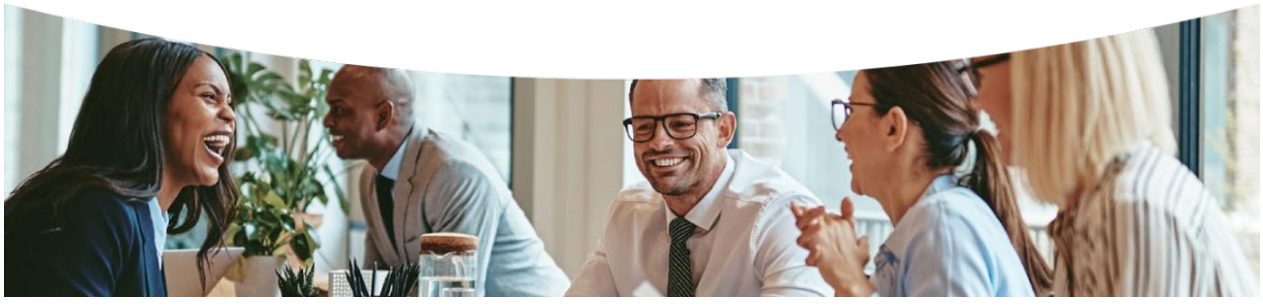
Workday Customer Experience

Implementation and Post-Production Services for Paradox for Workday

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 Paradox?

Paradox is a conversational AI recruiting platform that integrates deeply with Workday Recruiting. It utilises a virtual recruiting assistant focussed on creating engaging candidate experiences and automating time-consuming hiring tasks. Paradox uses conversational AI to automate interview scheduling, enable conversation job applications via SMS / online chat and video submission, provide 24/7 candidate engagement and host career sites with AI powered job search assistant. This translates into value through reducing time-to-hire, increasing candidate conversion and cost savings.

Paradox Benefits

We leverage our advanced AI for immediate impact:



- **AI-Powered Candidate Engagement:** Our sophisticated conversational AI integrates seamlessly with your Workday system, automating interview scheduling and candidate screening to instantly boost recruiter productivity and accelerate hiring velocity
- **Accelerated Time-to-Hire:** By providing instant, 24/7 candidate interactions via chat and SMS, we dramatically reduce time-to-hire by up to 75%—from weeks to as low as 3.5 days—allowing your business to fill critical roles faster and maintain competitive advantage
- **Exceptional Candidate Experience by Design:** Our AI creates personalised, high-touch conversational experiences that reduce candidate drop-off by 40-60% and boost conversion rates over 70%, ensuring every applicant—especially those you don't hire—is treated with respect and professionalism.
- **Total Recruiting Automation:** We transform your Workday applications into conversational experiences via chat or SMS, automating screening, scheduling, reminders, and follow-ups—freeing recruiters to focus on strategic relationship-building and high-value talent engagement rather than administrative tasks

