



G-Cloud 15

Service Definition

**Workday Consulting, Application
Management, Data Migration
and Staff Augmentation services**

Lot 3 Cloud Support Services (Additional Services)

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1. INTRODUCTION

Company Overview

Zeneesha Limited is an ISO 27001 certified Workday Partner consultancy company headquartered in the UK, with a strong presence in Europe (Ireland) and India. The company provides Consulting, AMS, Data Migration and Staff Augmentation.

Value Proposition

Our services solve the problem of managing people, finance and planning at scale by providing a unified, cloud-based system that replaces fragmented HR and finance tools with real-time data, automation, and compliance.

Through our Services, particularly focusing on human resources and finance, we aim to address these critical areas effectively. We specialize in human resources and finance, understanding the dynamic nature of the public sector. Our proactive consultancy services are tailored to address these challenges. Our dedicated account managers possess technical expertise and collaborate closely with clients to develop a strategic roadmap that anticipates challenges and facilitates informed decision-making.

The core of our solution is working with the Workday® application suite, providing comprehensive solutions for HCM, financial management, payroll, absence management, Integration and more. By embracing our Services, public sector organizations can streamline operations, reduce administrative burdens, and swiftly resolve issues, leading to significant operational cost savings. Our ability to adapt and plan strategically sets us apart, offering solutions based on the client's specific requirements. Our service assists clients in optimizing Workday, enabling them to fully utilize its capabilities. This ensures that their investments yield maximum benefits in Workday services, resulting in reduced operational costs and smoother organizational process.

What the Service Provides

i. Workday Consulting Services

Strategic guidance combined with hands-on expertise to plan, implement, and optimise Workday solutions across HCM, Payroll, Finance, Planning, Reporting, Integrations, Prism Analytics, Extend, and post-deployment optimisation, including Workday Illuminate AI-driven agentic capabilities.

ii. Application Management Services (AMS)

AI-driven post-go-live management of Workday customer services, delivering proactive issue handling, intelligent release and upgrade management, stabilisation, enhanced user adoption, continuous performance optimisation, automated operational maintenance and support.

iii. Data Conversion & Migration

Specialist Workday data migration services using advanced AI-driven tooling for data cleansing, transformation, loading, and reconciliation, delivering high-quality, compliant data migration from legacy platforms.

iv. Staff Augmentation

Providing skilled, external Workday specialists to supplement our customer existing teams, fill knowledge gaps, or meet specific project demands without the overhead of full-time hiring.

Social Value

Kickstart economic growth

- a) Scaleup and export services from the UK to other countries creating more job opportunities
- b) Scaling up and exporting our Workday SaaS consulting and support services from the UK presents a significant opportunity to drive international growth, increase high-value exports, and create skilled employment opportunities. As global organisations continue to adopt Workday for Human Capital Management (HCM), Finance, and Planning, demand for specialist implementation, optimisation, and managed services is accelerating across Europe, the Middle East, Asia-Pacific, and North America.
- c) We adopt a structured and transparent approach to tracking and reporting social value outcomes to ensure economic growth commitments are delivered and evidenced throughout the contract lifecycle.
- d) All social value commitments are aligned to the Government Social Value Model and translated into SMART KPIs, with baselines agreed at mobilisation. Metrics include local jobs created and sustained, apprenticeships and training hours delivered, spend with SMEs and VCSEs, and workforce wellbeing indicators. Where relevant, environmental efficiencies that support local economic growth are also measured.
- e) Performance is monitored through a centralised social value tracking system, supported by monthly data returns from delivery teams and evidence capture such as payroll records, training logs and supplier spend reports. Progress against KPIs is reviewed internally on a monthly basis and formally reported to the Contracting Authority via quarterly Social Value Performance Reports. These reports are discussed at contract review meetings, with corrective actions agreed where performance is off-track.
- f) Clear governance ensures accountability and delivery. An Executive Sponsor holds overall responsibility for social value strategy and compliance with Government policy. A Social Value Lead or Contract Manager is accountable for day-to-day delivery, performance monitoring and reporting, supported by operational teams responsible for implementation on the ground. Social value performance forms a standing agenda item within contract governance meetings to drive continuous improvement.
- g) Our approach aligns with key Government priorities and Procurement Policy Notes, including PPN 06/20, ensuring social value is embedded within contract delivery, and PPN 05/21 (National Procurement Policy Statement), supporting economic growth through job creation, skills development and resilient local supply chains. This robust framework ensures measurable, transparent and sustainable economic impact.

