

UST's approach to Workday

WHITEPAPER

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innovation

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Table of contents

- Introduction 3
- Strategy: How UST Aligns Workday with Business Goals 3
- Implementation: Empowering People and Processes 6
- Outcomes: Real-World Success Stories 7
- Conclusion: The Path Forward 9

Introduction

UST has been on a transformative journey for over two decades, evolving from a technology partner to a catalyst for organizational growth and innovation. Founded on the principles of humility, humanity, and integrity, UST has consistently prioritized creating meaningful change for its clients and communities. Through this journey, we have embraced adaptability and innovation, ensuring our solutions address today's challenges and prepare businesses for tomorrow's opportunities.

Every decision we make is built on the foundation of our REST principles—reduce Risk, Enhance Experience, Improve Speed, and Promote Transparency—ensuring our strategies align with our clients' unique needs. REST is more than a framework; it's a commitment to delivering secure, user-centric, and efficient solutions that empower businesses to thrive in dynamic environments.

At the heart of our mission is a steadfast belief in technology's potential to drive agility and innovation. This vision finds a natural partner in Workday, a platform designed to enhance operational efficiency and foster strategic agility. UST leverages Workday as an enabler of transformation, aligning its capabilities with our clients' digital goals. By integrating Workday into our methodology, we unlock new possibilities for organizations, empowering them to optimize processes, make data-driven decisions, and adapt seamlessly to change.

For UST, Workday represents more than a software solution—it is a cornerstone of our strategy to build resilient, innovative, and people-focused workplaces. Through this partnership, we help organizations harness the full potential of technology, ensuring they are prepared for the future and positioned to lead it.

Strategy: How UST Aligns Workday with Business Goals

At UST, strategy and execution converge under the guiding framework of the REST principles. These principles are not merely ideals; they are the bedrock of our approach to Workday implementations, ensuring that every decision delivers measurable value while aligning with the broader business goals of our clients.

REST PRINCIPLES IN ACTION

Our strategy starts with reducing risk. When implementing Workday, we meticulously design processes and configurations to safeguard sensitive data, ensure compliance with industry standards, and build robust, secure systems. By employing predictive analytics, we help organizations identify potential vulnerabilities in their workflows or employee engagement patterns, allowing for proactive intervention before issues escalate.

From this foundation, we build and enhance the user experience. Workday's intuitive design and UST's customized configurations create seamless, user-centric environments where

employees can engage with tools tailored to their needs. For instance, self-service portals empower employees to manage benefits and track career progression independently, fostering a sense of ownership and satisfaction.

From here, we aim to improve speed and drive efficiency without sacrificing quality. By automating repetitive processes like payroll adjustments or compliance audits, Workday implementations managed by UST free up resources for strategic initiatives. Finally, promoting transparency involves integrating real-time analytics into every level of the organization, ensuring leaders and employees can access actionable insights when and where they need them.

ROBUST INTEGRATIONS FOR BUSINESS ENABLEMENT

Scalability and efficiency are the hallmarks of a successful Workday implementation. We amplify these capabilities at UST by integrating Workday with advanced tools like Microsoft Fabric. This integration enables organizations to consolidate and analyze data at scale, offering a unified view of operations that simplifies decision-making.

Microsoft Fabric's data consolidation capabilities complement Workday's analytics, allowing HR and finance teams to cross-reference performance data, budget metrics, and employee engagement trends. These insights lead to informed, strategic decisions that drive business growth.

Artificial intelligence (AI) and automation play pivotal roles in enhancing scalability. Through Workday's AI-powered features, UST enables clients to streamline talent management, from matching candidates to roles using predictive analytics to automating onboarding processes. These innovations reduce operational costs and accelerate time-to-value, ensuring organizations can adapt swiftly in fast-changing markets.



