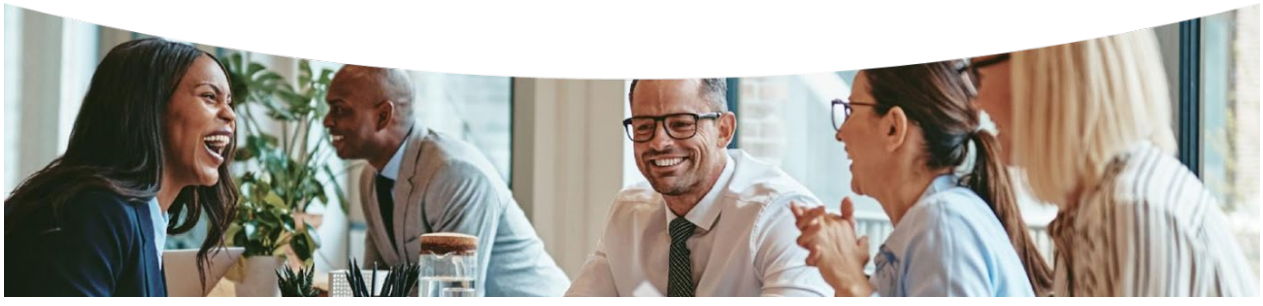
Workday Customer Experience

Implementation and Post-Production Services for Peakon Employee Voice

Service Definition Document

G-Cloud 15

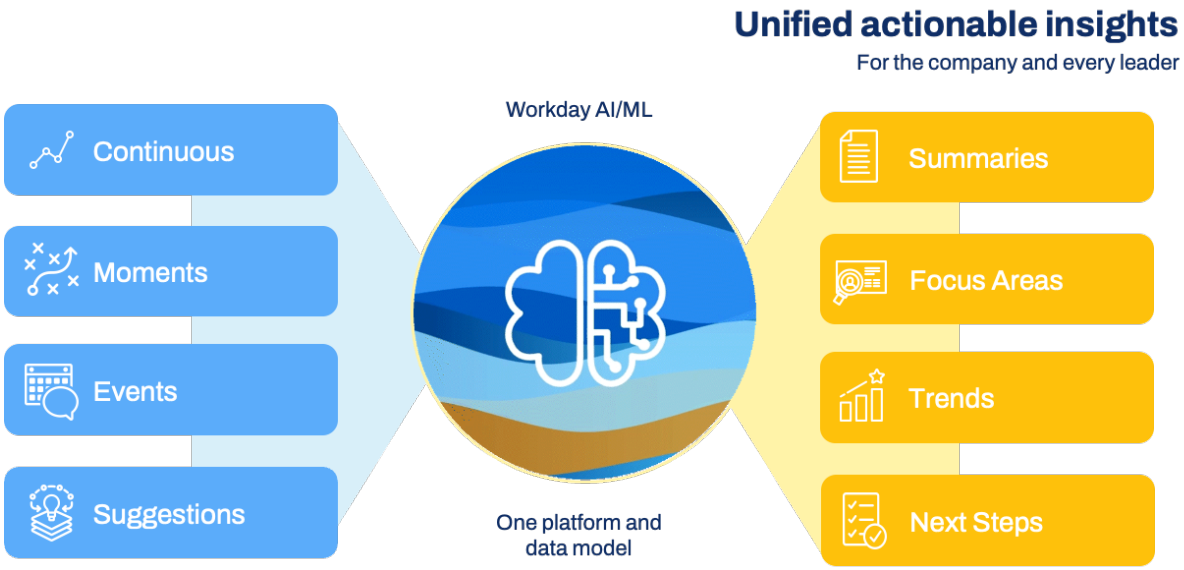


Who are Workday?

Workday is a leading provider of enterprise cloud applications for finance and human resources, helping organisations adapt and thrive in a changing world. Workday's applications for financial management, human resources, payroll, planning, spend management, and analytics are built with artificial intelligence and machine learning at the core. This helps organisations around the world embrace the future of work by moving away from disconnected systems and processes. With a unified solution, you are able to manage your most critical business functions, all supported by Workday's commitment to continuous innovation, ensuring you are always on the latest technology without disruptive upgrades.

What is Peakon Employee Voice?

