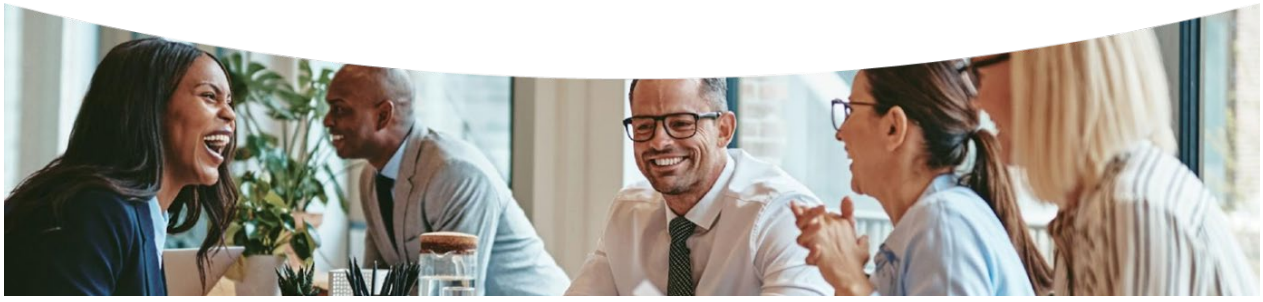
# Workday Customer Experience

# Implementation and Post-Production Services for Workday Contract Intelligence & Contract Lifecycle Management Powered by Evisort

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 Evisort?

Evisort is an intelligent contract management platform that leverages artificial intelligence to automate the entire contract lifecycle. It transforms legal documents from static text into actionable, searchable data. The platform's AI can automatically extract key clauses and data points, streamline approval workflows, and provide powerful analytics and reporting on your entire contract portfolio. By centralising all agreements into a single repository, Evisort helps businesses increase operational efficiency, mitigate risk, and gain strategic insights from their contractual obligations, empowering not just legal teams but also sales, procurement, and finance.

## Evisort Benefits

We leverage the Evisort Contract Intelligence Platform for superior results:




- **Pre-Trained AI:** We utilise Evisort's advanced AI, pre-trained on millions of contracts, to automatically identify and extract key data and clauses, delivering immediate insights and minimising manual configuration.
- **Business Agility:** By automating contract review, approval, and renewal workflows, we enable your teams to respond faster to business needs and manage obligations with greater efficiency.
- **User Experience:** The intuitive, searchable central repository empowers all business users—not just legal—to find the contract information they need, driving high adoption and reducing reliance on manual searches.
- **Enhanced Intelligence:** The unified platform provides a single source of truth for all contract data, offering powerful analytics to reduce risk, ensure compliance, and turn your contracts into strategic assets.

