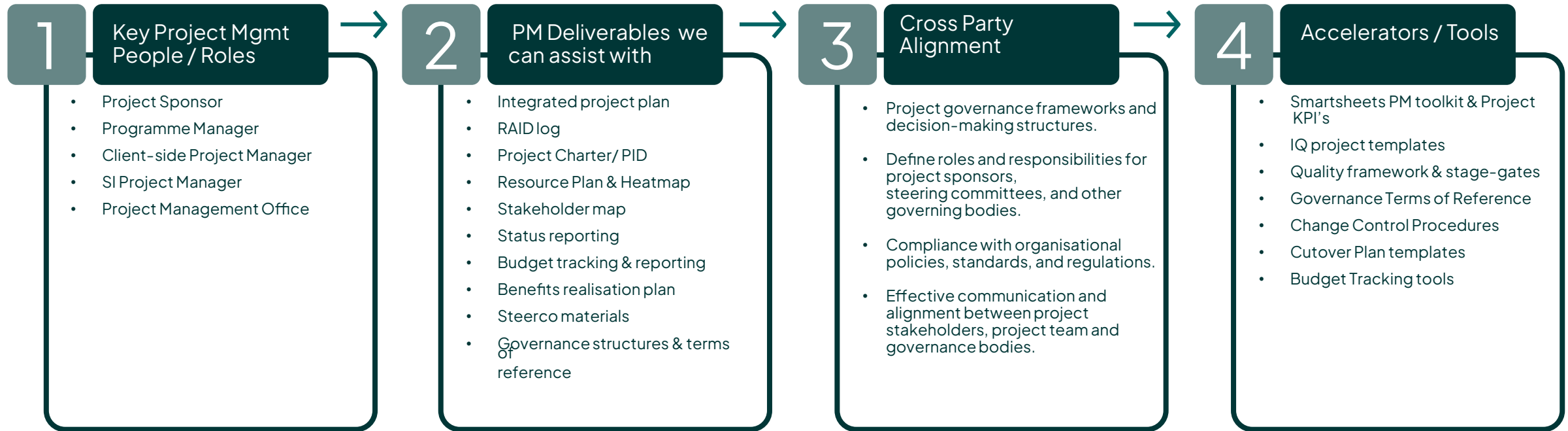
1. Delivering your Transformation:	We work with you to plan, mobilise and manage the integrated project plan. This includes all client-side, third party and SI responsibilities and dependencies. We drive successful delivery through clarity and predictability across all parties.
2. Scalability of teams:	We remove the challenge of backfill and the reliance on independent contractors. We flex our team based on the demands of the project and on your own business commitments to maintain momentum and ensure you hit milestones. We have the flexibility to manage within your budget envelope using part-time or off-shore resources.
3. Workday aligned expertise:	We augment your business expertise with our experienced Workday resources. You know your business; we know Workday. We bring our deep domain experience to your team to ensure a successful transformation and our architects ensure the system is built as a cohesive solution.
4. Deployment methodology:	We have expertise across Workday deployment methodologies. We understand the fast pace required and work with you to ensure we are always ahead of the curve. We have built our CloudRock IQ methodology and Accelerators to extend this into client-side responsibilities, bringing quality and rigour to these activities.
5. Building your Internal Capability:	We partner with your BAU team, building their knowledge and capability in the lead up to service transition.
6. Working with the Implementer:	We understand the complexities and challenges a Solution Implementer faces. We collaborate with them and make sure the decisions and inputs they request are fully understood and assessed. We give our recommendations and advice to ensure you get the best solution for your needs. We have worked extensively with Kainos. We have a trusted relationship built on mutually successful delivery.
7. Continuity post Delivery:	Our Optimisation services will help you continue to get the most from your Workday investment and our AMS offering is available to provide continued support of your Workday solutions post go-live.

Phase 1 – Implementation services

Project Management Services

At CloudRock we provide experienced Project Management and PMO resources to work as part of your team. We would typically work as project manager on your behalf, or as a '2-in-a-box' alongside a If Insurance project manager. In such cases, the If Insurance PM is typically a part time role.