Peakon, is an intelligent listening platform designed to improve employee engagement and productivity. It operates by collecting real-time, confidential employee feedback through automated surveys. Using advanced analytics and machine learning, Peakon analyses this feedback, including open-text comments, to provide leaders and managers with actionable insights into employee sentiment, challenges, and the overall employee experience. This allows organisations to understand the voice of their employees, address issues proactively, and foster a culture that boosts retention and performance.



Peakon Benefits

We leverage the intelligent listening platform for superior results:

- **Real-time Insights:** We provide a continuous listening platform that captures real-time employee feedback. This allows you to move beyond traditional annual surveys and gain a dynamic understanding of employee sentiment as it evolves.
- **Intelligent & Actionable Recommendations:** Workday Peakon Employee Voice uses advanced natural language processing (NLP) and AI to analyse comments and

sentiment, automatically generating actionable recommendations for managers. This empowers leaders to make data-driven decisions and address concerns proactively.

- **Engaging User Experience:** With features like personal dashboards, mobile access, and integrations with tools like Slack and Microsoft Teams, we provide an intuitive and accessible experience that encourages high participation rates and fosters a culture of open communication.
- **Pre-configured & Flexible Frameworks:** Our platform includes research-backed question sets for topics like engagement, diversity and inclusion, and health and wellbeing. While pre-configured content accelerates deployment, you retain full control to tailor question sets and listening frequency to your organisation's unique needs.

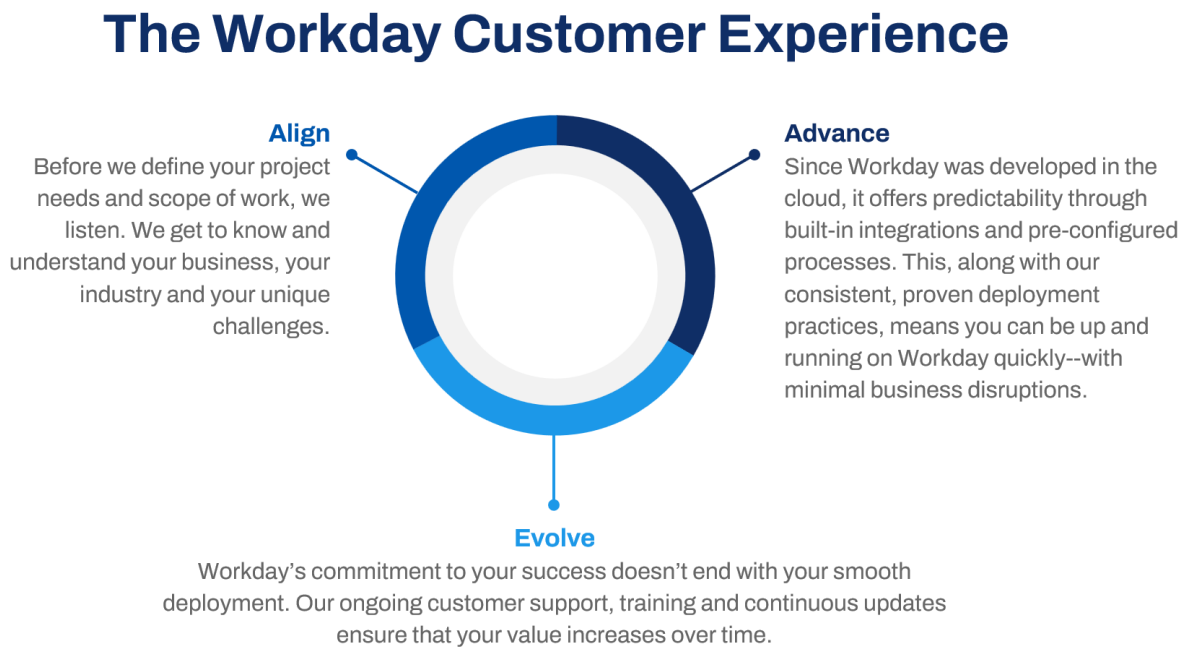
Our commitment is to get you **live, self-sufficient, and ready to enhance** your solution quickly.

