

Application Services Product Definitions

Core Product

Org Design means a license of the Software that allows the Customer to undertake detailed modeling of future structures at the position level. The Customer can create, save, and collaborate on structural change scenarios that reflect the future-state design of the organization and can understand the difference between the designed organization and the starting baseline. The Customer may have access to configurations and customized packs that facilitate the mapping of talent into proposed structures, and provide the capability to incorporate organic changes from 'actuals' data into the future state designs.

Org Insights means a license of the Software that allows the Customer to input internal employee, contractor and role Customer Data from any source (save from a third party licensed dataset) to build a current-state view of the organization, which can be refreshed and updated on a recurring basis, of the Customer's organization that. The license allows the Customer to conduct ongoing analysis, generate insights and monitor organizational changes over time and includes access to visualizations and configuration tools help teams identify structural anomalies, inconsistencies, and opportunities for change. The Customer may also utilise the license to set static targets, goals or criteria to evaluate the Organisation against. The Customer is not permitted to undertake detailed modelling of future structures at the position level.

Modules

Activity & Process means the ability for the Customer to append activity and process data to the Customer's people or position data, or if required by the Customer, uploaded as a separate file into the Tenant. The Customer may undertake analysis of work execution, distribution and related costs. Further, the Customer has the option to utilize Orgvue survey functionality to capture input from employees or managers on what work is conducted by individuals or teams.



Advanced Tracking means a module of the Software that provides the Customer with the ability to track the evolution of its organization by tracking changes over time at aggregate (e.g. role groups, locations) and position-level. This enables the Customer to track month-to-month key performance indicators against aggregate targets set by the Customer within the module.

Custom Comparative Insights allows the Customer to create and use a set of customized benchmarks drawn from their own data sources, or to conduct analysis across multiple datasets.

External Benchmarking means the ability to augment insight of the internal Customer Data with data sourced or licensed externally from third parties. The Customer may map external data into Orgvue in order to conduct comparative organizational analysis using external datasets, e.g. labor market intelligence, compensation benchmarks, allowing for the enhancement of internal insights with market-relevant comparisons.

Henshaw means access to the Supplier's AI Services ("Henshaw Services"), the particular module will be included on the Order Form.

High Level Org-Modelling means the ability for the Customer to aggregate modeling of its workforce based on a set of categories or drivers, applying high-level assumptions or drivers to aggregated 'groups' to understand overall impact.

Orgvue Benchmarks allows Customers to compare their organization across 17+ organization design metrics, such as spans of control, layers, and managerial ratios, using Orgvue's benchmarking analytics, Customers can visualise how their metrics compare against other organisations of a similar size or industry across key functions.

People Planning means the ability for the Customer to undertake succession, leadership, and/or promotion planning by capturing intended people moves across a single or multiple time horizon utilizing templates, solutions and interfaces configured to support the Customer's individual requirements.

Position Planning means the ability for the Customer to undertake on-going reviews of position structures against budgets or plans and supports ongoing management of positions, development and maintenance of a position level plan. The Customer will have the right to utilize templates, solutions and interfaces configured to support the Customer's individual requirements.



Skills & Competencies means the ability for the Customer to append internal skills data to the Customer's people or position data, or if required by the Customer, uploaded as a separate file into the Tenant. The Customer may undertake assessments and other analysis of the capabilities or skills of its workforce. Further, the Customer has the option to utilize Orgvue survey functionality to capture input from employees or managers on internal skills and proficiency levels and access to activity and competency surveys.

Strategic Workforce Planning means a module of the Software that provides the Customer with the ability to undertake role cluster modeling of future workforce supply and demand based on internal and business drivers. The Customer shall have the ability to assess projected position demands and forecast areas where supply may not meet its requirements, allowing the Customer to undertake proactive steps to de-risk its position.

Success Package(s) means a package of fixed support hours per calendar month provided by Orgvue to accelerate and maximise the Customer's value from the Orgvue Platform, as more particularly set out in the table below.

Survey Capability means the ability for the Customer to create and send the Supplier-generated surveys related to activities or competencies to a population, and for the recipients to return their responses via a link received through email. The Survey Capability allows customers to see and utilize completed survey data in the Orgvue Platform. Either the Activity & Process or Skills & Competencies module is required to utilize the Survey Capability.

Technical Enhancements means access to custom ABAC security, SCIM, API key access, and upcoming BYOK (2026). This module allows the Customer to address enhanced integration and security requirements beyond standard offerings.



Ongoing Support Options

Orgvue offers multiple support options to ensure continued success

	Bronze	Silver	Gold	Platinum
<i>Recommended Option if</i>	<ul style="list-style-type: none"> • Solution is standard and does not require configuration • Builders have time and capability to support users 	<ul style="list-style-type: none"> • Solution has limited configuration • Builders have time and capability to support user base • Builder requires specific help with more advanced configuration updates 	<ul style="list-style-type: none"> • Solution has a more complex configuration with on-going updates required • Builders are building capability • Builders need support running scheduled tasks or training users 	<ul style="list-style-type: none"> • Solution is highly complex • There is high on-going demand from users
Service in Scope	<ul style="list-style-type: none"> ✓ Builder support through bi-weekly check-ins with a Customer Success Manager ✓ Focus on building core capability 	<ul style="list-style-type: none"> ✓ Bronze + ✓ Additional center of excellence (CoE) training ✓ Custom Gizmo support ✓ Annual Gizmo training (Group) ✓ Tailoring additional solutions 	<ul style="list-style-type: none"> ✓ Silver + ✓ Data upload and refresh support ✓ End user training 	<ul style="list-style-type: none"> ✓ Gold + ✓ End user drop in session support
Builder Effort Level	High	Medium	Low	Low
Exec Alignment		Annual	Bi-Annual	Quarterly
Product Alignment		Roadmap alignments sessions	Roadmap alignments sessions Access to beta features	Roadmap alignments sessions Access to beta features
Orgvue Support	0.5 Days / Month*	1 Day / Month	3 Days / Month	5 Days / Month



* Bronze Orgvue Support hours will be carried through to all paid success packages