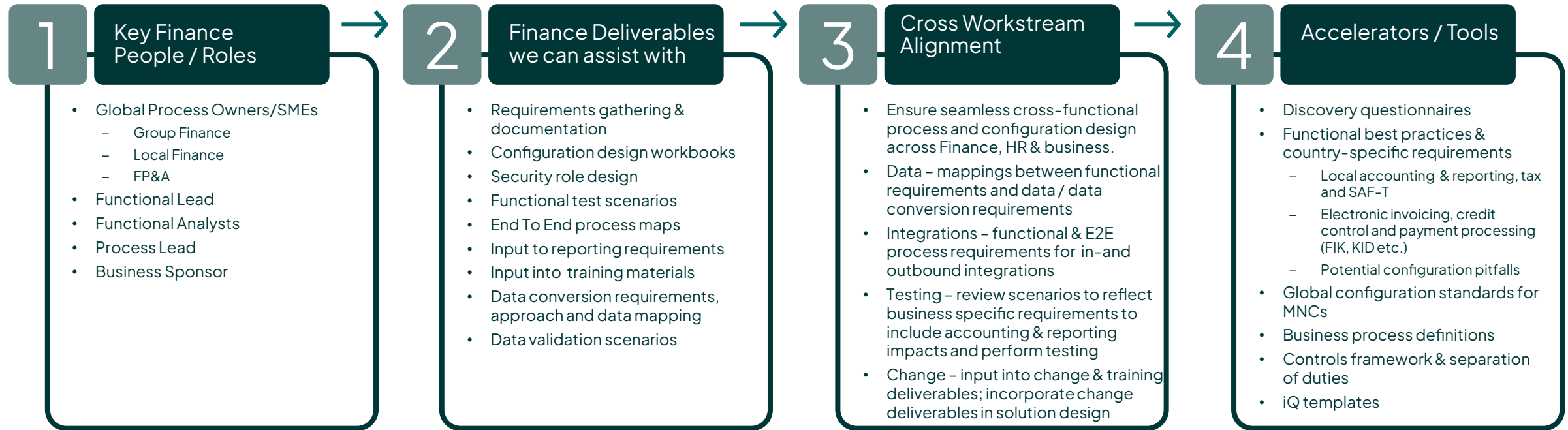
The SI will have their own project manager with tight responsibility for their activities and delivery of the system only. We work with the SI PM, holding them to account and have a wider purview, coordinating resources and activities across all parties and stakeholders.



Phase 1 – Implementation services

Finance Services

We provide experienced Finance functional resources to work as part of your team. Our client-side roles add capacity and capability to your Finance organisation with Workday specialists assisting with requirements definition, solution design & configuration workbooks, as well as process design, testing, training & integration specifications. Working with your SMEs & business stakeholders, we bridge the client Finance function & systems integrators to accelerate the completion of project tasks & deliverables, and we work with other workstreams to ensure alignment across functional & technical design dependencies.