The Workday Customer Experience

In our rapidly changing world, organisations struggle to do it all:

- Manage the day to day
- Keep up with changes in the business, organisation, market, regulations and more
- Drive Continuous improvement with new systems, processes, and innovations

The Workday Customer Experience is a structured, continuous journey designed to ensure customer success and maximise value over time. It is divided into three distinct yet connected phases: Align, Advance, and Evolve.



Our Services

Our approach to Services is different and provides the right knowledge at the right time to constantly create value for you, through:



Offerings

- **Deployment Services:** Guidance and support for initial and subsequent deployments of Workday products, including project management, testing, and change management.
- **Advisory and Consulting Services:** Access to Workday experts for advice, hands-on support, and troubleshooting through offerings like Ask an Expert and Expert Assist.
- **Integration and Data Services:** Assistance with building, deploying, and managing integrations, as well as services for data extraction, transformation and loading.
- **Packaged Solutions:** Pre-configured solutions designed to address specific business challenges, such as regulatory compliance or industry-specific needs, which can accelerate implementation.
- **Optimisation Services:** A variety of packages to help you get the most out of Workday, including functional reviews, health checks, and technical guidance.
- **Training and Onboarding:** Including Implementation Training, as well as the Workday Pro program offers certification paths to build and validate expertise in various Workday product areas.

Why Workday Global Professional Services



We only do Workday technologies, we know our products better than anyone because we built it and we've been training other people to develop, deploy, and run it for years. We can help you do that too.

With Workday you have a partner that brings integrity, collaboration, and creativity to our customer relationships to help you drive the highest possible value for your organisation.

Following Proven Success Paths – Phase Approach towards Intelligent Listening



Workday Methodology

Workday is committed to your organisation's successful deployment of the Peakon solution. While our Methodology (below) will serve as the baseline roadmap for any engagement, we work with you to further define options and refine project scope to provide a finalised deployment quote. The overall process is supported by a set of planning documents, activities, techniques, and deliverables necessary to effectively implement Peakon for your organisation.



Approach

Our expert services and proven methodology ensure a fast, efficient, and successful implementation of Peakon, focusing on rapid time-to-value and organisational independence. The Peakon Deployment Methodology enables our proven track record of completing deployments on time and under budget.

Implementation Packages

Base Services Package

Deployment	• Deployment of Workday Employee Voice • Customer Specific Logo Branding • SSO Configuration Set Up / Security • Data Upload Advisory • Survey Delivery Integration • Employee Provisioning Integration • Data Attributes • Onboarding - 4 sessions • Standard Leader & Individual Dashboards • Launch First Employee Voice Survey(s)
Post Production	• Insights Empowerment Session - 1 session • Additional Project Meeting or Onboarding -1 session
Advisory Services	• Question Support

Elevated Service Package

Pre-Deployment Advisory Services	● Peakon Employee Voice Strategy
Deployment	● Deployment of Workday Employee Voice ● Customer Specific Logo Branding ● SSO Configuration Set Up / Security ● Data Upload Advisory ● Survey Delivery Integration ● Employee Provisioning Integration ● Data Attributes ● Onboarding - 4 sessions ● Standard Leader & Individual Dashboards ● Launch First Employee Voice Survey(s)
Post Production	● Insights Empowerment Session ● Post Launch Project Meetings – 10 sessions ● Additional Project Meeting or Onboarding - 1 session ● Knowledge Transfer Workshop – 1 session (Action Planning, Communication Workshop, Working with Comments, or Responding to Comments)
Advisory Services	● Question Support

Key Outcomes

- Question support on choosing the right questions
- Platform fully configured, including SSO and security
- Survey schedules set up (including post- go-live survey needs)
- First survey launched
- Admins and managers fully trained, and training made available
- Run-through of first survey results (insight review)

Partnering for Success

We view deployment as a cohesive partnership, working alongside your team to ensure alignment and shared ownership from day one.

- **Unified Team Approach:** We establish **one cohesive team** encompassing your key stakeholders and our certified consultants, fostering open communication and collaborative problem-solving.
- **Established Governance:** We quickly establish clear **project governance,** controls, and a unified project roadmap. This includes setting expectations, defining roles, and proactively managing risk and issues with assigned ownership.

- **Shared Vision:** We orient your customer team to our deployment approach and methodology, ensuring a clear understanding of scope and shared commitment to the project's success.