SECURITY TAILORED FOR WORKDAY

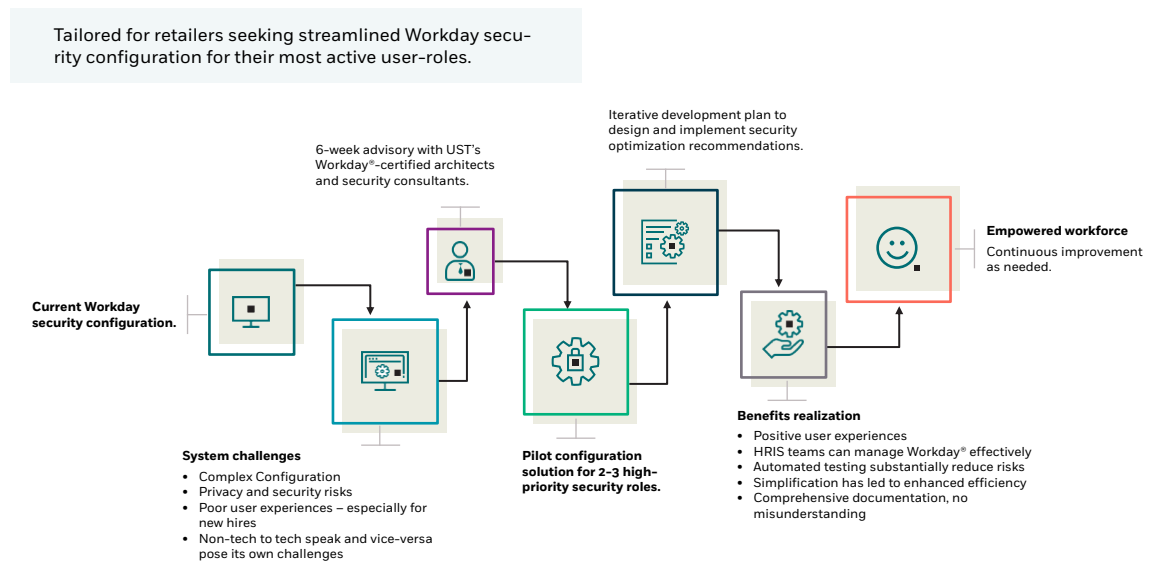
In a digital-first world, security is non-negotiable. To complement Workday's inherent security features, UST integrates its proprietary SecureMap solution. SecureMap enhances data protection and access management, ensuring employee information and organizational data are safeguarded against evolving threats.

By simplifying complex security configurations, SecureMap reduces the risk of misconfigurations that could lead to data breaches. For instance, automated policy checks validate compliance with regulations like GDPR and HIPAA, ensuring alignment without manual overhead. These features help organizations maintain regulatory compliance while fostering employee trust in handling their data.

SecureMap's real-time adaptability is a game-changer for organizations using Workday. Live monitoring of access patterns and system activity allows security teams to respond to unusual behavior immediately. If unexpected login attempts from unfamiliar locations are detected, SecureMap alerts administrators, enabling swift action to mitigate potential risks.

The outcomes speak for themselves: enhanced compliance, reduced security risks, and a more resilient organizational framework. By aligning SecureMap's capabilities with Workday's deployment, UST delivers robust security solutions and is deeply integrated into the organization's operational fabric.

Optimization journey with UST SecureMap for Workday®



Implementation: Empowering People and Processes

The success of any digital transformation lies not just in the technology deployed but in the people and processes that bring it to life. At UST, we believe empowering individuals and fostering a collaborative culture is as critical as the tools themselves. This philosophy drives our approach to implementing Workday, ensuring a smooth transition that sets organizations up for sustained success.

CHANGE MANAGEMENT EXCELLENCE

Change is inevitable, but managing it effectively separates thriving organizations from those that struggle. UST excels at driving change management by addressing the human side of transformation. Every Workday implementation begins with a tailored plan designed to guide employees through the transition with confidence and clarity.

Key to this success is role-specific training. Rather than taking a one-size-fits-all approach, UST designs training sessions that focus on the unique needs of each role within an organization. HR teams, for example, learn to navigate Workday's talent management tools, while finance teams dive into its analytics and reporting capabilities. This targeted approach ensures that every employee is equipped with the skills they need to excel in their specific functions.

Phased rollouts further enhance the implementation process. By introducing Workday features incrementally, UST minimizes disruptions while allowing teams to acclimate at their own pace. This measured approach fosters buy-in at every level, ensuring employees feel supported rather than overwhelmed. Complementing this is a robust system of proactive communication—regular updates, feedback loops, and clear timelines keep everyone informed and engaged throughout the process.