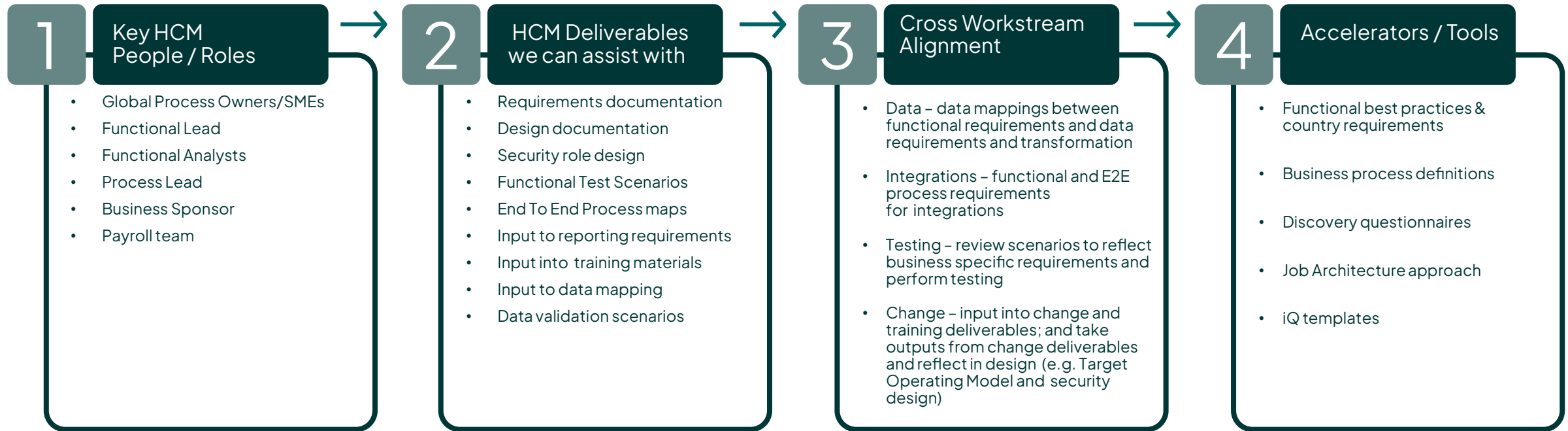


Phase 1 – Implementation services

HCM Services

We provide experienced HCM functional resources to work as part of your team. We have flexibility in how we work and can either assist and upskill your team in certain roles, or we can help with some of the heavy lifting (e.g. completing requirements documentation alongside your SMEs, assisting with job architecture design, documenting end to end processes etc.)

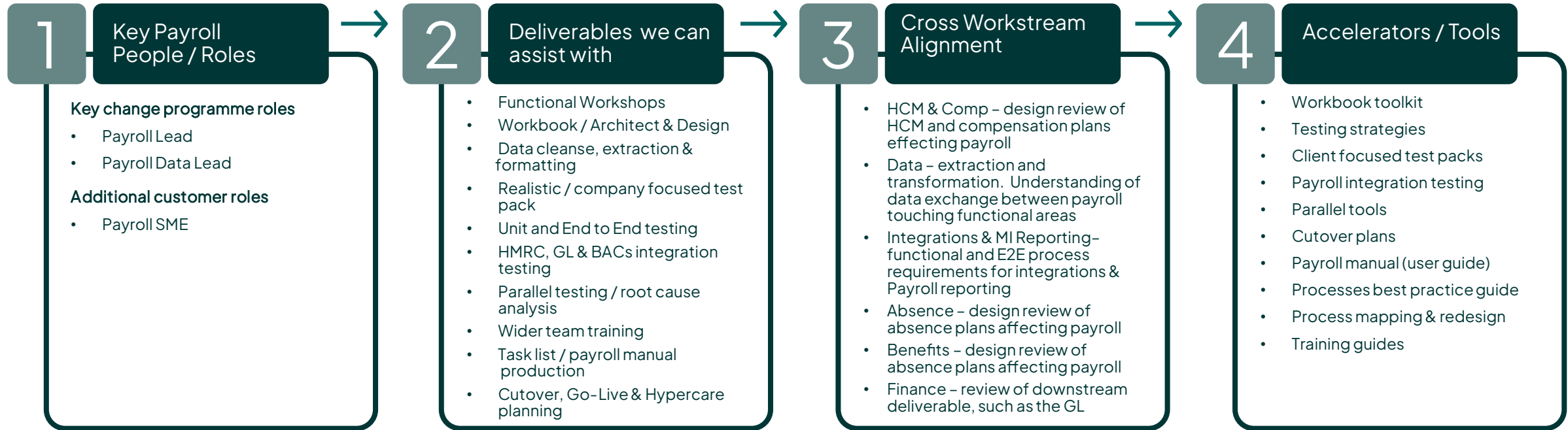
We work with other workstreams to ensure that the functional design dependencies are reflected in key touchpoints / activities with other deliverables and tasks.



Phase 1 – Implementation services

Payroll Services

We are experts in Global Payroll advisory and implementation, helping organisations navigate their transformation journeys. We can tailor our offering to meet your needs. We will sit alongside your payroll professionals every step of the way to gain the best from your chosen system and Implementation Partner. We will use our knowledge and experience to guide you through the project and prepare you for go-live and beyond.



