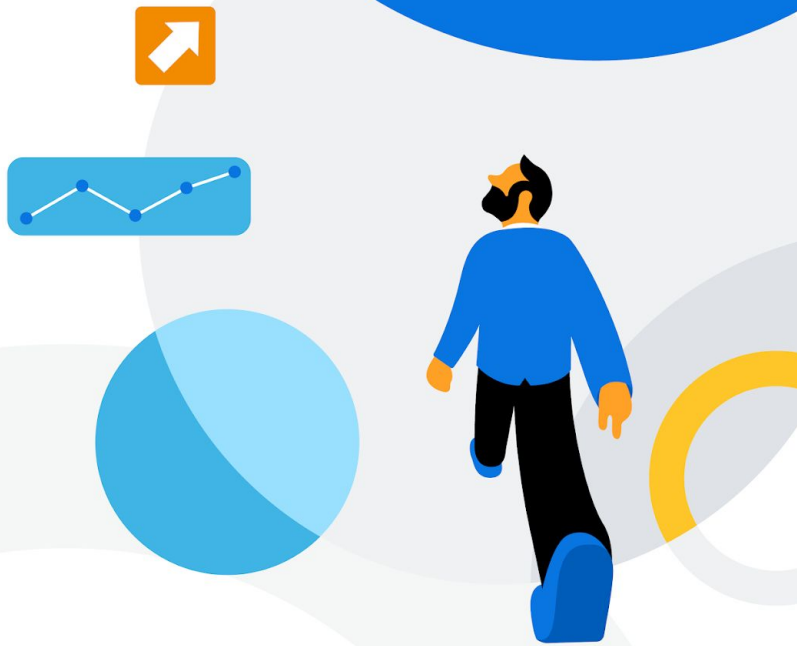
Workday Live

at Workday Elevate

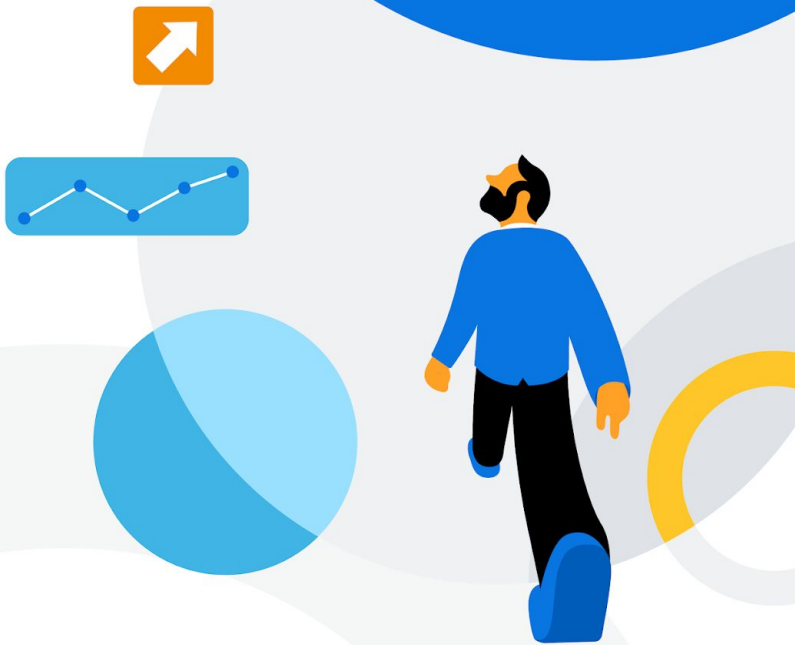
London
133 Houndsditch,
Liverpool Street,

24 May 2023



How GSK extended Workday to meet their specific needs

Andrew Wilcox, Helen Dunworth,
Sarah Flynn & Siân Lynch



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Customers who purchase Workday, Inc. services should make their purchase decisions upon services, features, and functions that are currently available.

Helen Dunworth

Product Owner - Workday Integrations and Workday Extend

GSK

Andrew Wilcox

Solution Consultant

Workday

Agenda

Overview of Workday Extend

GSK’s Journey with Extend

Extend Growth & Trends

Next Steps & Questions

Workday Confidential

Overview of Workday Extend

The right place to extend your people and finances

Workday Confidential

Workday Extend: Meeting the Challenge of Change

Solve unique business needs or Streamline existing Processes

Decrease dependency on external systems.