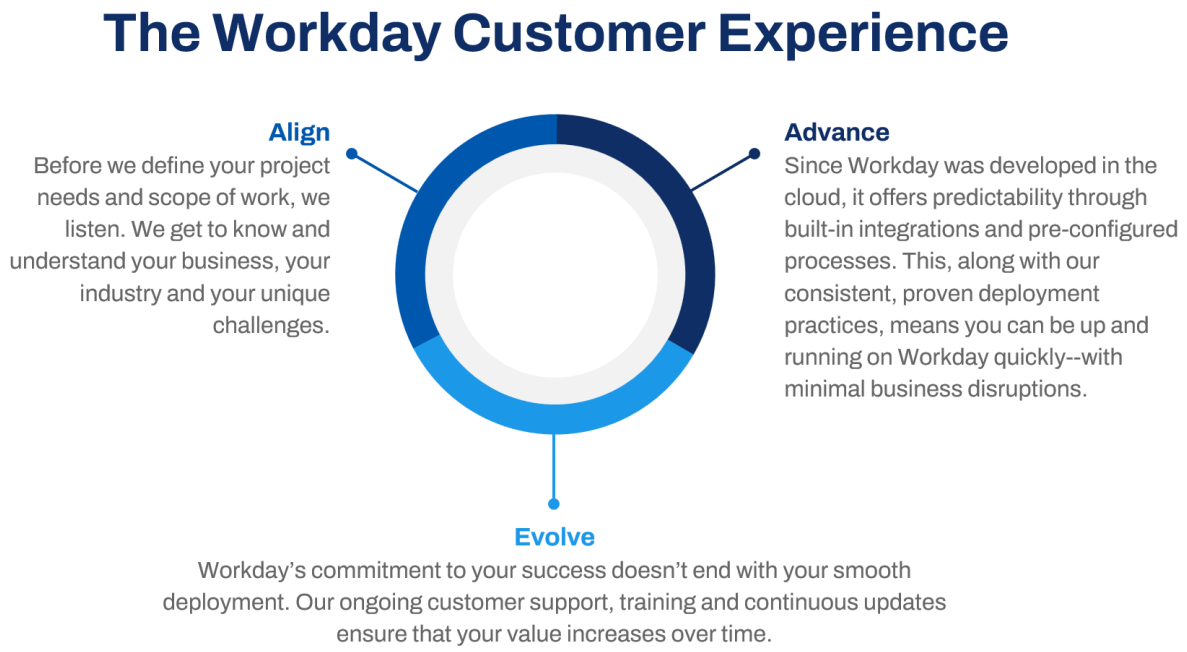
Our commitment is to get you live, self-sufficient, and ready to unlock the full value of your contract data quickly.

## 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 through a phased deployment focused on the enablement of value-based use cases in Contract Intelligence and Contract Life Cycle Management.
- **Strategy Services:** Strategic consulting in all solution areas.
- **Advisory and Consulting Services:** Access to Workday experts for advice, hands-on support, and troubleshooting.
- **Integration and Data Services:** Assistance with building, deploying, and managing integrations, as well as services for data extraction, transformation and loading.
- **Mergers, Acquisitions, and Divestitures:** Specialised support for tenant consolidation, separation, and data management during corporate restructuring.
- **Packaged Solutions:** Pre-configured deployment packaged designed to accelerate implementation.
- **Optimisation Services:** A variety of packages to help you get the most out of Evisort, including functional reviews, health checks, and technical guidance.
- **Training and Certification:** Including Implementation Training and Evisort Academy Certification.

## 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

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

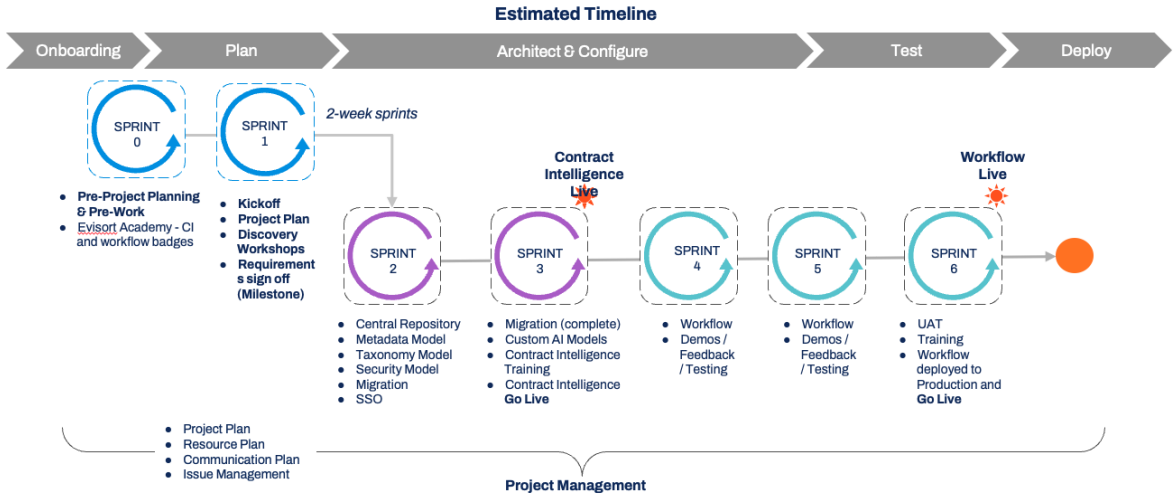
We guide your path with proactive customer success programs.

