



# Concierge Service

*A personalized, white glove consulting experience*

Hotel Concierges are known for being intelligent, observant and proactive, anticipating needs and making tailored recommendations. Digital Cues' Consulting Concierges are all this... and more.

When you choose the Concierge Service, you will be partnered with a personal Concierge who is dedicated to your success; a trusted advisor in your Workday HCM journey, providing an exceptional customer experience and surpassing expectations.

Our consulting team brings deep domain expertise in the best practices and functionality associated with Phase X projects, customization and support. Your Concierge will not only offer product expertise but will take a strategic and solution-driven approach to every engagement. With more than 10 years of Workday experience, your Concierge will become your go-to expert and someone you will rely on for advice and guidance at every turn.

At Digital Cues, we believe that the end of your implementation is just the first step in your journey and not the end of your access to the dedicated, expert support you need to continually advance your solution. Our simple, flexible Concierge Service is designed to meet your needs today and in the future. As your organization's needs expand or change, your Concierge will be with you each step of the way. You can purchase consulting time in advance or as you need it, whether you have a multi-week project or a quick question.

## Opportunities

### Cloud Advisory

- ◇ Optimization assessments
- ◇ Strategic roadmap consulting
- ◇ Change management program
- ◇ Technical consulting
- ◇ Functional consulting
- ◇ Training / education
- ◇ Best practices
- ◇ Creation of documentation linking functionality with processes

### Phase X Projects

- ◇ Data conversions
- ◇ Integration development
- ◇ Process configuration
- ◇ Testing, cutover planning and execution

### Application Management Services (AMS)

- ◇ Tenant and release management
- ◇ Integration management
- ◇ Configuration support
- ◇ Workday upgrades and new features

## Benefits

- ◆ **Specialization:** deep domain expertise in Workday HCM
- ◆ **Versatility:** a single service offering covering a wide range of needs
- ◆ **On your terms:** customer-driven determination of hours and timeframe
- ◆ **Dedicated consultant:** intimately familiar with your short and long-term goals
- ◆ **Unrestricted access to experts:** additional resources as needed, based upon subject matter expertise needed to meet your requirements
- ◆ **Reduced scope change management:** no administration required for scope change management as business requirements shift
- ◆ **Budget friendly:** no minimum hours required for purchase, choose the pricing option that best fits your spending plan

## How It Works

One of our Digital Cues Consultants will meet with you to understand your needs allowing you to collectively decide on the right number of hours and the appropriate timeframe for usage. Hours are then prepaid enabling you to immediately engage with your personal Concierge. As time is consumed, ongoing communications will be provided supplying you with status and balance updates. Purchase more hours or select the auto-renewal savings option as you realize the increased value gained from your Workday HCM investment.

To learn more, contact [connect@digitalcues.com](mailto:connect@digitalcues.com) to schedule a no obligation discovery call.

<https://digitalcues.com>