Respond with agility

User Experience

PATH to Agility

Build – Your Own App

Borrow - Deploy Workday App and Customise

Buy - Partner App

App Components

Building blocks for Workday Extend app functionality

UI & UX Components

Create native Workday experiences that run on all devices

Pages

Build new Workday experiences using library of predefined widgets

Tasks

Naturally integrate Workday Extend apps into the Workday application

Data Components

Extend Workday's object model to store app data

Business Objects

Extend Workday's object model to store and relate data

Attachment Objects

Extend Workday's object model to store file attachments

Logic Components

Process app data and orchestrate across Workday and third party systems

Business Processes

Extend Workday's Business Process Framework to process app data

Orchestrations

Orchestrate processes across Workday and third party systems

Security Components

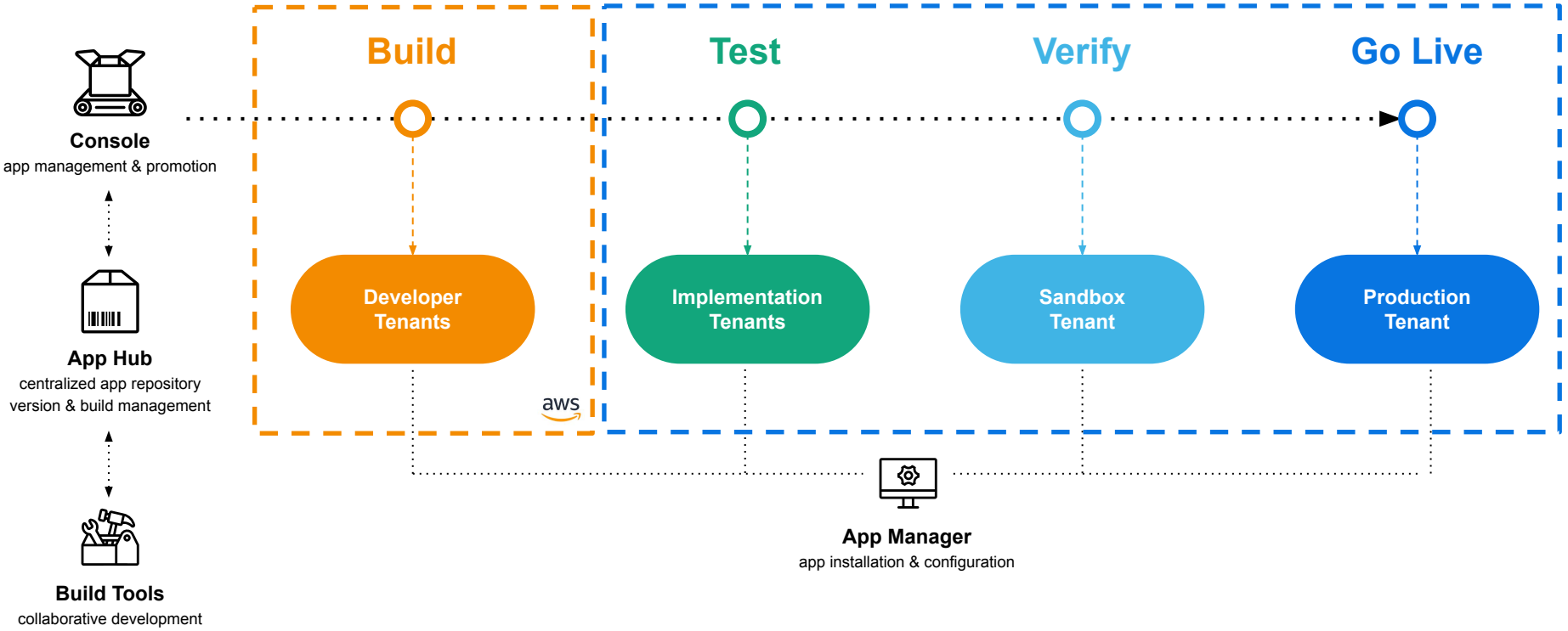
Extend Workday's security model to secure app data

Domains

Extend Workday's security model to secure your app data

App Lifecycle

Guide apps from inception to production and reliably manage change



Developer Experience

Curated content, resources and support to enable developer success

Learning

Guided learning paths, documentation, and app templates

Community

Collaborate with the Workday Extend Developer Program – Contributed Solutions + Partners

Support

Connect with Workday's world-class support organisation

A Customer Story

Helen Dunworth of GSK

Workday Confidential

Our Journey with Extend….

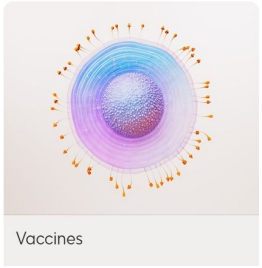
GSK Overview

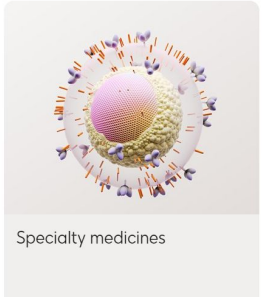
Purpose, strategy and culture

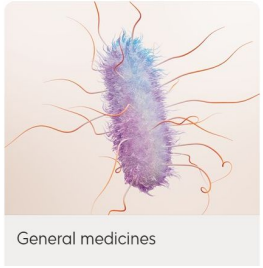
We are a global biopharma company with a purpose to unite science, technology and talent to get ahead of disease together.

We aim to positively impact the health of 2.5 billion people by the end of 2030. Our bold ambitions for patients are reflected in new commitments to growth and a step-change in performance.

We are a company where outstanding people can thrive.


