



# Service Definition Advisory

An overview of advisory services  
provided by EX3

## 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 for 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 breadth 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.

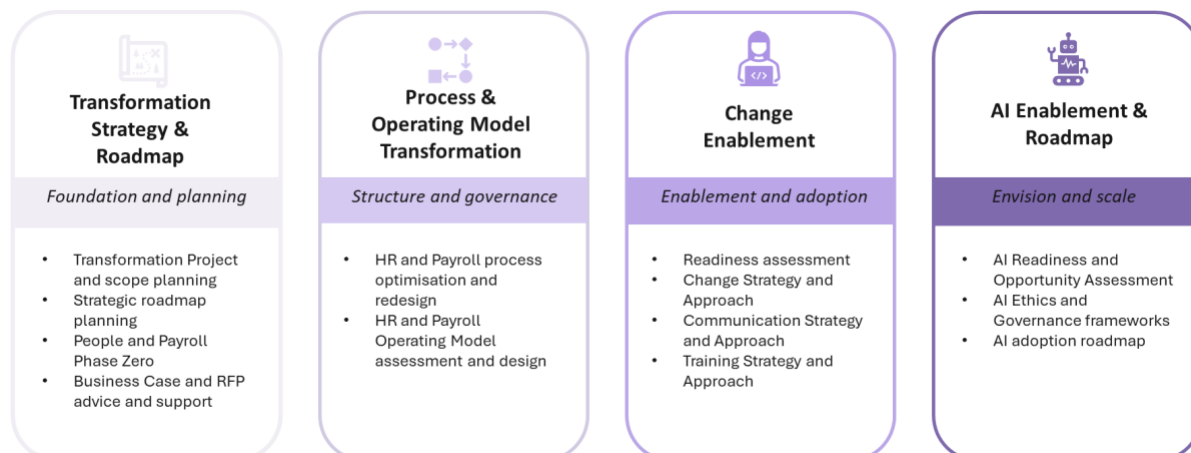
**We are here for the long run** - EX3 provides flexible SAP SuccessFactors post-go-live support models tailored to our customers' requirements - from flexible monthly subscription support packages to Augmented Resource Models and Application Management Services (AMS). More details can be provided upon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

## EX3 Advisory Services Overview

EX3 Advisory Services are designed to ensure your HR and Payroll systems are not only implemented successfully but also adopted effectively. We provide tailored and scaled support to address your organisation's specific challenges, improving operational efficiency, governance and employee experience.

We partner with you across four key areas of focus; **Transformation Strategy & Roadmap**, **Process & Operating Model Transformation**, **Change Enablement** and **AI Enablement & Roadmap**, supporting you throughout the transformation lifecycle to deliver lasting impact. Our approach ensures that we deliver people and business focused outcomes, delivering value quickly. Implementing your HRIS for example should not be seen simply as an "IT Project" but an outcome driven business transformation. Most implementations can ensure the technology works - the additional value we bring ensures that benefits are delivered, risks are managed and the return on your investment in your technology and your people is realised.

The graphic below provides a high-level outline of what each of our Core Service Offerings include:



### 1. Transformation Strategy and Roadmap

Our Strategic Advisors work with you to enable a structured approach to defining your desired outcomes and organising how your project will be run and delivered. Some key activities include:

- People and Payroll Health Checks
- Business and benefits case definition
- Phase 0 planning and design
- HR and Payroll digital roadmaps

## **2. Process & Operating Model Transformation**

Our experts can guide you in assessing how your HR and Payroll processes and operating models support your people strategy. This may include:

- HR and Payroll process optimisation or redesign
- Operating model future design options and recommendations
- Process & Operating Model Governance frameworks

## **3. Change Enablement**

We align leadership around a common goal to define a clear, realistic pathway to achieve your People and Payroll objectives. The key elements of Change Enablement are:

- A Change Strategy and Approach aligned to business objectives
- A Business Change Communications Strategy and Approach that drives clarity, confidence and engagement
- An upskilling and training plan that enables building internal capability
- Business readiness planning to support smooth go-lives and a transition to new ways of working

## **4. AI Enablement & Roadmap**

We help organisations move from AI experimentation to measurable outcomes, starting at a place that is right for you. This journey can include:

- Readiness and Opportunity Assessment
- Use case prioritisation
- Discovery and alignment workshops
- Proof of Concept development
- Change Management for adoption of AI
- AI Ethics and Governance frameworks