Workday Cloud Consulting & Delivery Support Service

G-Cloud 15 – Lot 3: Cloud Support

Supplier: **Focus Cloud Group (Cognitive)**
Technologies: **Workday | Workday Cloud Platform**
Date:
Contact:
Website: https://www.focuscloudgroup.org

Service Overview

This service is designed to support public sector organisations that require flexible, specialist Workday expertise to deliver, stabilise or optimise Workday Cloud programmes. It is particularly suited to organisations that need additional delivery capacity, independent expertise, or post-go-live support alongside existing internal teams or system integrators.

> **We deliver advisory, design, functional and technical expertise, project leadership, and continuous improvement.**

Work is delivered through Statement of Work (SOW) engagements, supporting customers from discovery through delivery, stabilisation and optimisation. Our consultants integrate seamlessly with customer teams and/or system integrators to reduce risk, increase pace and strengthen long-term adoptability of the Workday platform.

This service is suitable for organisations that require:



Programme acceleration or stabilisation



Post-go-live optimisation & backlog management



Release readiness and impact analysis

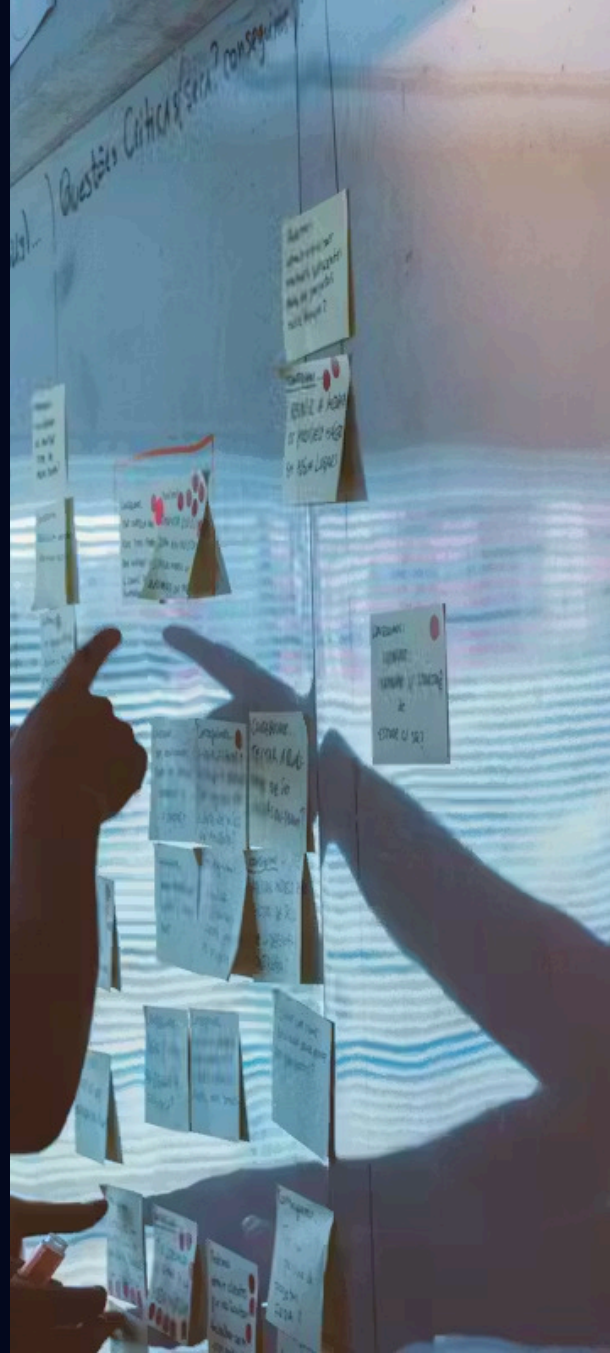


Advisory support on cloud strategy and modernisation

Service Scope in scope

The scope below outlines the activities and capabilities that may be delivered as part of this service. The exact combination of services provided will be agreed and documented within each Statement of Work, based on customer requirements and priorities.

- Cloud strategy and advisory
- Workday solution/architecture design
- Workday functional consulting
- Workday Cloud Platform engineering and cloud modernisation
- Integration design and troubleshooting
- Data migration planning, mapping and validation
- Test management and execution
- Cutover, deployment and hypercare
- Continuous improvement and backlog management
- Release assessment and impact analysis
- Knowledge transfer and capability uplift



Service Features & Benefits

Public sector Workday programmes often require a balance of specialist expertise, delivery assurance and flexibility. This service has been deliberately designed to complement internal teams and existing system integrators, providing targeted Workday expertise where it adds the most value without duplicating roles or introducing unnecessary overhead.