Core Deployment Services

- **Solution Configuration:** Deployment using best practices, providing **real-time data access** and eliminating manual efforts.
- **Integration:** Utilisation of **Cloud Connect** and **Connectors** for seamless communication with third-party systems and organisations.
- **Knowledge Transfer:** Comprehensive training that ensures your team achieves self-sufficiency in the use, management and enhancement of the solution.

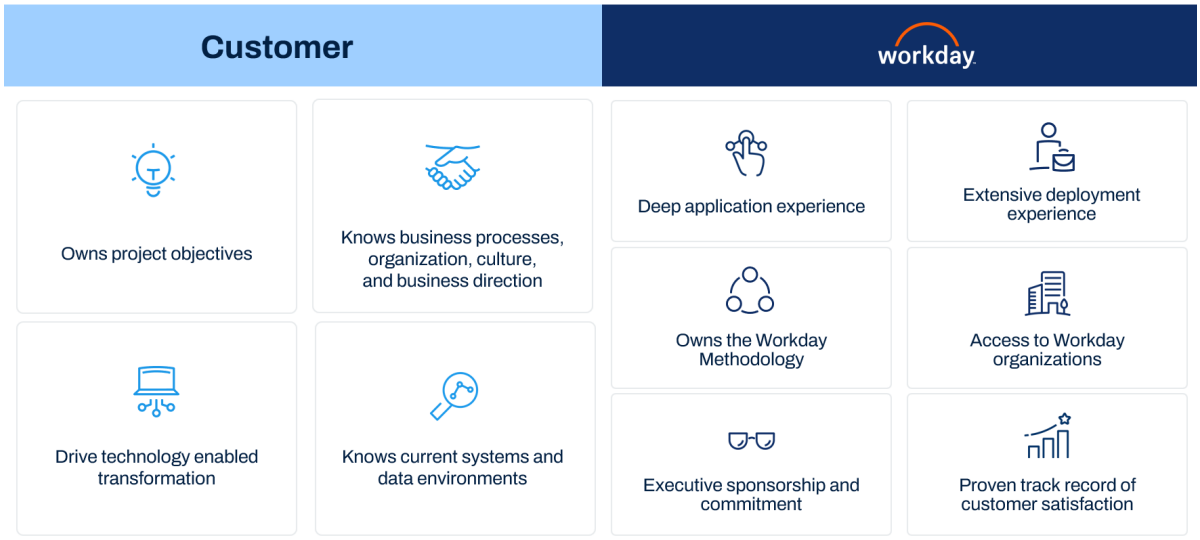
The Workday Professional Services Advantage for Peakon

- Accelerated rollout using proven survey designs, configurations, and dashboards so you start gathering meaningful employee insight quickly.
- Listening strategy and question sets tailored to your culture, priorities, and leadership rhythms, ensuring Peakon data aligns with real business decisions.
- Seamless integration into your broader people and performance ecosystem, linking Peakon insights to action planning, manager routines, and talent processes.
- Adoption and behaviour change built in, with manager and leader enablement, governance, and best-practice playbooks so your organisation can sustain and scale continuous listening over time.

By combining these proven services, methodologies, and accelerators with your own expertise, we create a tightly integrated delivery approach that reduces risk, speeds time to value, and ensures your organisation is fully prepared, enabled, and confident to succeed on Workday from day one and beyond.

Teamwork drives Success

Working together to deliver value through initial implementation and continued innovation.



Additional Services

Should customers require Workday can provide additional services to compliment the main Peakon implementation. These are outlined below.

Adoption Service Packages

- Peakon Strategy Services
- Knowledge Transfer Workshops
- Peakon Results Analysis
- Peakon Deployment Services Package / Expert Assist
- Expert Assist
- Ad-Hoc Peakon Services

Post Deployment Services

Workday offers services once customers are live, from Phase X deployment services to implement additional functionality, Advisory Services, adhoc requirements, or packaged services. For additional information, contact your Account Team and they will work with you on the best service for your organisation.

About Workday

Workday is a leading provider of enterprise cloud applications for finance and human resources. Founded in 2005, Workday delivers financial management, human capital management, and analytics applications designed for the world's largest companies, educational institutions, and government agencies. Organisations ranging from medium-sized businesses to Fortune 50 enterprises, have selected Workday.

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