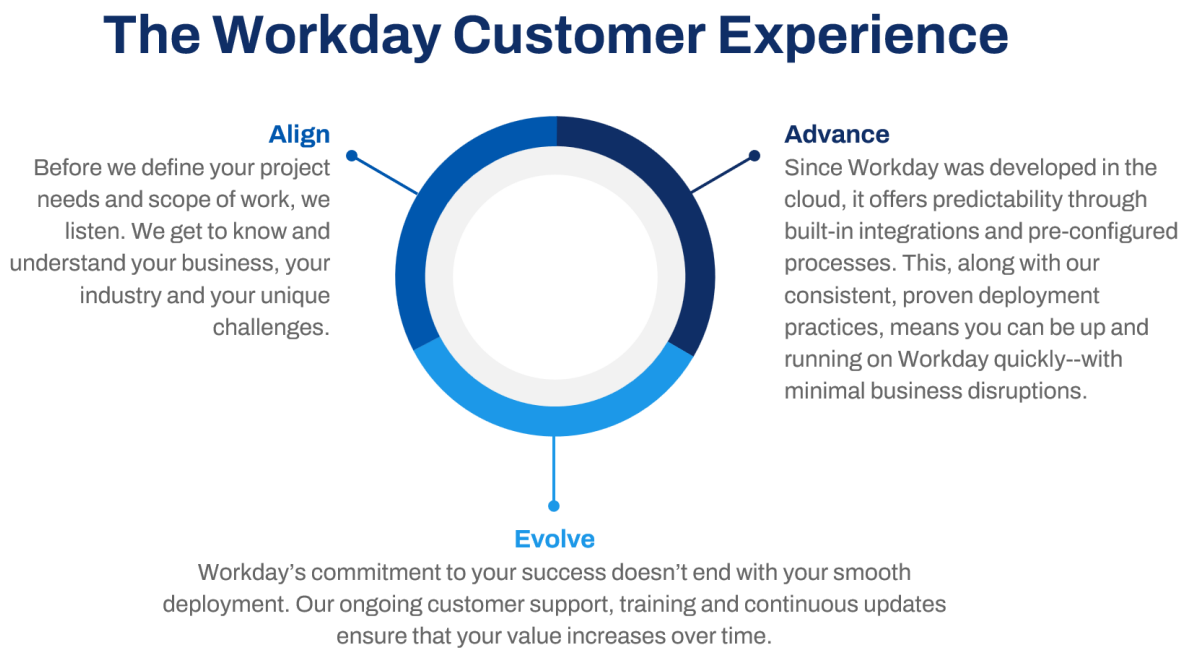
Our commitment is to empower you to hire faster, convert more candidates, and deliver world-class candidate experiences that strengthen your employer brand and competitive position in the talent market.

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.
- **Strategy Services:** Strategic consulting in all solution areas.
- **Advisory and Consulting Services:** Access to Workday experts for advice, hands-on support, and troubleshooting

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- **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 Certification:** Including Implementation Training.

Why Workday Global Professional Services



We only do Workday technologies, we know our products 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

Customer-tested journeys that drive predictable success

Proven Methodologies

Workday and our partners use tested approaches that have driven success for thousands of customers.

Data-driven Insights

With all customers on the same version, we leverage data and signals to feed digital success paths and help customers improve.

Proactive Success Programs

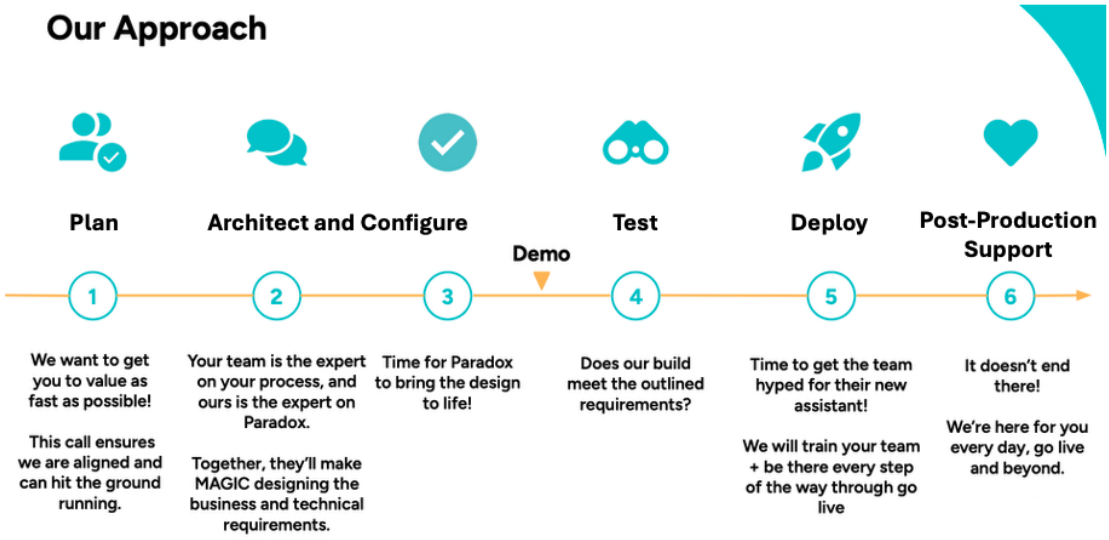
We guide your path with proactive customer success programs.

