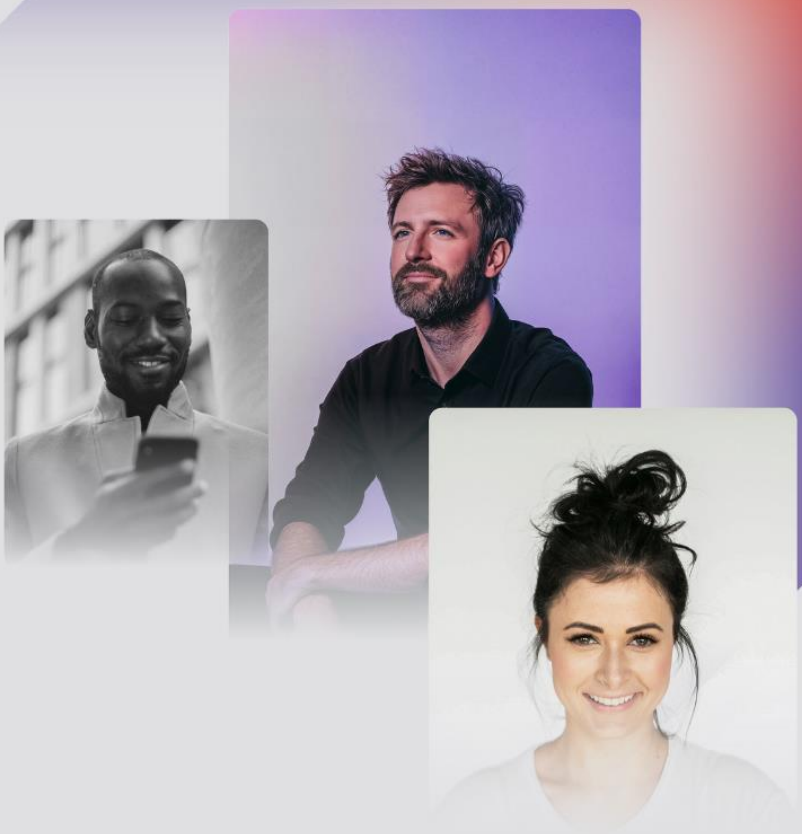


Service Definition

Licensing

An overview of licensing services provided by EX3

Envision. Execute. Excel.

Introduction to EX3

In addition to the importance of selecting the Market-leading HCM solution, SAP SuccessFactors, it's also vital Client's select the right partner to deliver it successfully and in line with your requirements. That's where the partnership of SAP SuccessFactors and EX3 comes in.

We provide strategic advisory services to optimise operations, navigate regulatory complexities, enhance decision-making, and resolve business challenges with confidence. As an SAP partner, we leverage emerging technologies, cloud solutions, and AI integration to ensure businesses stay agile, secure, and future-ready.

EX3 brings unmatched delivery capability, human-centered advisory, and industry experience. We're proud of our 100% project success rate, built on our values; the foundation of everything we do—guiding how we collaborate internally, build trusted partnerships with clients, and drive impactful results.

- **Trusted** – We act with integrity and build long-term relationships with our clients. We are your trusted partner.
- **Client-First** – Your goals and objectives shape our approach – we are here to support and partner with you for the entire journey.
- **Innovative** – We challenge the norm and co-create new value with our clients leveraging the latest SAP technologies and innovations.
- **Accountable** – Your success is our success. We take accountability for our joint results, not just delivery.
- **Solution-Focused** – We simplify, adapt, and deliver results four our clients.

Our consultants are not just technical experts – they are experts in HR, and many of which are **former HR, Payroll, and Transformation leaders** who know what a successful people system really looks like.

We've delivered large-scale HRIS and Payroll implementations for organisations including companies like the Pepper Money, Renesas, Edrington, and a leading Big Five consultancy. Our implementation approach blends SAP leading practices with our proprietary delivery tools and accelerators, such as our **EX3 Model Company**, to accelerate time to value while ensuring flexibility.

We don't just deliver systems—we explore the unknown with our clients, helping them move with confidence, unlock potential, and deliver lasting impact.

With our breath of services including advisory, change management and post-go-live services, we stay by your side—not just for launch, but for every step that follows.

The Road Ahead

The investment in a modern HRIS and Payroll platform is a bold and strategic move, one that will define the future of its People function.

With **SAP SuccessFactors** and **EX3** as your implementation and advisory partner, you'll gain:

- A globally scalable, future-ready solution
- A proven team with strategic, technical, and human expertise
- An implementation approach that prioritises agility, ownership, and long-term value
- A support model that evolves with you

Why EX3?

