

CORE – PREMIUM PRODUCTION SUPPORT

MERCER TENANT MANAGEMENT SERVICES

Mercer offers Core as a Tenant Management Services solution that provides the backup support your team needs. It is a subscription-based, collaborative service delivered by full-time, Workday-certified experts. Core special operations team members are dedicated to delivering post-go-live services. Partnering with your staff, Core team members can provide full platform support when and how you need it. They can design solutions within your Workday tenant to address your specific needs, so you can get the most from your Workday investment. Core's proactive partnership approach is tailored to fit your Workday needs and provides the peace of mind and support you crave.

WHY CHOOSE CORE?



Assurance that experienced, Workday-certified experts will answer questions, collaborate on solutions to problems and proactively manage Sandbox refreshes so you don't lose work



Support for the entire Workday platform, including payroll and financials



Solutions for break-fix and minor enhancement requests



Opportunities for knowledge transfer and training, empowering your team



A dedicated customer success manager, ensuring core exceeds expectations and giving you one point of contact



Ongoing monitoring of your tenant activity and performance metrics to alert you to unusual activity and verify your tenant performance in critical areas



99% customer satisfaction

COULD YOUR ORGANIZATION BENEFIT FROM CORE?

- Do you need a backup support team available in case something breaks?
- Do you intend to make minor tweaks to improve the user experience or Workday's utility but lack the staff?
- Are you planning for major improvements or changes in the system but find a scarcity of talent with the technical experience necessary?
- Are you concerned that "you don't know what you don't know" in terms of your tenant activity and performance metrics?

Time and again, clients tell us they lack the talent, time and expertise to get the most from their Workday investment. Mercer can help.



CORE'S FLEXIBLE AND SIMPLE PRICING MODEL

Workday is the best product in the ecosystem, with the highest customer satisfaction. If you're not making the most of your Workday investment, put your Mercer Tenant Management Services – Core package in place now to optimize the return on your investment.

- Four service levels to ensure the resources you need are available
- Monthly, quarterly or annual subscriptions to help you manage your budget
- Hours based on your needs; carryover is standard

TALK TO MERCER TODAY!

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