Continuous support is another pillar of UST's change management strategy. Whether addressing technical questions or providing ongoing training resources, UST ensures employees always have access to the help they need. This commitment to support doesn't end after the initial implementation; it extends into the long term, fostering a culture of continuous improvement.

EMPLOYEE EMPOWERMENT THROUGH TECHNOLOGY

Empowering employees begins with giving them intuitive, effective, and adaptable tools. Workday's personalized dashboards, configured by UST, provide each user with a tailored interface that streamlines their daily tasks. By displaying only the most relevant tools and metrics, these dashboards make it easier for employees to focus on what matters most.

Self-service portals further enhance empowerment by placing control directly in the hands of employees. Whether updating personal information, selecting benefits, or tracking career development goals, these portals eliminate unnecessary dependencies on HR teams, fostering autonomy and engagement. Employees feel more in control of their professional journey, which translates to higher satisfaction and productivity.

The integration of real-time analytics ensures employees and managers alike have access to actionable insights. For instance, employees can track their performance metrics to identify areas for improvement, while managers can use analytics to monitor team dynamics and proactively address challenges. By aligning technology with individual and organizational goals, UST ensures employees are equipped to succeed and motivated to contribute meaningfully to their organizations.

LEADERSHIP COMMITMENT

Behind every successful Workday implementation is a leadership team committed to fostering a culture of collaboration and innovation. At UST, leadership involvement is a cornerstone of our implementation strategy. Senior leaders actively participate in shaping the project's direction, ensuring alignment with the organization's vision and goals.

This commitment begins with buy-in from the top. UST's leaders understand that their engagement sets the tone for the rest of the organization. By attending training sessions, exploring Workday's features firsthand, and championing the implementation process, they demonstrate their dedication to the platform's success. This visible support builds trust among employees, encouraging them to embrace the change.

UST's leadership also emphasizes the importance of culture in driving project success. Collaborative decision-making and transparent communication are embedded into every phase of the implementation. Regular governance meetings provide a platform for leaders and stakeholders to discuss progress, address challenges, and celebrate milestones, reinforcing a shared sense of purpose.

In one recent Workday deployment, UST's leadership facilitated cross-departmental collaboration by encouraging open dialogue and knowledge-sharing. This approach resolved challenges more efficiently and fostered a sense of unity across the organization. Employees felt heard and valued, translating into higher engagement and smoother adoption of Workday's features.

Outcomes: Real-World Success Stories

The true measure of any implementation lies in the outcomes it delivers. For UST, success isn't just about deploying Workday—it's about creating tangible, measurable improvements that empower organizations to thrive. By aligning Workday's capabilities with strategic goals, UST has delivered exceptional results across industries, transforming businesses' operations.

QUANTIFIABLE SUCCESS METRICS

At UST, success is not just ambiguous statements, our platform's effectiveness and adoption is quantifiable. One key achievement is UST's ability to drive rapid adoption rates. In a recent deployment, 70% of employees were actively using Workday within six weeks of its rollout, reaching 90% globally soon after. This rapid uptake is a testament to UST's tailored training programs, phased rollouts, and change management strategies.

Workday’s impact can also be seen through improvements in hiring processes. Leveraging Workday’s recruitment tools, UST helped one client increase candidate engagement by 40%. This translated into shorter time-to-hire, a higher quality of new hires, and an overall improvement in the recruitment experience for both candidates and hiring managers.

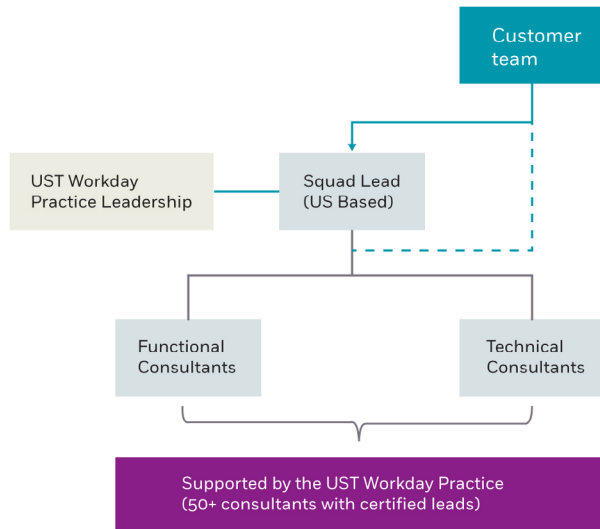
CASE STUDIES: REAL-WORLD SUCCESS

Organizations that have partnered with UST to achieve transformative results:

