

You're live!

All the hard work of building your customized instance and lifting and shifting your data has paid off, and now you're live on Workday or ServiceNow.

What's next?

Do you have the technical expertise in each of your modules to keep your instance up and running?



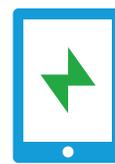
Do you have the budget to hire full-time employees to manage your subscription?



Do you have the needed resources to keep up with your evolving business?



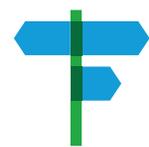
Are you ready to build, test and deploy platform-issued updates?



Do you have a clear line of sight on all maintenance activities, and are you regularly transferring knowledge in the event of turnover?



Do you know where you're going next with this technology and how to optimize your investment?



Consider outsourcing your post-production support.

<https://tiny.cc/ttv3mz>

We can do everything, but we're not one size fits all.

We understand that your configuration is as unique as your needs. That's why we offer a variety of solutions for post-production support.

It's about the time invested. We can focus more on the business and allow Mercer to take the workload off of us, and we can focus on what we need to do.

Karen Jacobsen, Senior HRIS Analyst,
Badger Meter

Application Management Support

Your team may need help processing tasks, troubleshooting issues and becoming experts in their module so that they're equipped to embrace Workday's or ServiceNow's ever-developing innovations. Our aim is to be your long-term partner, ensuring your goals are met and your expectations are exceeded.

Empower

We better prepare your team to use the full potential of your investment by training them to maximize Workday's or ServiceNow's ROI in the functional areas you have enabled. Mercer's Digital Solutions consultants will gauge your team's skills and train against gaps, creating a deep knowledge base for future operations.

Optimize

A holistic review of your environment(s) and all its functional areas ensures you're making the most of your business investment in Workday or ServiceNow by using the system's full capabilities. We provide contextual tenant review within your business and industry, with corresponding recommendations and a roadmap to alleviate inefficiencies in tenant transactions that delay completion of essential business flows; structural issues in security and organizational setups; high-risk functional configurations that lead to data integrity issues and an excessive need for manual maintenance; and more.