### Release Playbooks

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

## Workday Methodology

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




## Approach

Our expert services and proven methodology ensure a fast, efficient, and successful transition to Evisort, focusing on rapid time-to-value and organisational independence. The 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

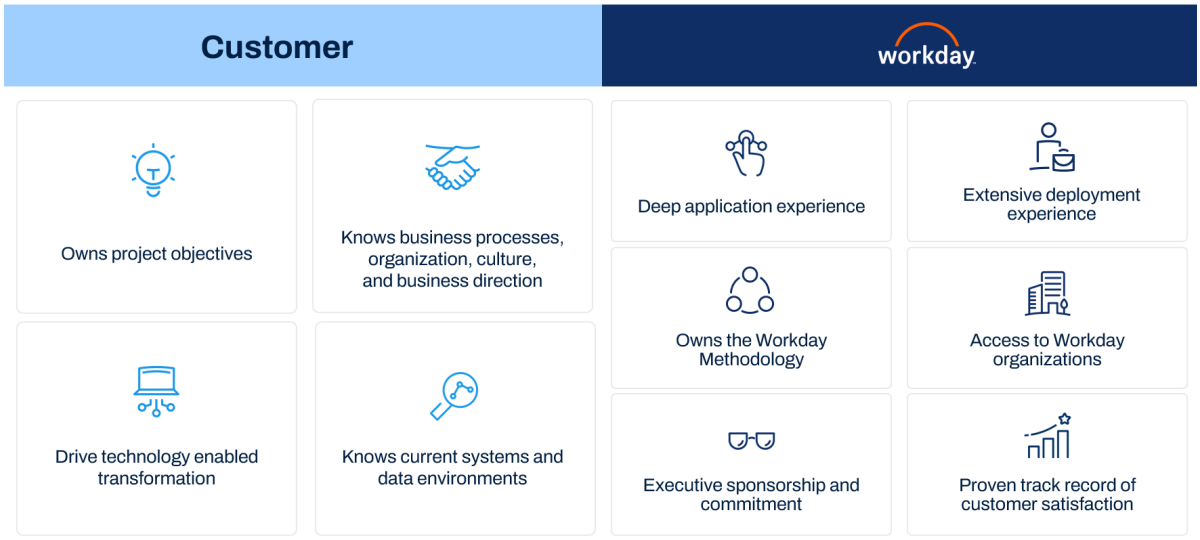
- **Solution Configuration:** Deployment using best practices, providing **real-time data access** and eliminating manual efforts.
- **Data Migration:** Expert conversion and secure transition of all critical **historical data** to the cloud.
- **Integration:** Utilisation of **Cloud Connect** and **Connectors** 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 Evisort

- Accelerated deployment using proven implementation patterns, configurations, and playbooks to get you to value faster.
- Contract processes and data models designed around how your Legal, Procurement, Sales, and Finance teams actually work, maximising Evisort's AI and search capabilities.
- Seamless integration into your wider application landscape to reduce manual touchpoints and create a connected source of contract truth.
- Adoption and change built in, with role-based enablement and governance so your teams can own, evolve, and scale Evisort over time.

## Teamwork drives Success

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




## Training and Knowledge Transfer

Evisort Admin training covers both Contract Intelligence and Contract Management, inclusive if Contract Intelligence core skills and features, including, User, role and, department security, SSO and eSignature configuration and integration to supported cloud storage services through Evisyc.

Evisort Contract Intelligence deployments include a structured training and enablement program built around champion development, role-based training, AI Model, Ask AI and Quick AI modelling techniques and standards.

Evisort Contract Management deployments are inclusive if Contract Intelligence with the addition of role based training for Workflow Development, Template and Clause orchestration, Approval and AI Assisted Review

Key project resources go through “Champion Certification & badging” and “Champion Training and Enablement,” culminating in user certification so they can act as internal experts and advocates.

## Additional Services

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

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