Vaccines


Specialty medicines


General medicines

We focus on four therapeutic areas: infectious diseases, HIV, immunology/respiratory, and oncology.

Research and development approach

We will get ahead of disease together with our R&D approach of focusing on the science of the immune system, human genetics and advanced technologies, such as functional genomics and AI/ML.

How our R&D approach is getting us ahead of disease

Vaccines and medicines that are currently in development	Major new vaccines and medicines approved since mid 2017	Number of assets in phase III/registration in 2022	Number of phase I programmes started in 2022
69	>20	18	16

GSK In Numbers

29.3bn turnover, operating profit 6.4bn in 2022

75k employees in 81 countries.

Workday

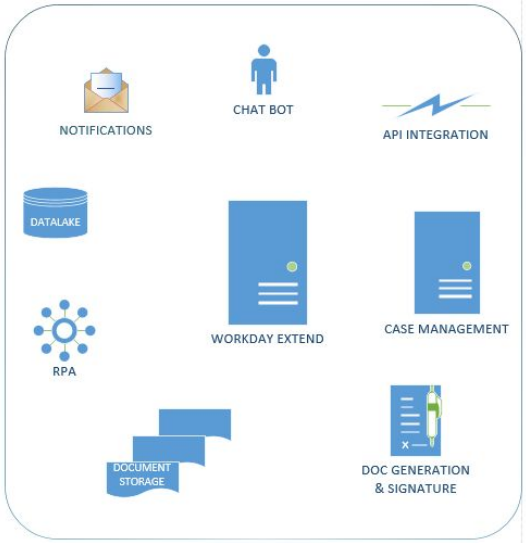
- Customer since 2012.
- Using Core HCM, Recruitment, Perf and Talent, Comp, Absence, Time Tracking, Career Hub, WD Extend, Payroll for US and Canada.
- 2022 spin-off of consumer business (25k employees).
- Spin-off resulted in 2 separate Workday instances.

Solutioning Overview

Solutioning Principles

- Improve UX. Create user-friendly, simple methods of data capture.
- Minimise data entry. Pre-populate form data, default and derive data wherever possible.
- Consider end to end process. Don’t view one part of process in isolation.
- No duplication of data entry. Enter data once, validate and re-uses wherever required.
- Maximise timeliness. Link processes based on real-time transactional updates.
- Maximise automation benefit. Focus on high volume, time consuming, repetitive tasks
- Remove manual human touch-points. Zero to minimum human intervention in the process.
- Re-process, don’t repeat. In case of errors encountered during process, allow for failed steps to be re-processed.

PROCESS SOLUTIONING TOOLBOX



Our Journey

Workday Extend Early Adopter Programme
HR CI Project
Upskill In house
New features/releases
Increasing and upgrading our App portfolio
Embedding within our HR Tech Strategy

Why Extend?

Consolidation

Succession Plan
Start Internal Move
Share Performance
Compensation Letter Delivery

Innovation

Retention Bonus
Employment Cost
Job Catalogue
Job Evaluation
Phased Pay Plan

Agile Response

Vaccines Tracker

User Experience and Simplification

Job Change
My Plan

Our Portfolio

Succession Plan

Allows an incumbent with a succession plan to make succession recommendations for their own position.

Job Catalogue

Manages the request, review, and approval of changes to the Job Catalogue (Job Family Groups, Job Families, and Job Profiles)

My Plan

Provides employees with a consolidated view of existing objectives and development items

Start Internal Moves

Provides a simplified interface to initiate the Change Job business process for Internal Moves (promotions, transfers and secondments

Job Evaluation

Allows users to submit a structured job evaluation request using job evaluation methodology via an approval process.

Employment Cost

Facilitates the annual process of gathering average total employment costs by global grade for each country

Vaccine Management

Tracks employee covid vaccinations in Workday

Deliver Compensation Letters

Review and delivery of merit and other routine compensation change letters

Retention Bonus

End to end process for entering retention bonus data in Workday (can include phased payment) – including review, approval, letter generation and compensation changes

Our Portfolio

Share Performance Comments

Allows managers to share end of year performance comments and missed performance comments with their direct report at a click (rather than waiting for a global security change)

Phased Pay Plan

Allows managers to propose future pay increases with reminders 45 days before effective date

