



## WalkMe Supports the Acceleration of NEC's Corporate Digital Transformation by Advancing Digital Experiences and Improving Work Efficiency of Employees

September 6, 2023

***NEC implements WalkMe on its purchasing, procurement, and customer management systems; sees 75% reduction in support tickets across the company***

**SAN FRANCISCO –September 6, 2023–** [WalkMe Inc.](#) (NASDAQ: WKME), a leading provider of digital adoption solutions, today announced that NEC Corporation has implemented WalkMe to drive the utilization of purchasing, procurement, and customer management systems as a part of its digital transformation initiatives. With WalkMe, NEC has improved business processes with a 75% reduction in employee support tickets, a 70% decrease in returned SAP Ariba submissions – all while boosting employee satisfaction and reducing support staff burden.

NEC is committed to driving comprehensive digital transformation initiatives throughout the organization, customer base, and society as the core for its medium-term management plan for 2025, which aims to deliver value derived from its internal digital transformation efforts to customers. To drive its own digital transformation, NEC is focusing on the digital experience for employees, streamlining its business operations, and building a more employee-friendly work environment.

In order to promote NEC's digital transformation through the improvements of business systems, the company [implemented WalkMe](#) to establish SAP Ariba and Salesforce more effectively. These systems required more proficiency in operation than before, and WalkMe enables correct operation navigation, guidance, and automation.

With WalkMe, SAP Ariba and Salesforce users at NEC receive operational navigation, guidance, and automation with the aim of promoting and establishing the use of these systems through NEC's ongoing digital transformation initiatives. Specifically, WalkMe enables end-users to operate SAP Ariba and Salesforce without the need to read manuals or sit through training sessions as it automatically assists with a portion of user operations.

"Our comprehensive digital transformation goals are a key priority for NEC, and we consider WalkMe as an important part of our digital transformation process," said **Noriaki Seki, Executive Professional of Architecture, Director, Corporate, DX Strategy Office, NEC**. "Enterprises simply cannot overlook the importance of the change management that comes with digital transformation, especially when it comes to employee experience. If employees cannot effectively utilize the technology provided to them, return on investment will not be realized."

"Many enterprises continue to struggle with the aftermath of digital transformation, which is essentially when organizations implement various new technologies without an effective change management strategy for employees," said **Scott Little, Chief Revenue Officer, WalkMe**. "The by-product is something we refer to as 'Software Paralysis,' which is when efficiency and productivity slows or stops because employees cannot absorb or are overwhelmed with the on-ramping of new technologies as well as keeping up with ongoing product updates. We are pleased to be working with NEC as a key part of their digital transformation goals and look forward to supporting their ongoing efforts."

Prior to WalkMe, approximately 10% of NEC's application processes on SAP Ariba and Salesforce resulted in end-user inquiries to the support staff. In addition, more than 20% of all application submissions were sent back because of various errors such as unchecked required items or missing attachments. However, after the implementation of WalkMe, the number of support staff inquiries decreased by 75% and the number of applications being sent back decreased by approximately 70% in a specific application operation. Going forward, NEC will continue to analyze the usage of approximately 1,000 internal systems and consider the application of WalkMe to areas where greater effectiveness can be expected by resolving operational challenges.

For more information, read the case study [here](#).

### About WalkMe

WalkMe's cloud-based digital adoption platform enables organizations to measure, drive and act to ultimately accelerate their digital transformations and better realize the value of their software investments. Our platform leverages proprietary technology to provide visibility to an organization's Chief Information Officer and business leaders, while improving user experience, productivity and efficiency for employees and customers. Alongside walkthroughs and third-party integration capabilities, our platform can be customized to fit an organization's needs.

### SpecialNote RegardingForward-LookingStatements:

This press release contains forward-looking statements within the meaning of the Private Securities Litigation Reform Act of 1995. We intend such forward-looking statements to be covered by the safe harbor provisions for forward-looking statements contained in Section 27A of the Securities Act of 1933, as amended (the "Securities Act") and Section 21E of the Securities Exchange Act of 1934, as amended (the "Exchange Act"). All statements contained in this press release other than statements of historical fact, including, without limitation, statements regarding the Company's future financial results, including revenue and non-GAAP operating loss guidance, and expectations regarding the company's operations and future profitability are forward-looking statements. The words "believe," "may," "will," "estimate," "potential," "continue," "anticipate," "intend," "expect," "could," "would," "project," "plan," "target," and similar expressions are intended to identify forward-looking statements, though not all forward-looking

statements use these words or expressions. These forward-looking statements are subject to risks, uncertainties and assumptions, some of which are beyond our control. In addition, these forward-looking statements reflect our current views with respect to future events and are not a guarantee of future performance. Actual outcomes may differ materially from the information contained in the forward-looking statements as a result of a number of factors, including, without limitation, the following: our ability to manage our growth effectively, sustain our historical growth rate in the future or achieve or maintain profitability; the impact of adverse macro-economic changes on our business, financial condition and results of operations; the growth and expansion of the markets for our offerings and our ability to adapt and respond effectively to evolving market conditions; our estimates of, and future expectations regarding, our market opportunity; our ability to keep pace with technological and competitive developments and develop or otherwise introduce new products and solutions and enhancements to our existing offerings; our ability to maintain the interoperability of our offerings across devices, operating systems and third-party applications and to maintain and expand our relationships with third-party technology partners; the effects of increased competition in our target markets and our ability to compete effectively; our ability to attract and retain new customers and to expand within our existing customer base; the success of our sales and marketing operations, including our ability to realize efficiencies and reduce customer acquisition costs; our ability to meet the service-level commitments under our customer agreements and the effects on our business if we are unable to do so; our relationships with, and dependence on, various third-party service providers; our ability to maintain and enhance awareness of our brand; our ability to offer high quality customer support; our ability to effectively develop and expand our marketing and sales capabilities; our ability to maintain the sales prices of our offerings and the effects of pricing fluctuations; the sustainability of, and fluctuations in, our gross margin; risks related to our international operations and our ability to expand our international business operations; the effects of currency exchange rate fluctuations on our results of operations; challenges and risks related to our sales and marketing operations, including our ability to consummate acquisitions at our historical rate and at acceptable prices, to enter into other strategic transactions and relationships, and to manage the risks related to these transactions and arrangements; our ability to protect our proprietary technology, or to obtain, maintain, protect and enforce sufficiently broad intellectual property rights therein; our ability to maintain the security and availability of our platform, products and solutions; our ability to comply with current and future legislation and governmental regulations to which we are subject or may become subject in the future; changes in applicable tax law, the stability of effective tax rates and adverse outcomes resulting from examination of our income or other tax returns; risks related to political, economic and security conditions in Israel; the effects of unfavorable conditions in our industry or the global economy or reductions in information technology spending; factors that may affect the future trading prices of our ordinary shares; and other risk factors set forth in the section titled "Risk Factors" in our Annual Report on form 20-F filed with the Securities and Exchange Commission on March 14, 2023, and other documents filed with or furnished to the SEC. These statements reflect management's current expectations regarding future events and operating performance and speak only as of the date of this press release. You should not put undue reliance on any forward-looking statements. Although we believe that the expectations reflected in the forward-looking statements are reasonable, we cannot guarantee that future results, levels of activity, performance and events and circumstances reflected in the forward-looking statements will be achieved or will occur. Except as required by applicable law, we undertake no obligation to update or revise publicly any forward-looking statements, whether as a result of new information, future events or otherwise, after the date on which the statements are made or to reflect the occurrence of unanticipated events.

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