Healthcare Industry: UST designed a customized onboarding process for a leading healthcare organization that reduced onboarding time by 30%. By creating a seamless experience for new hires, the implementation accelerated time-to-productivity and boosted overall employee morale. New hires reported feeling more connected to the organization and its culture, which improved retention rates and engagement from day one.

Financial Services: In the fast-paced world of financial services, real-time data is critical for making informed decisions. UST’s Workday implementation empowered one client to harness advanced analytics, providing leaders with actionable employee performance and engagement insights. This data-driven approach enabled the organization to proactively address challenges, optimize team dynamics, and align workforce strategies with business goals.

UST squad model overview



Market Research: Implementing UST’s Squad Model brought significant cost savings for a prominent market research firm. By aligning support resources with the client’s fluctuating needs, the firm achieved up to a 50% reduction in ongoing Workday support costs. This flexible, scalable approach reduced expenses and ensured the organization could adapt quickly to new challenges and opportunities.

IMPACT HIGHLIGHTS

The broader impact of UST's Workday implementations is clear. Our flexible and scalable support models ensure clients can tailor resources to their unique needs, reducing costs while maintaining high-quality outcomes. Clients adopting the Squad Model have consistently reported significant savings without sacrificing operational efficiency.

Employee satisfaction has also emerged as a key outcome. Whether through personalized dashboards, self-service portals, or real-time analytics, UST ensures employees feel empowered and equipped to succeed. This focus on engagement drives operational efficiency, as motivated employees are more productive, innovative, and aligned with organizational goals.

Conclusion: The Path Forward

UST's approach to Workday is more than just technology deployment—it's a transformative journey rooted in a deep understanding of people, processes, and business goals.

By prioritizing a human-centric methodology, UST ensures that every Workday implementation goes beyond delivering functionality to fostering agility, innovation, and empowerment across the organization.

Throughout each project, UST's guiding principles—Reduce Risk, Enhance Experience, Improve Speed, and Promote Transparency—shape strategies that are as secure as they are effective. Workday's capabilities are seamlessly integrated into this framework, providing organizations with tools to adapt to evolving challenges, unlock new efficiencies, and empower employees at every level. From streamlined onboarding processes that improve morale to real-time analytics that drive strategic decisions, UST consistently delivers outcomes that position its clients for long-term success.

The UST advantage lies in our ability to blend technology with strategy, tailoring every solution to meet our client's unique needs. Workday becomes more than just a platform—it becomes a catalyst for creating resilient, innovative workplaces where employees thrive, and businesses excel.

Now is the time to harness your organization's full potential with a Workday implementation tailored by UST. Whether you're looking to drive operational efficiency, empower your workforce, or unlock new growth opportunities, UST offers the expertise and support to guide you every step of the way.

We invite you to partner with UST to explore how our personalized strategies and solutions can transform your organization. Together, we can create a foundation for sustainable success, empowering you to navigate today's challenges and seize tomorrow's opportunities. Let UST show you the path forward with Workday.

Together, we build for boundless impact

Since 1999, UST has worked side by side with the world's best companies to make a powerful impact through transformation. Powered by technology, inspired by people, and led by our purpose, we partner with our clients from design to operation. Our digital solutions, proprietary platforms, engineering, R&D, products, and innovation ecosystem turn core challenges into impactful, disruptive solutions. With deep industry knowledge and a future-ready mindset, we infuse expertise, innovation, and agility into our clients' organizations—delivering measurable value and positive lasting change for them, their customers, and communities around the world. Together, with 30,000+ employees in 30+ countries, we build for boundless impact—touching billions of lives in the process.

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