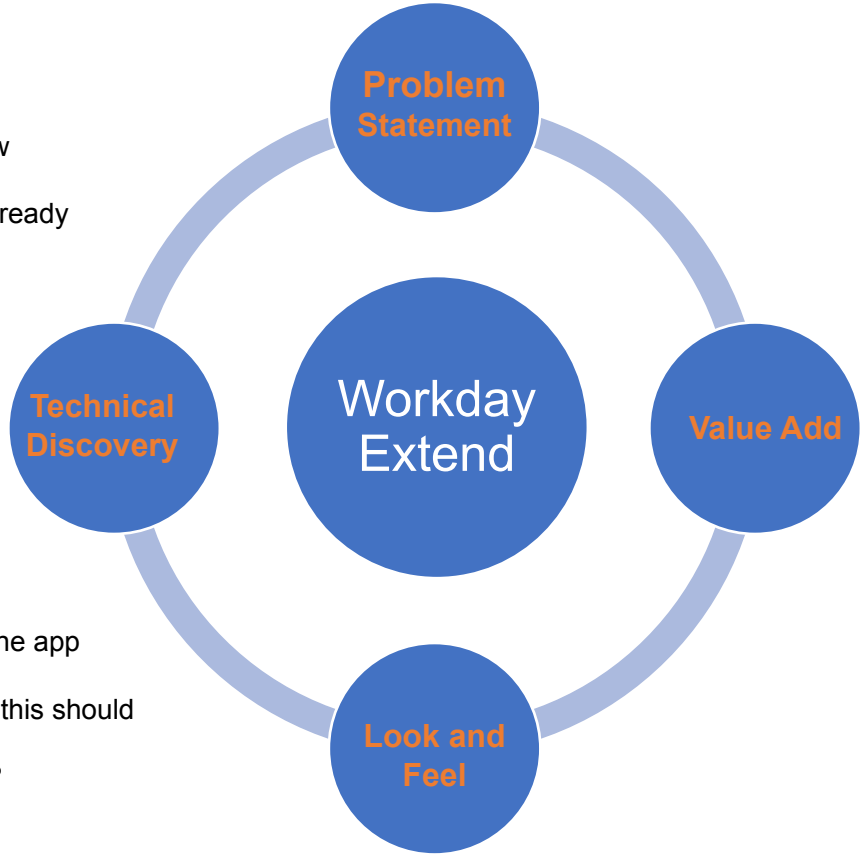
My Plan

Provides employees with a consolidated view of existing objectives and development items

Gathering Requirements

Problem Statement

- What problem is this new requirement resolving?
- Does this functionality already exist in Workday or elsewhere?



Value Add

- Product Area Impacted?
- Checking the Workday release pipeline
- Criticality?
- Short or long term?
- Scope of App?

Look and Feel

- Mock up each page of the app (wireframe)
- Is there an existing app this should be consistent with?
- Who are the end users?

Technical Discovery

- Is there a similar existing app?
- Technical feasibility?
- Being agile

Determining Good Use Cases…

- Requirements Questionnaire
- Existing Config
- App/Code repository
- Discovery

- App Catalogue
- Dev Site
- Community
- Product Roadmap

Current Discovery

Service Awards

Processing Service Anniversary awards end to end, including outlook reminders, certificates and payments

Simplified Job Req

Slimming down the job req creation task for managers/HR

Job Evaluation - Revamp

User feedback on Job Evaluation

Orchestration

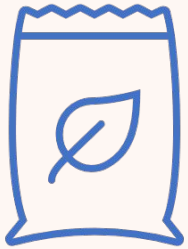
Using orchestration to replace boomerang integrations

TIPS!

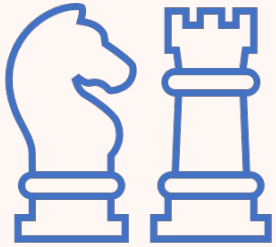
Workday Extend can leverage existing Workday data and functionality to meet custom requirements and reduce complex integration architecture.

- Have a clear requirement gathering framework to determine good use cases
- Check the Workday Roadmap to ensure you are not limiting yourselves for future features
- Update apps where possible with new functionality
- Be agile
- Prioritise UX testing/look and feel
- Do not overcomplicate
- Use the Workday Resources