Release Playbooks

We offer continual advice to drive value from our new innovations.

Paradox Methodology

Workday is committed to your organisation's successful deployment of the Paradox 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 Paradox for your organisation.



Approach

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

Partnering for Success

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

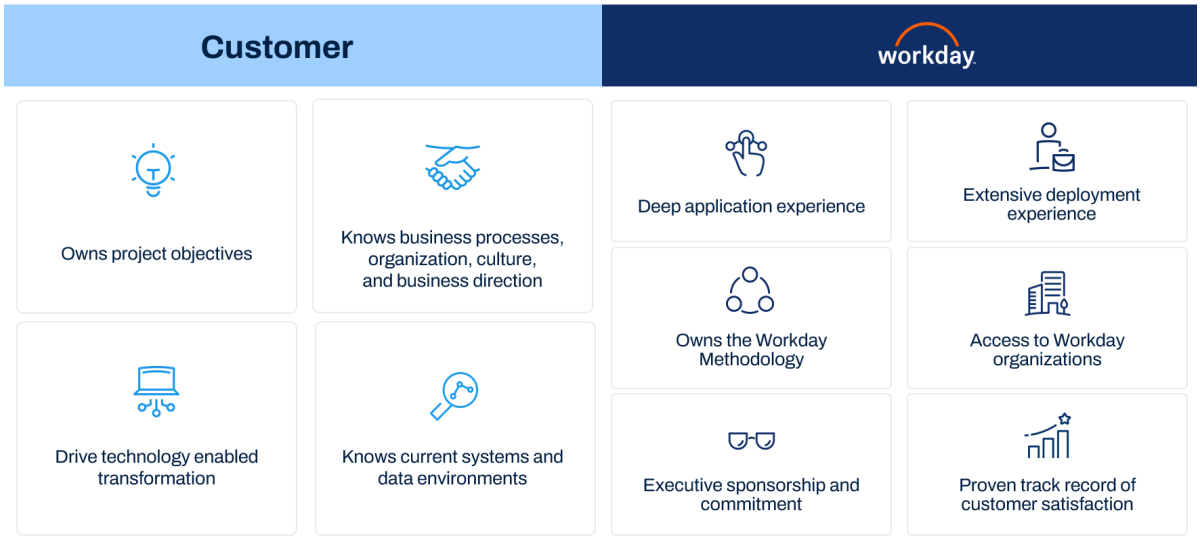
- **Unified Team Approach:** We establish **one cohesive team** encompassing your key stakeholders and our certified consultants, fostering open communication and collaborative problem-solving.
- **Established Governance:** We quickly establish clear **project governance,** controls, and a unified project 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 **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.

Teamwork drives Success

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



Training and Knowledge Transfer

Our implementation approach includes a comprehensive training and change enablement programme that supports your team from early design through to post–go-live adoption:

- Train-the-trainer model that equips key client SMEs and champions (TA, HR, HRIS, IT) to deliver, scale, and sustain end-user training across the organisation.
- Role-based, hands-on enablement for recruiters, hiring managers, and operations teams embedded into Architect, Test, and Deploy phases so users learn using real processes and scenarios.
- Structured change management support, including communication and training plans plus assets such as hype videos, one-pagers, FAQs, training decks, demo sessions, and training videos.
- Go-live and Post-Production Support led by the client team, including live training, refreshers, and ongoing documentation updates to reinforce learning and drive long-term adoption.

This approach works because training is continuous, role-specific, and embedded in real project activities, creating confident internal champions and high user adoption from day one.

Additional Services

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

- Knowledge Transfer Workshops
- Paradox Deployment Services Package / Expert Assist
- Expert Assist
- Ad-Hoc Paradox 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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