EX3 is an **SAP Gold SuccessFactors Implementation and Support Partner**, delivering secure, scalable people-management solutions to public sector and regulated organizations, as well as clients across consumer, retail, and financial services. We are

committed to achieving **100% project success**, supported by experienced consultants, proven SAP technology, and a long-term partnership approach that prioritizes governance, compliance, and sustainable value for our clients. We have a proven track record of partnering with organisations similar to you, creating meaningful experiences for their employees, and establishing a single source of truth for all HR and Payroll functions.

In this response and future engagements with your team, we will demonstrate how SAP SuccessFactors and EX3 will help you streamline HR processes and improve overall efficiency.

Unmatched Industry Expertise - Both SAP and EX3 have extensive experience partnering with similar organisations, giving them the tools to efficiently partner with you throughout their HR Transformation.

EX3's Extensive SuccessFactors and HR Experience - EX3 is a specialist SuccessFactors partner and provides a unique team of consultants that consists of former HR leaders in the industry, seasoned HR consultants with 15+ years of HR background, and talented multi-module certified consultants who truly understand the importance of building fully integrated platforms. EX3 maintains a 100% project success track record - we are happy to schedule reference calls with any of our clients.

Unique Implementation Approach - EX3 has created its own implementation methodology, based on SAP's own Cloud Methodology as well as EX3's inclusion of key components from Agile Project Management Methodology. EX3 Company is deployed and then either adopted or adapted (configured) to meet organisation specific needs and requirements.

Advisory & Change Management - EX3 boasts a team of highly experienced consultants, project managers, delivery managers, and change management specialists. We pride ourselves on our talent and our strategic advisory and can provide an array of services from Phase Zero's, Operating Model Design, Business Case support, Change Management and much more.

We are here for the long run - EX3 provides flexible SAP SuccessFactors post-go-live support models tailored to our customers' requirements - from flexible monthly subscription support packages to Augmented Resource Models and Application Management Services (AMS). More details can be provided upon a better understanding you're your requirements.

Introduction to SAP SuccessFactors

SAP SuccessFactors, the leading integrated, cloud-based HCM solution, will streamline key HR processes, enhance employee experiences, and provide a solid foundation for future growth.

The SAP SuccessFactors HCM suite covers the full breadth and depth of HR across a single platform and is changing the way employees work, managers manage, and organisations adapt. Fuelled by intelligence, SAP

SuccessFactors cloud HR solutions can help you quickly and confidently turn the latest innovations into real-world results.

Companies of all sizes around the world rely on it to attract, develop and retain the best people – tapping into their full potential and meaningfully connecting them to the company's purpose and mission. The SAP SuccessFactors suite of cloud HR solutions encompasses all aspects of experience, allowing you need to unlock the potential and fuel the success of your employees and your business.



As SAP SuccessFactors is a modular suite, you can truly start anywhere and go everywhere.

The following modules are proposed to support end-to-end HR lifecycle, with Recruitment available as an optional addition to further strengthen talent acquisition capabilities.

1. Employee Central (Core HR): The central system of record for all workforce data. It enables streamlined employee administration, job and position management, leave and absence, and compliance with global regulations—while providing real-time analytics.

2. Employee Central Payroll: Ensures precise, efficient, and compliant payroll processing. As a natively integrated solution, it supports global and local payroll requirements, automated validation, and real-time reporting, reducing manual work and payroll risks.

3. Onboarding: Personalised and automated onboarding experience, starting pre-day one. It simplifies administrative tasks, accelerates time-to-productivity, connects new hires with teams and improves engagement through structured workflows and integrated document handling.

4. Performance and Goals: Enable continuous performance management with reviews, evaluations, and guided planning. It promotes alignment between employee objectives and business strategy, fostering a high-performance culture with measurable outcomes.

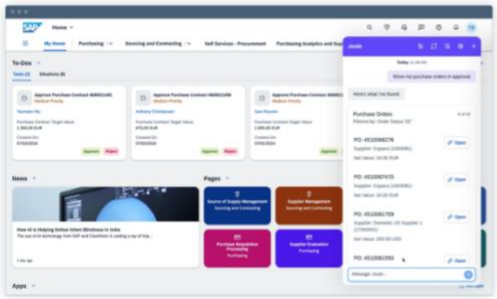
6. Learning Management System (LMS): Build AI-driven personalized and meaningful learner experiences. Supports workforce development through flexible learning delivery, compliance training, and skill-building programs. Includes personalised learning paths, reporting tools, and integration with performance goals.