The Business Response



Request for apps has grown in GSK



Workday Extend is a visible strategic option

Extend Growth & Trends

1000+

APPS LIVE

500+

Customers Live
on EXTEND

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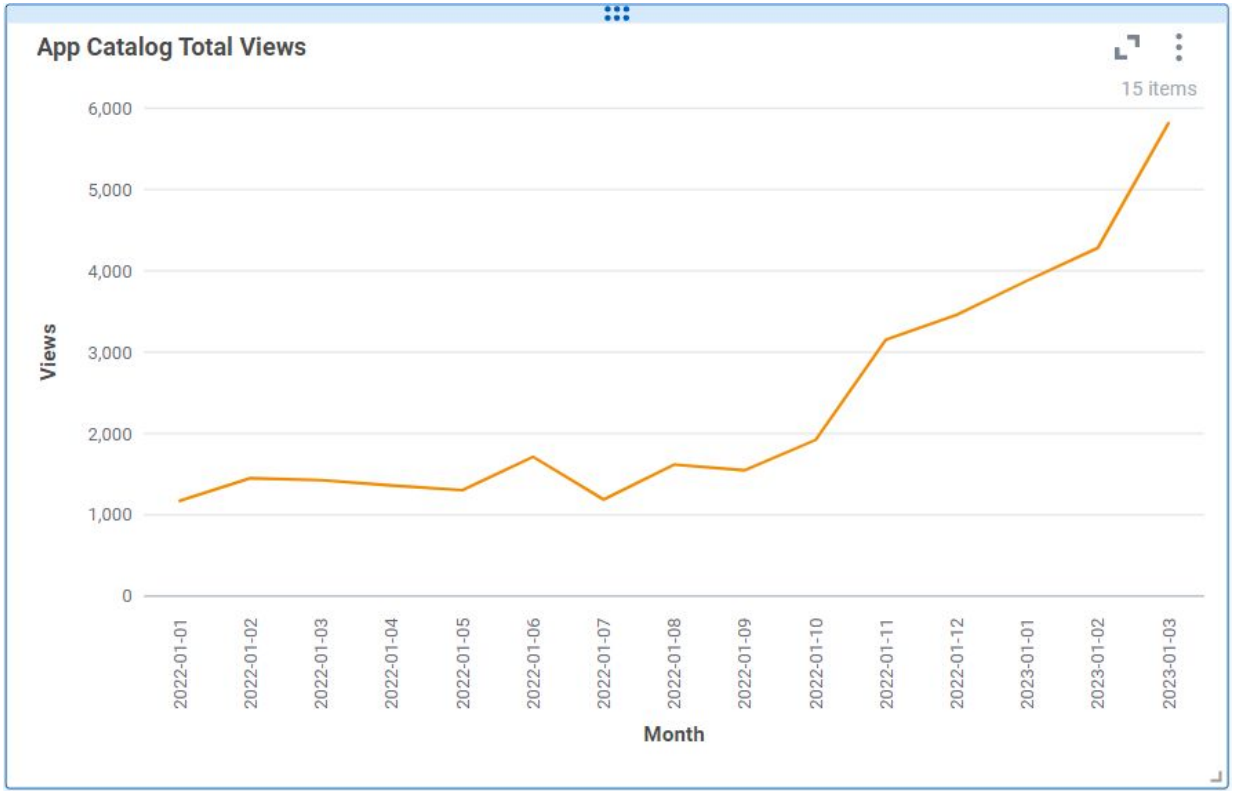
Workday APP Catalog Stats



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App Catalog

Find the app you need to tackle your unique business needs or to learn best practices for building with Workday Extend technology. If you're just beginning your Extend journey, see **Learn** > **Tutorials**.

Showing 31 of 31 apps

Purpose
- [ ] Learning
- [ ] Template
- [ ] Packaged Solution

Technology
- [ ] Presentation
- [ ] Model
- [ ] Orchestration
- [ ] People Experience
- [ ] Graph API
- [ ] 3rd-Party APIs
- [ ] 3rd-Party Technology

Type
- [ ] Workday App
- [ ] External App
- [ ] Automation

Search for an app by title or description.

Vehicle Registration

Allow employees to register their car according to their location. Includes translations, and powered by Workday Graph API.

Presentation | Model | Graph API | Template | Workday App

View App →

Create Spot Bonus

Create Spot Bonuses using a single API request from Orchestrate. Powered by Workday Graph API.

Orchestration | Graph API | Template | Automation

View App →

Help Case Creation

Build a custom Workday UI to facilitate creation of Workday Help Cases.

Presentation | Model | People Experience | Template | Workday App

View App →

Custom Workday Today Card

Build a Workday Today Card that dynamically displays details of the Performance Review process to a Worker based on their attributes.

Orchestration | People Experience | Learning | Workday App

View App →

Project Forecasting

Update and review weekly and monthly Resource Forecasts for multiple projects at once.

