

TENANT MANAGEMENT SERVICES

CORE – PREMIUM PRODUCTION SUPPORT

WHAT IS CORE?

Core is a simple, transparent, subscription-based Workday support solution powered by collaboration, innovation and partnership with you and delivered by full-time Workday-certified experts committed to providing professional and timely solutions.

WHY CHOOSE CORE?

- Dedicated, proactive customer success manager
- Team members fully dedicated to delivering post-go-live services
- Capability to design solutions within your Workday tenant with your team
- 99% customer satisfaction

Get access to Workday experts who will partner with you to ensure you're getting the most out of your Workday investment. We support the entire Workday platform, including payroll and financials. While we work to design solutions around break-fix and minor enhancement requests, we prioritize and seek out opportunities to provide you with knowledge transfer and training so you can become self-sufficient.

WHAT IS INCLUDED IN CORE?

- Access to Workday experts
- Full platform support
- Break-fix and minor enhancements
- Cloud-based request system
- Knowledge transfer/training
- Multiple channel interactions

Your service will include active management, which involves a dedicated resource (a customer success manager) who will proactively partner with your employees to ensure our services and delivery exceed their expectations.

HOW DOES CORE WORK?

Packages are tailor-made to fit each customer's unique needs. Customers can choose from four service levels, with a monthly, quarterly or annual subscription.



SUBSCRIPTION BASED

Monthly, Quarterly, Annually



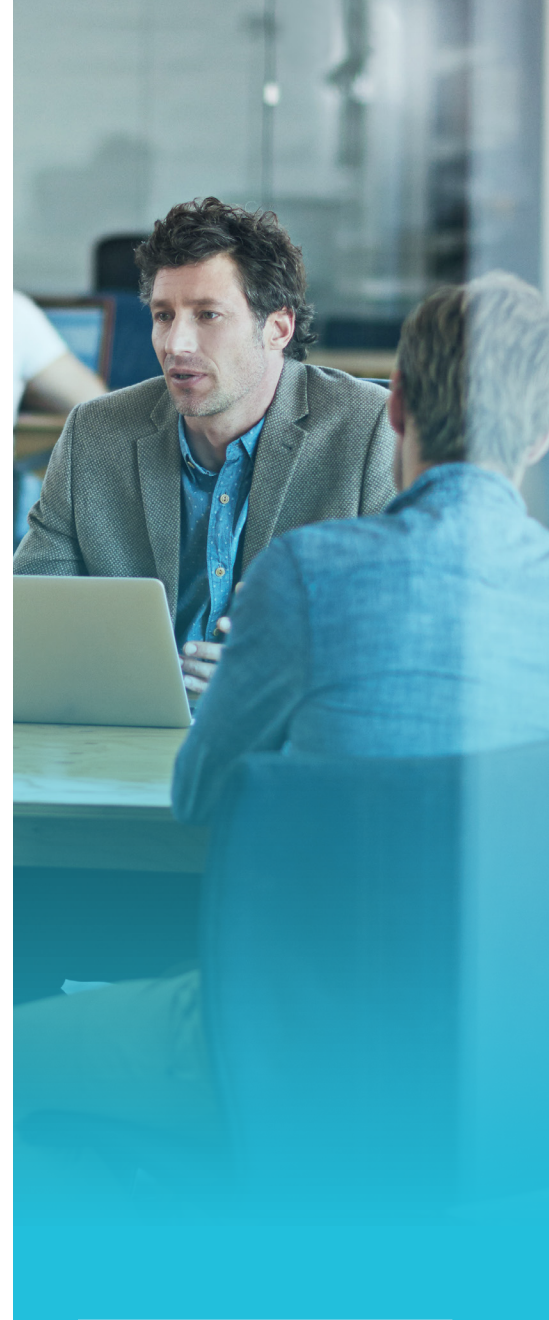
HOURS

Subscribe based on your needs
Carryover is standard



SERVICE LEVEL

Bronze, Silver, Gold and Platinum



If it's live in your production tenant, we support it.

For more information, please contact us at:

TMS-sales@digital.mercer.com