



Cornerstone OnDemand

Performance



Client	
Project	

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Version History

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2.0	January 2026	Revision Issue for G-Cloud 15

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High level description

Cornerstone OnDemand Performance - Performance & Goal Management for Public Sector is a Software as a Service (SaaS) HR solution.

Build a culture of dialogue with frequent, structured check-ins to keep goals active, surface blockers and turn feedback into action. Cornerstone enables focussed 1:1s across web and mobile, with shared agendas and configurable appraisals. Artificial Intelligence (AI) powered summaries increase productivity, while succession planning links skills and performance.

Service Type

Cloud-based, Software as a Service (SaaS).

As a SaaS service there are no software maintenance, and no network administration requirements.

Key Features

-) Continuous check-ins with agendas, notes, action tracking & AI Summary
-) Artificial Intelligence (AI) summarises conversations, flags blockers, suggests coaching.
-) Goal setting (e.g SMART) objective cascades, alignment, progress tracking.
-) Set, manage, rate and view goal progress and completion
-) Feedback requests, peer recognition, 360 reviews.
-) Review cycles configurable with templates and workflows.
-) Performance insights dashboards with drill-down metrics.
-) Career Development plans linked to learning and skills.
-) Succession readiness indicators tied to performance outcomes.
-) Integrations with Microsoft Calendars, HRIS, and other applications via API

Key Benefits

-) Improves organisational effectiveness through aligned, measurable employee objectives.
-) Accelerates individual growth with regular, actionable feedback and support.
-) Elevates team performance with continuous progress tracking and coaching.
-) Enhances accountability by linking actions to desired organisational outcomes.
-) Strengthens succession planning by identifying and nurturing future leaders.
-) Boosts workforce motivation through transparent, fair performance recognition.
-) Fosters a culture of improvement with insight-driven development plans.
-) Drives better decision making using real-time performance analytics.

-) Increases retention by supporting employee engagement and career progression.
-) Provides industry leading AI Workforce Intelligence

Stand-alone or Integrated

Cornerstone OnDemand Performance can be used as a stand-alone service, or used with other Cornerstone OnDemand modules and integrated to other services:
Full Integration with the Cornerstone Suite, which can seamlessly tie employee learning and performance metrics to give executives and managers a clear picture of how learning initiatives impact organisational success. Integrations to payroll, finance and competency& skills management systems are possible and available. Full integration with eSQEP Competency & Compliance App.

Cloud-based access

Requires internet connectivity. The service is accessed via a browser.

Users can access the application at any time and from anywhere through the internet. In addition, SQEPtech has broad experience in developing highly stable single sign-on linkages with its clients. End users will be able to access the infrastructure seamlessly with one login and from a specified location on the client's network.

Supported browsers include:

-) Safari
-) Google Chrome
-) Firefox
-) IE11 and above

Reseller

SQEPtech are a reseller of this product. However, SQEPtech provides additional functionality to this product as well as additional support, neither of which are available from the original supplier.

User Support

Email and online ticketing.

Business working hours Mon-Friday 9.00 - 17.00; slower response during the weekend. Typical support responses times:

-) Priority 1 - 1 working day
-) Priority 2 - 3 working days
-) Priority 3 - 10 working days

Users can manage the status and priority of their tickets.

Phone support is available 9am to 5pm, UK time, Monday to Friday excluding bank holidays.

Onsite support can be provided at extra cost.

Customers can contact the SQEPtech support team via support@sqeptech.com indicating issues and their estimated level of priority as follows:

-) Priority 1 - fail in operations
-) Priority 2 - reported bug or issue without a workaround in place
-) Priority 3 - reported bug or issue with a workaround in place

SQEPtech will endeavour to apply fixes to the reported issues in line with the reviewed priority level as follows:

-) Priority 1 - 1 working day
-) Priority 2 - 3 working days
-) Priority 3 - 10 working days

Account Manager and/or Business Solution Consulting Support available depending on type of contract.

Support can be provided to third parties.

Browsers	This product uses a browser interface. Supported browsers are: ●) Internet Explorer 11 ●) Microsoft Edge ●) Firefox ●) Chrome ●) Safari
Installation	As a SaaS product there is no application to install.
Use on Mobile Devices	This application is designed for use on mobile devices.
Service Interface	There is a no service interface.
API	There is an API. Cornerstone has available a number of out-of-the-box API's as functionality exposed as web services. Currently, four main areas of functionality are offered through our web services. User and Organisational Unit upload / Edit a) A feed from your HRIS or system of record can upload and modify new users, Organisational Units and changes. Goals retrieval and creation The web services are a configuration. Cornerstone provides the web service URL and documentation to the client. All the necessary information is provided in the documentation. The client will use standard web service API's on any platform or any tool that supports web services to consume ours.

API documentation is available in HTML and pdf formats.