Presentation | Model | Orchestration | Template | Workday App

View App →

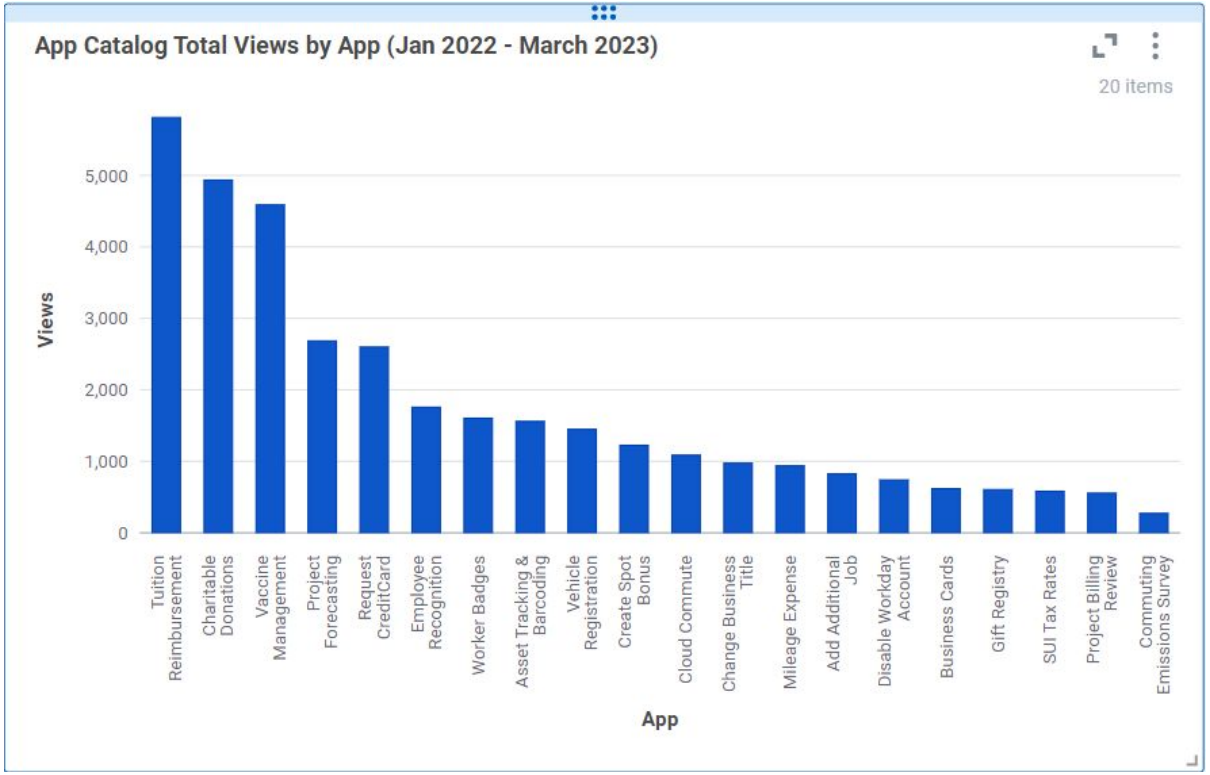
Commuting Emissions Survey

Track employee commute and remote work details, preferences, and plans

Presentation | Model | Packaged Solution | Workday App

View App →

Workday APP Catalog Stats



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Browse All Partner Solutions

Showing 12 of 27 solutions

Products

- [ ] Financial Management
- [ ] Human Capital Management
- [ ] Enterprise Planning
- [ ] Spend Management
- [ ] Talent Management
- [ ] Payroll and Workforce Management
- [ ] Analytics and Reporting
- [ ] Student
- [ ] Professional Services Automation
- [ ] Platform and Product Extensions

Industries

- [ ] Communications
- [ ] Consumer Goods
- [ ] Education
- [ ] Energy & Utilities
- [ ] Financial Services
- [ ] Healthcare
- [ ] Hospitality
- [ ] Life Sciences
- [ ] Manufacturing
- [ ] Non-Profit
- [ ] Other
- [ ] Professional & Business Services

Search for a solution, a Workday product, or an industry

Event Spend Request Form
from Invisors LLC

P11D Application
from PwC

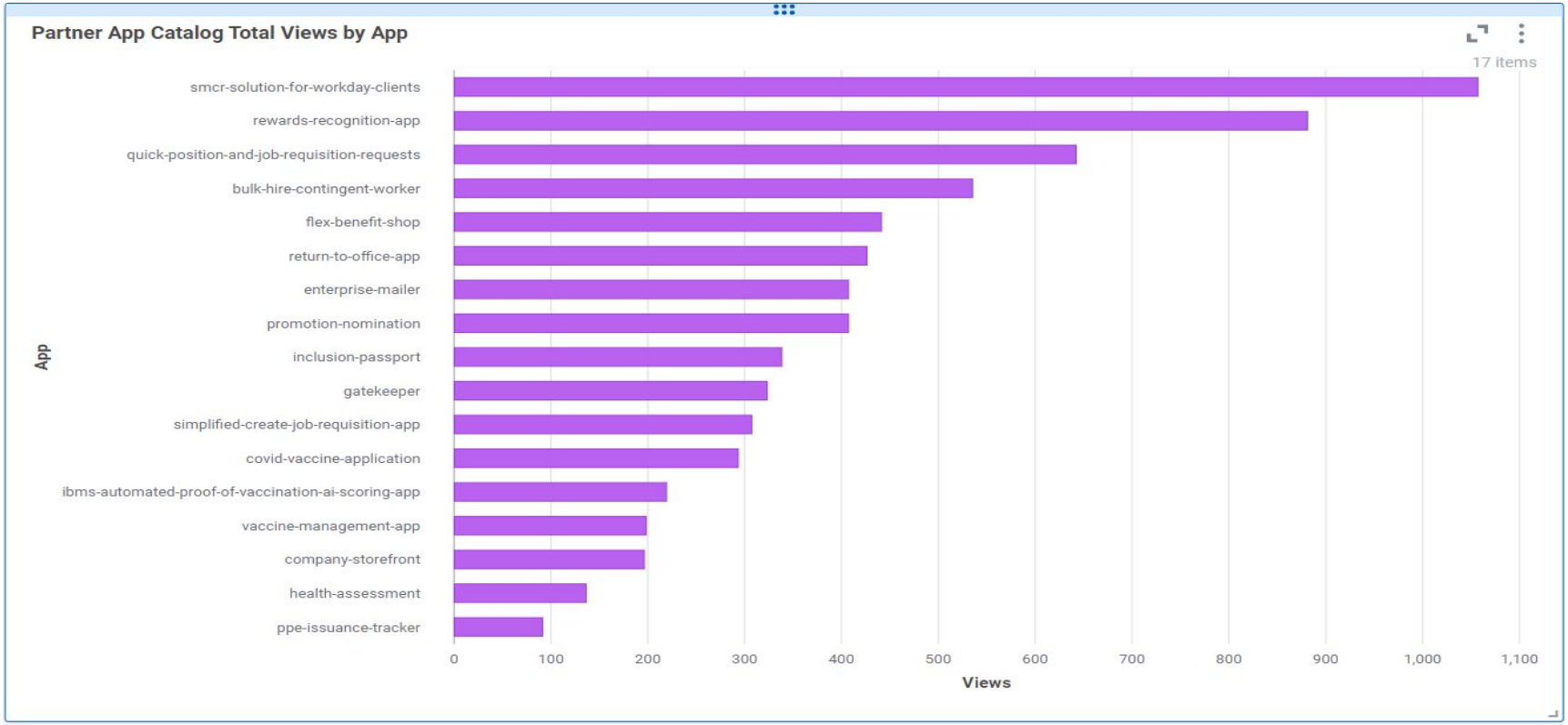
Employee Document Management
from Kainos