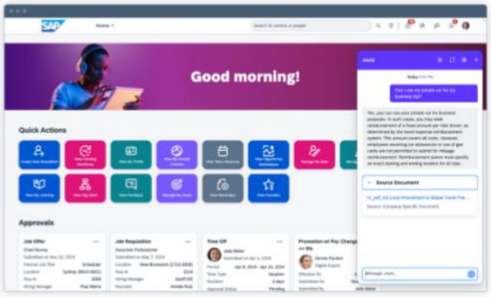
7. Career &Talent Development: Provides tools to identify key talent, assess readiness for leadership roles, and build succession plans across the business. Supports long-term workforce planning and helps Client's retain and grow future leaders.

8. Smart Recruiter (Recruiting): Streamlines end-to-end talent acquisition with intelligent, data-driven hiring tools. Supports workforce growth through candidate sourcing, applicant tracking, and collaborative hiring. Includes AI-enabled candidate matching, interview management, analytics, and integration with broader HR and workforce planning systems.

SAP Business AI for Human Resources

SAP SuccessFactors HCM leverages advanced AI and machine learning to transform how employees work, how managers lead, and how organizations adapt to change. With the introduction of Joule, SAP's generative AI copilot, users can interact with the system through natural language to surface insights, automate repetitive tasks, and receive intelligent recommendations. Whether it's helping an employee navigate their career path, supporting a manager with real-time performance insights, or enabling HR to act on workforce trends, Joule brings contextual intelligence directly into everyday workflows—driving efficiency, engagement, and smarter decision-making across the business.





Data Backup, Restore, and Disaster Recovery

EX3

All EX3 and client files and data are stored securely within EX3-managed Google Drive environments, ensuring automated backup, high availability, and secure access from any location with an internet connection.

Client files and data are deleted immediately once they are no longer required or upon client request.

All client data is deleted, encrypted, or archived within 60 days of contract termination, in line with contractual and regulatory obligations.

Any data that does not belong to EX3 or the client (for example, SAP reference documentation) is stored on Google Drive where appropriate.

Backups are regularly verified to ensure data integrity, consistency, and recoverability.

EX3 operates a four-phase disaster recovery approach, which is tested and reviewed annually to ensure ongoing resilience and operational readiness.

All relevant EX3 security, data protection, and operational policy documents are available upon request.

SAP SuccessFactors

SAP SuccessFactors is a cloud-based Human Capital Management (HCM) solution provided by SAP. As such, all SAP SuccessFactors data is hosted and managed by SAP, and all ongoing and future product development is delivered directly by SAP.

SAP Cloud Services Agreements are available via the SAP Trust Center:
https://www.sap.com/uk/about/trust-center/agreements/cloud.html

All other SAP agreements can be accessed here:
https://www.sap.com/uk/about/trust-center/agreements.html

Pricing

License pricing for SAP SuccessFactors modules and add-ons is detailed within the EX3 Pricing Document.

SAP SuccessFactors continues to evolve through regular innovation and the release of complementary solutions across the HCM suite. As an SAP SuccessFactors partner, EX3 is authorised to resell all SAP SuccessFactors solutions. Pricing for new or additional solutions can be provided upon request.

Ordering and Invoicing Process

Ordering

Onboarding with EX3 for SAP SuccessFactors licenses is straightforward and requires the completion of the following documents:

Master Services Agreement (MSA) – refer to EX3 Terms and Conditions

License Sales Order Form – available upon request

Cloud EULA Acceptance Form – an agreement between SAP and the client, available upon request

Invoicing

Initial license subscription terms are three (3) or five (5) years. The subscription term commences on the Product Start Date and continues until the Product End Date.

License fees are invoiced by EX3 and are payable annually in advance, in accordance with the agreed contractual terms.

After-Sales Support

Dedicated Client Engagement Executive (CEE)

All EX3 license customers are assigned a dedicated Client Engagement Executive, who serves as the primary commercial and relationship contact throughout the engagement.

Clients utilising EX3 for additional services such as implementation, advisory, or ongoing support are also assigned a dedicated Customer Service Manager (CSM).

Dedicated Customer Service Manager (CSM)

All EX3 support customers are provided with a dedicated CSM, a senior technical resource responsible for managing support delivery and acting as the primary contact for:

- Support tickets
- Technical advisory
- Product road-mapping
- Ongoing optimisation

Release Management

SAP SuccessFactors delivers biannual system releases, enabling customers to benefit from continuous innovation and enhancement.

EX3 consultants proactively analyse each release and provide clear, actionable guidance to customers. For ongoing support customers, EX3 typically delivers:

Release Videos / Webinars – concise overviews highlighting the most impactful changes per module

Release Impact Report – a detailed, filterable report outlining all release changes, including functional descriptions, business value, and implementation effort where applicable