There is an API sandbox.

Customisation	Cornerstone provides unique flexibility in how G-Cloud clients can deploy the system to different groups of users. Different branding, business rules, and functionality can be established for any Organisational Unit (such as Division, Location, Position, custom group of individuals, etc.). The end result is an unparalleled level of personalisation for the user. Cornerstone was designed to be administered by the client and not the vendor. G-Cloud Clients have complete control to configure the look and feel Scaling Independence of resources of the application to your specific business units with specific functionality and branding. Client administrators are presented with an extensive set of web-based controls which enable them to easily configure graphics, colors, key words, layout, and business rules. Clients can make configuration changes on their own without any assistance from Cornerstone or for any additional costs. Not all vendors can make this claim. The high configurability of the Cornerstone system is one of the distinct advantages that we offer to our customers.
Onboarding and Offboarding	Onboarding: Once the contract has been executed, SQEPtech will assign the client a dedicated Implementation Consultant. The Implementation Consultant will be the primary point of contact during implementation. In addition, they will be supported by a project team as appropriate to the scope of work. This may include a Program Sponsor, Engagement Manager, Integration Consultant, and Technical Consultant. We deploy our solution in significantly less time than required for similar deployments of legacy software. Our SaaS model eliminates the need for complex technical requirements such as code customisation, equipment deployment, and unique delivery models. A typical implementation takes approximately 6-8 weeks for an initial module based on scope and complexity. With years of experience and hundreds of deliveries across various industries, we've learned what it takes to ensure our clients can make a successful leap to impact. Our Cornerstone University Services team provides consulting, training, and performance support tools to enable clients to learn

and use our talent management solutions successfully. We offer a blended training approach to accommodate different learning styles.

Service documentation is available in HTML, and PDF formats.

End-of-contract data extraction: In the event that a client does not renew their contract, we will return the client's data via their secure FTP site in the same format in which the data was originally inputted into the software. Alternatively, the client's data can be returned in a mutually agreed format at a scope and price to be agreed. We will maintain a copy of the client data for no more than six months following termination of the agreement, after which time any client data not retrieved will be destroyed.

Our agreements are for a term lease period, and software fees are paid in annual installments over that period, during which time SQEPtech recovers costs. Accordingly, during that lease period (as with, say, a rental or car lease), there can be no termination for convenience.
Effect of Termination: Immediately following termination of this Agreement, Client shall cease using all Products. Client may retrieve Client Data any time prior to termination or expiration of the Agreement. If requested, SQEPtech will assist with such data retrieval at a scope and price to be agreed.

Data Exports and Data Imports	Exporting data: Clients can export their data at any time through our reporting engine and analytics tool. In addition, an outbound data feed can be established from Cornerstone to an internal client system such as a data warehouse. Cornerstone does offer data warehouse replication services. A client's entire Data Warehouse is replicated to a separate server in our data center to allow clients to make direct SQL connections over a Virtual Private Network (VPN). Clients can report against all data in the replicated data warehouse directly without having to use our Analytics module. Export and import formats: ODF, csv.
Analytics	Cornerstone's SLA also guarantees 99.5% uptime (excluding reasonable and scheduled maintenance periods) per month. Support is enabled for named client administrators to access Global Care knowledge assets, solutions, and self-service support tools online at any time. This is powered by a case management system and interface that provides the ability to submit, update, track and manage questions, issues, and other requests. Realtime dashboards are provided.

Scaling	The Cornerstone application, as per the Software as a Service model, is designed to scale horizontally. It is multi-tenant-efficient, offering a load balanced farm of identical instances known as swim lanes. When additional server equipment is added, the application capacity scales to fill the available hardware. This allows virtually unlimited growth capacity. As opposed to a classical behind the firewall or hosted architecture, our application and our hardware platforms are designed to: •) Efficiently support a high number of users and customers •) Redistribute load easily •) Add additional capacity easily and quickly
Connection to Public Sector Networks	No
User Access Controls, Identity and Authentication	User authentication needed: Yes User authentication: •) Username or password •) SSO Cornerstone does not offer two factor authentication to clients for logging into their portal. However, clients that use SSO are able to implement two factor authentication within their own network prior to sending the SAML token to Cornerstone. Access restrictions: Users need a unique username, password to access the application. Alternatively, clients can be authenticated using security tokens, utilising a symmetric algorithm, passed by the client’s local authenticator for Single Sign-On functionality. Passwords represent a fundamental and significant security mechanism at Cornerstone. Passwords are required to access the production network (via Active Directory) and applications (SQL Server). User accounts are created that employ individual user ID and passwords to identify and authenticate a given user. Users cannot access any Cornerstone system without a valid user ID and password. The SQL server logon groups are each configured to use Windows authentication Management access authentication: •) Username or password
Additional Details	Please see G-Cloud entry.



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