Payment Intercept
from Accenture

Document Tags
from PwC

Licensing and Credentialing Management
from Intecrowd

Partner APP Catalog Stats



https://developer.workday.com/gallery

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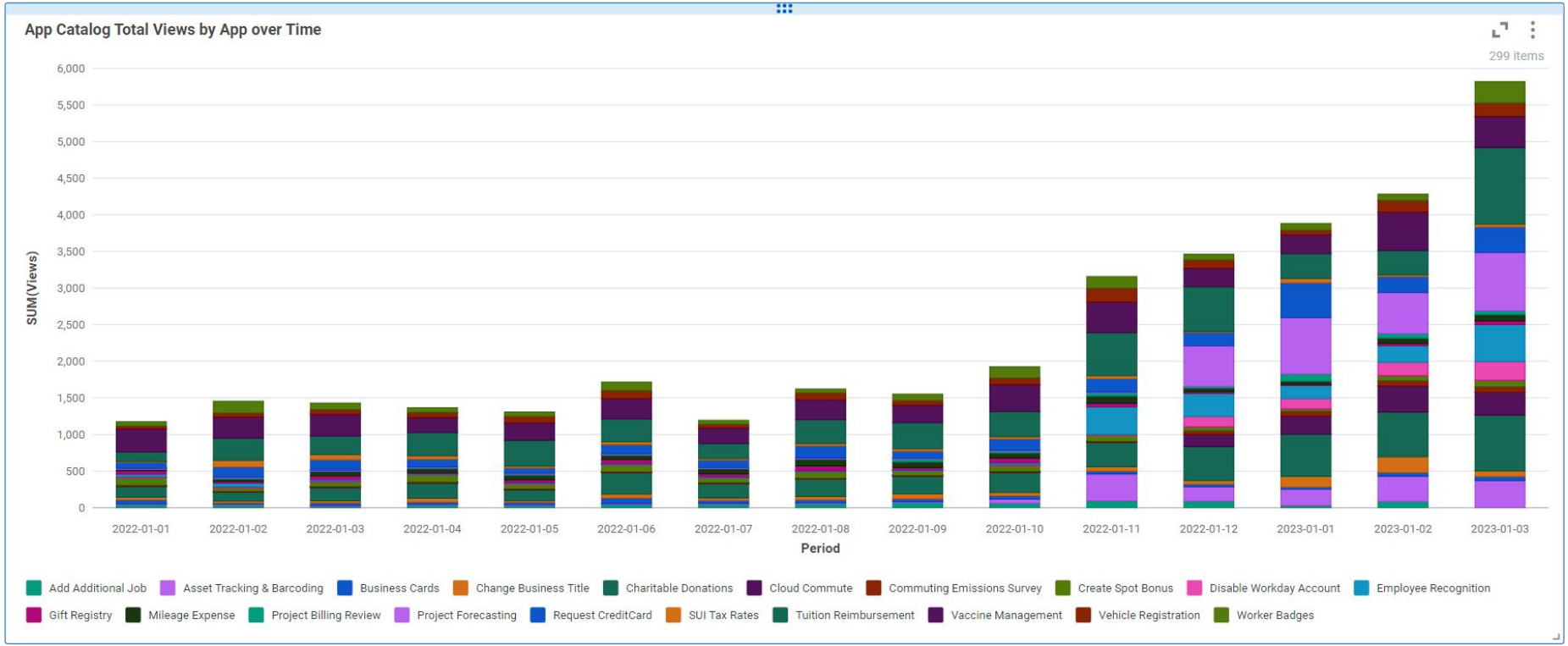
Workday APP Catalog Stats