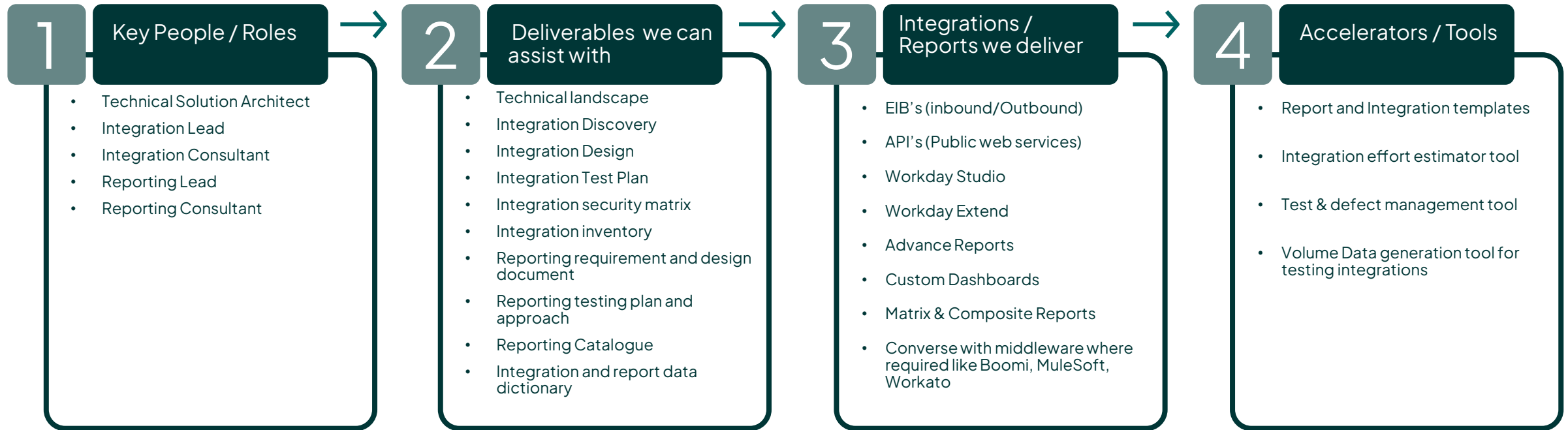
See “Focus on Payroll” section below for further detail on our Payroll Services

Phase 1 – Implementation services

Integration & Reporting Services

CloudRock offers comprehensive Integration & Reporting Services tailored to streamline client data.

Our expertise seamlessly integrates diverse systems, ensuring efficient data flow and accuracy. With customisable reporting capabilities, clients gain valuable insights for informed decision-making. We prioritize the user experience, real-time updates, and robust security measures, empowering organisations to optimize operations and drive growth.