Make Britain a clean energy superpower

- a) Zeneesha Limited is committed to supporting the global transition to clean energy and achieving the UK's Net Zero objectives. We recognise the urgent need to reduce greenhouse gas emissions and are taking proactive steps to decarbonise our operations while promoting sustainable, low-carbon ways of working.
- b) Where applicable, we encourage the use of clean energy-powered infrastructure, including cloud services hosted in energy-efficient data centres and low-carbon digital tools. This ensures our technology-enabled services align with clean energy principles and sustainable IT practices.
- c) We promote remote and hybrid working models as a core part of our delivery approach. By enabling telecommuting, virtual collaboration, and cloud-based service delivery, Zeneesha reduces carbon emissions linked to employee commuting and business travel, while maintaining high service quality for clients.
- d) We embed sustainability and Net Zero awareness into our organisational culture through ongoing training and engagement programmes. Employees are encouraged to adopt environmentally responsible behaviours, including:
 - Energy-saving practices
 - Waste reduction and recycling
 - Sustainable digital working methods

This ensures that emissions reduction and clean energy principles are reflected in daily operations and decision-making.

Overview of the G-Cloud Service

Workday Consulting Services

Zeneesha Limited provides specialist Workday consulting services that help organisations successfully implement, optimise, and continuously improve their Workday platforms. With deep functional and technical expertise, we support clients across the full Workday lifecycle—ensuring maximum return on investment, operational efficiency, and long-term scalability.

Zeneesha delivers end-to-end Workday implementations tailored to organisational needs and industry best practices.

Our implementation services include:

- Workday HCM, Payroll, Financial Management, and Planning implementations
- Business process design and optimisation
- System configuration and tenant setup
- Integration with third-party applications
- Testing, deployment, and go-live support

Post Go-Live Stabilisation & Optimisation

After implementation, we help organisations maximise value from Workday through continuous optimisation.

Services include:

- Business process reviews
- Feature adoption from Workday biannual releases
- Functional enhancements and system reconfiguration
- Reporting, dashboards, and analytics improvements
- Performance optimisation

This ensures clients remain aligned with evolving business and regulatory requirements. We follow structured, Workday-aligned methodologies to ensure predictable delivery, reduced risk, and on-time go-lives.

AMS - Application Management Services

Zeneesha provides flexible Application Management Services (AMS) to support and maintain Workday environments.

AMS offerings include:

- Incident management and issue resolution
- Configuration changes and enhancements
- Release and regression testing
- Tenant management and security administration
- Proactive system monitoring and health checks

Our AMS model provides stability, scalability, and predictable costs while reducing the burden on internal teams.

Here's how our AMS operates:

- **Ticketing Tool Integration:** We provide clients with a dedicated ticketing tool where they can submit their requirements or issues.
- **Incident Assignment:** Upon receiving a client's request, incidents are promptly assigned to the appropriate consultant.
- **Effort Estimation:** A message containing estimated efforts required to address the issue is sent to the client for approval.

- **Client Approval:** Once approved by the client, the consultant begins working on resolving the issue.
- **Issue Resolution:** Upon successful resolution, the client is promptly notified.

Data Migration Services

Zeneesha Limited provides specialist Workday data migration services to ensure the secure, accurate, and compliant transition of data from legacy systems into Workday. Our structured approach reduces risk, improves data quality, and supports a smooth and reliable go-live.