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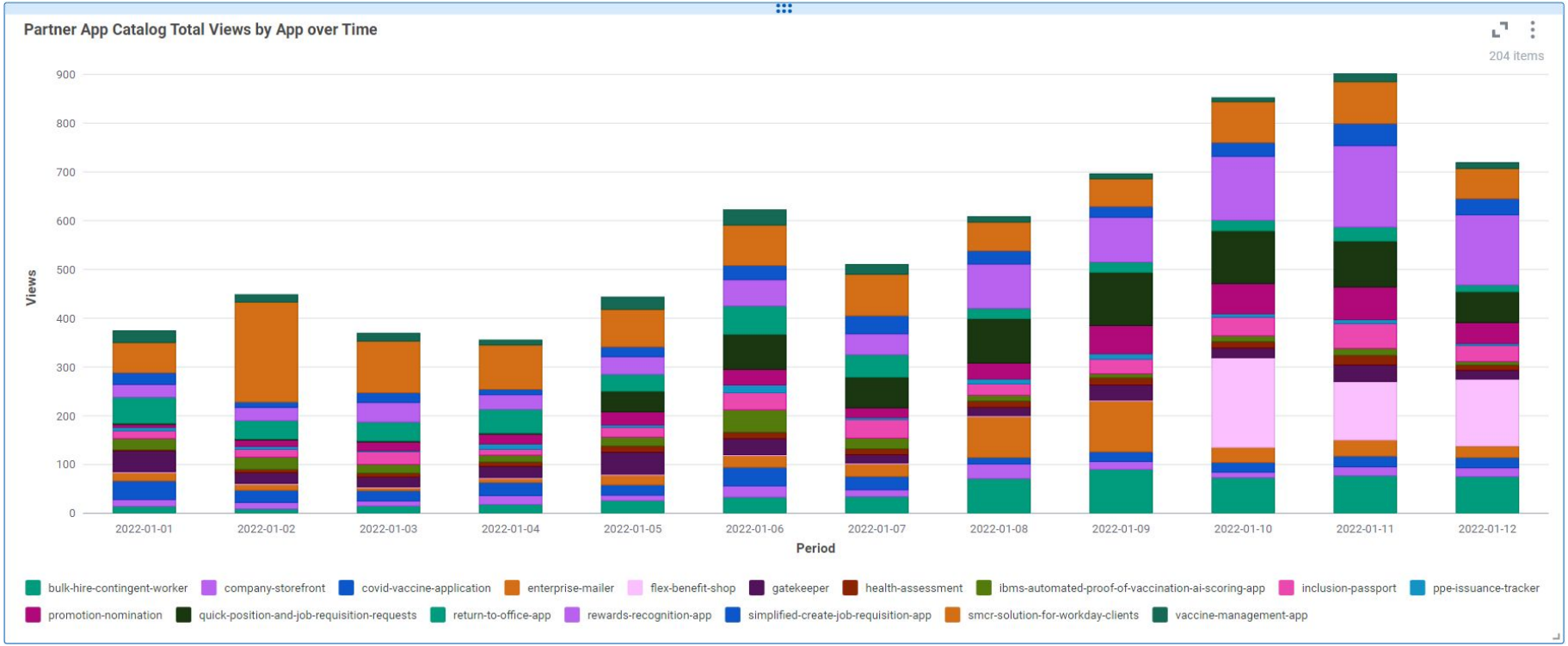

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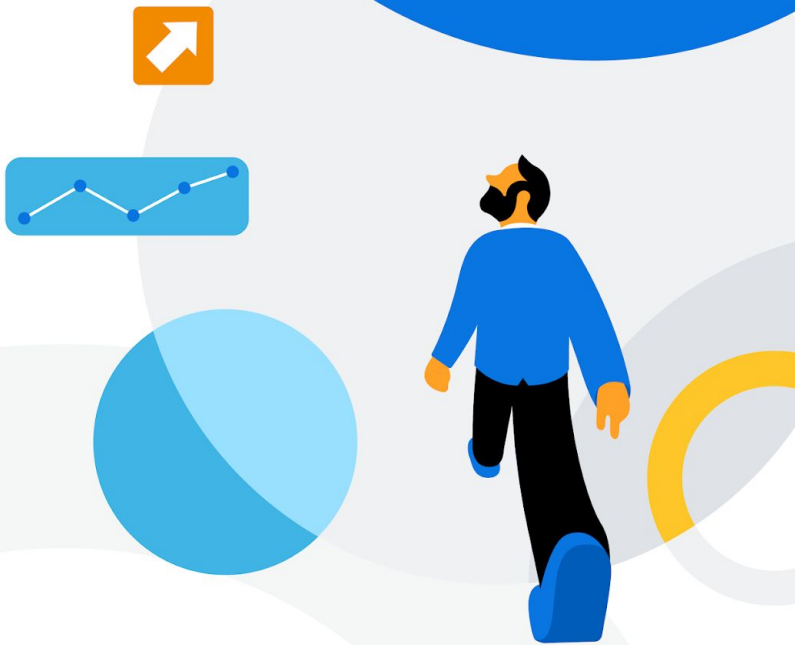
Summary

Solve unique business needs or Streamline existing Processes

Decrease dependency on external systems.

Respond with agility

User Experience

Questions?

Thank you