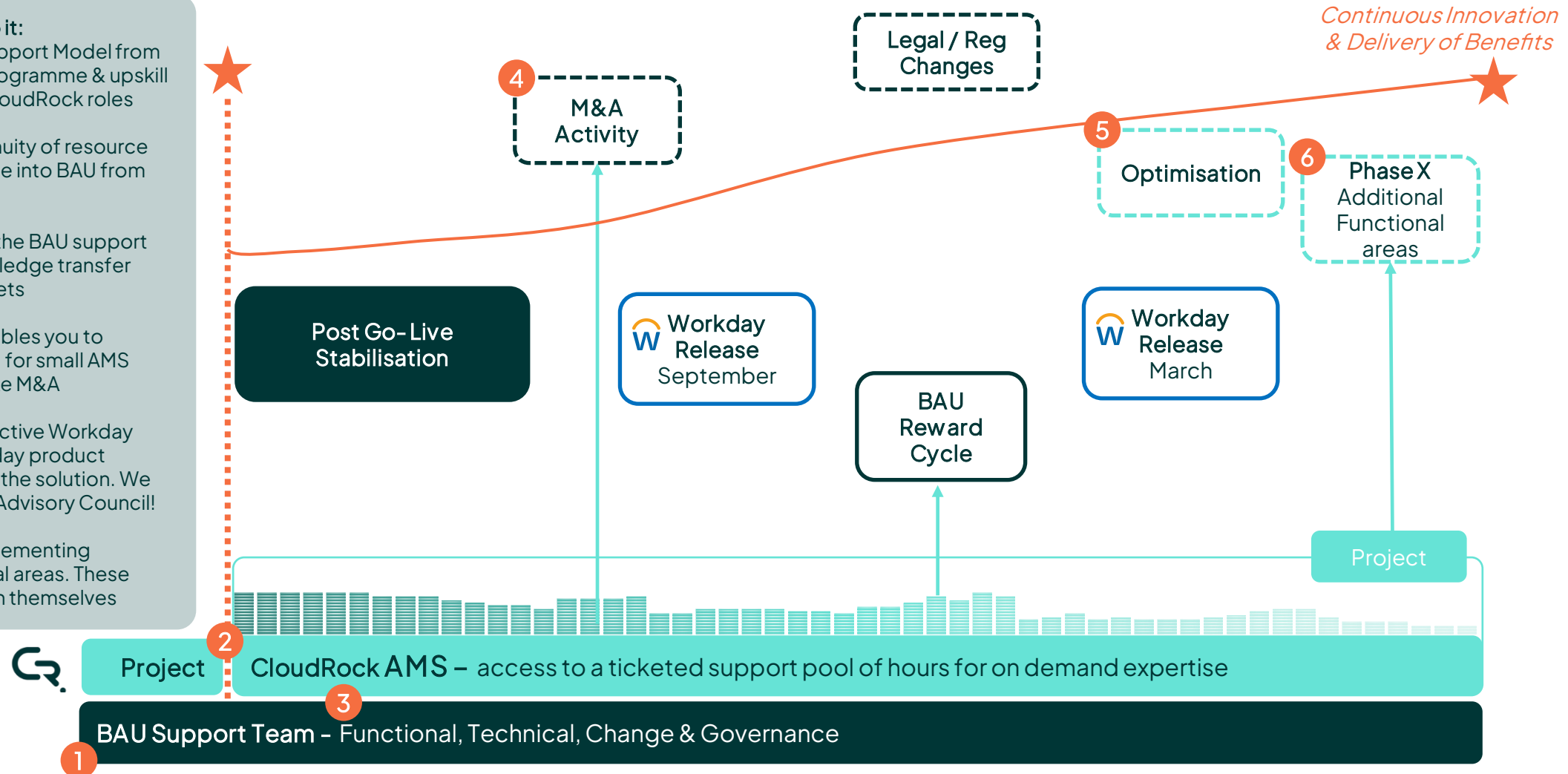


We're committed to a long-lasting relationship

Our approach is heavily focused on building your BAU capability and optimising your ROI. We'll be with you for the whole journey, through into BAU.

How we propose to do it:

- 1) Define your BAU Support Model from the outset of the programme & upskill via 2 in a box with CloudRock roles
- 2) We'll provide continuity of resource from the programme into BAU from CloudRock
- 3) Continue to upskill the BAU support team through knowledge transfer when resolving tickets
- 4) Our AMS model enables you to drawdown on hours for small AMS projects >160 hrs like M&A
- 5) We work with 50+ active Workday customers & Workday product owners to optimise the solution. We sit on the Workday Advisory Council!
- 6) Phase X means implementing additional functional areas. These would be projects in themselves





CloudRock complementing Workday Success Plans

We can work seamlessly alongside and integrated into your WSP collaboration:

- Attend Strategy & Governance sessions to provide thought partnership and project dependencies
- Jointly ensuring customer success and high ROI from the Workday investment via strategic roadmapping
- Regularly align with Workday Managing Partners to ensure the execution of their recommendations is on track
- Build optimisation packages into optimisation project timelines as appropriate
- Act as an extension of the customer team to support the execution of feature adoption roadmaps
- Co-present at Workday Conferences / Events



Thank you.