Key Features:

- Expert advisory, design and delivery capability
- Functional and technical consulting
- Programme and project leadership
- Structured documentation and governance
- Knowledge transfer embedded throughout
- Data migration and quality management
- Hypercare and release support
- Backlog triage and enhancement delivery
- Testing strategy and execution

Rather than a fixed, one-size-fits-all delivery model, the service is structured around modular consulting capabilities that can be applied across different stages of the Workday Cloud lifecycle, from early design decisions through to post-go-live optimisation. This allows customers to draw on the right skills at the right time, while maintaining control over scope, cost and governance.

Service Features & Benefits

This approach delivers tangible benefits for public sector organisations, particularly those operating in complex delivery environments with multiple stakeholders, constrained budgets and evolving requirements.

Key Benefits



Reduced programme delivery risk



Faster time-to-value



Higher quality outcomes and fewer reworks



Strengthened internal capability



Predictable cost and resource planning



Improved end-user adoption

Engagement Models

The service can be accessed through a range of engagement models, allowing customers to select the most appropriate approach based on programme maturity, delivery complexity and internal capability.



Outcome-based Statements of Work



Time & Materials consulting



Draw-down managed service packages



Hybrid delivery alongside customer teams or SI partners

Onboarding & Getting Started

Onboarding is designed to be straightforward and proportionate, ensuring delivery can begin quickly while maintaining appropriate governance and controls. A typical onboarding sequence:

01

G-Cloud Call-Off agreement signed

02

Kick-off meeting with delivery lead

03

Confirm scope, deliverables and outcomes

04

Assignment of consultant(s) based on skillset

05

Access to customer systems and documentation

06

Freshdesk support environment configured (customer contacts added, ticket categories created)

07

Governance cadence established (weekly stand-ups, monthly reviews)

08

Initial delivery plan or backlog prioritisation

Service Delivery & Support Model

Service delivery and support are underpinned by a structured, transparent support model designed to provide clear accountability, measurable performance and consistent communication throughout the engagement.

Support for this service is managed through **Freshdesk**, our enterprise-grade ticketing platform. All customer issues, queries and requests are logged, tracked and resolved in line with agreed service levels.

Email

Auto-creates support desk ticket

Customer portal (optional)

Direct ticket submission

Phone support (if included in SOW)

Triaged and logged as Freshdesk tickets

Collaboration Platform (optional)

For collaboration, with actions logged into Freshdesk

Support Channels

- Automated ticket creation, categorisation and prioritisation
- SLA timers, alerts and escalation workflows
- Transparent ticket progress tracking
- Structured updates and communication history
- Reporting dashboards for performance and SLA compliance
- Optional knowledge base for common issues and FAQs

Support Hours 09:00–17:30 UK time, Monday–Friday (excluding public holidays). Extended hours available by agreement.

Service Levels (SLAs)

Service levels are agreed per engagement to ensure they are appropriate to the criticality and operating context of the service being delivered. SLAs are measured within Freshdesk and reported monthly.

Typical SLA Model:

Priority	Definition	Response Time	Update Frequency
P1 – Critical	Major service impact, urgent support required	4 business hours	Daily or as agreed
P2 – High	Significant function impacted	1 business day	Every 2–3 days
P3 – Standard	Non-critical issue or request	2–3 business days	Weekly

Governance & Reporting

Freshdesk enforces SLA timers and automatic escalation rules to ensure compliance.

- Ticket volume, SLA performance and trends from Freshdesk dashboard
- Monthly governance report
- Risk, issue and dependency tracking
- Capacity forecasting (if draw-down model applies)

Roles & Responsibilities

Supplier Responsibilities

- Deliver agreed services within SOW scope
- Provide skilled Workday consultants
- Maintain Freshdesk configuration and reporting
- Ensure SLA compliance
- Escalate risks/issues promptly
- Provide documentation and knowledge transfer
- Maintain GDPR and security controls

Customer Responsibilities

- Provide timely access to environments and SMEs
- Approve decisions and design queries
- Own Workday licensing/vendor relationships
- Provide required data and documentation
- Communicate internally about programme activities

Security, Data Protection & Compliance

Business continuity and exit planning are designed to minimise disruption and ensure a smooth transition at any stage of the service lifecycle.

- **All work delivered in customer environments**
- **No production data stored locally or externally**
- **GDPR-compliant processes**
- **Secure communication channels (Freshdesk uses encrypted HTTPS connections)**
- **Authentication controls (SSO available)**
- **BPSS/SC-cleared consultants available as required**

Business Continuity & Exit

Business Continuity

- Ability to reassign consultants
- Remote-first delivery model
- Redundant knowledge repositories
- Freshdesk ensures continuity of support history and records

Exit

- Full documentation handover
- Knowledge transfer sessions
- Final ticket review and closure in Freshdesk
- Collaboration with incoming suppliers
- Export of all ticket data if required



Contact & Escalation

Support Contact: support@focuscloudgroup.com

Escalation Path