Our Approach

We deliver data migration as a controlled, end-to-end process aligned with Workday best practices:

- **Migration strategy & planning** aligned to business and regulatory requirements
- **Data assessment and cleansing** to improve accuracy and consistency
- **Data mapping and transformation** to Workday business objects
- **Secure data loads** using EIB, Core Connectors, and Workday Studio
- **Validation and reconciliation** to ensure completeness and accuracy
- **Cutover and go-live support**, including hypercare

Security & Compliance

We embed GDPR-compliant data handling, role-based access controls, and full audit trails throughout the migration lifecycle.

Staff Augmentation Services

Zeneesha Limited provides flexible Workday staff augmentation services to help organisations scale their Workday capabilities quickly and efficiently. We supply experienced, Workday-certified professionals who seamlessly integrate into client teams to support implementations, enhancements, and ongoing operations.

Our Capabilities

We provide skilled resources across the full Workday ecosystem, including:

- Workday HCM, Payroll, Financials, and Planning consultants
- Integration and reporting specialists
- Data migration experts
- Testing experts
- Solution architects

- Project and programme managers

Resources are available on short-term, long-term, or project-based engagements.

How We Add Value

- Rapid access to proven Workday expertise
- AI driven tools and processes
- Reduced recruitment and onboarding time
- Flexible scaling based on project demand
- Seamless integration with in-house teams
- Knowledge transfer and best-practice delivery

Pricing Model

Please refer to the pricing document for the pricing details and the associated terms.

Delivery Model

Zeneesha operates a UK-based centre of excellence supported by a remote nearshore and offshore delivery model, enabling cost-effective and secure service delivery for UK and international clients.

2. DATA PROTECTION

Information Assurance

ISO 27001 – Information Security Management

Zeneesha Limited is committed to maintaining the highest standards of information security, cyber resilience, and data protection. We recognise the critical importance of safeguarding client, employee, and business data and have implemented robust frameworks, certifications, and training to ensure compliance, confidentiality, integrity, and availability of information.

Zeneesha Limited operates an ISO/IEC 27001–aligned Information Security Management System (ISMS) that provides a structured and systematic approach to managing information security risks.

Key elements include:

- Risk-based information security controls
- Asset management and data classification
- Access control and identity management
- Incident management and response procedures
- Continuous monitoring and improvement

ISO 27001 alignment ensures that information security is embedded into governance, operational processes, and service delivery.

Cyber Essentials Certification

Zeneesha Limited is compliant with the UK Government’s Cyber Essentials scheme, demonstrating protection against common cyber threats.

Controls covered include:

- Secure configuration of systems and devices
- Network security and firewall management
- Access control and user privilege management
- Malware protection
- Patch management and software updates

Cyber Essentials provides assurance that Zeneesha has effective baseline cyber security controls in place.

GDPR & Data Protection Act Compliance

Zeneesha Limited fully complies with the UK GDPR and the Data Protection Act 2018. Data protection principles are embedded into our policies, processes, and delivery model.

Key measures include:

- Lawful, fair, and transparent data processing
- Data minimisation and purpose limitation
- Secure handling and storage of personal data
- Defined data retention and disposal practices
- Breach identification, reporting, and response procedures
- Mandatory Employee Training & Awareness

All Zeneesha employees and contractors are required to complete GDPR and Data Protection Act training as part of mandatory onboarding and ongoing compliance.

Secure Delivery Model

Our information security controls extend to:

- Secure remote working environments
- Role-based access controls
- Encrypted data transfer and storage
- Supplier and third-party risk management

These controls ensure secure delivery of services to UK and international clients.

Data Back-Up and Restoration

At Zeneesha, ensuring the security and integrity of your data within the Workday cloud service is our top priority. While Workday operates on a cloud-based infrastructure with robust data security measures, it's important to note that we do not offer specific data backup and restoration services. Workday, being a leading cloud-based solution, incorporates its own stringent data protection protocols to ensure the safety and availability of your information. The cloud environment inherently provides redundancy, regular data backups, and disaster recovery measures to mitigate the risk of data loss. Our focus is on maximizing the security features embedded in the Workday cloud service, and as Zeneesha, we will assist in communicating those features.

While we do not provide standalone data backup and restoration services, our dedication to ensuring the security of your data within the Workday environment remains steadfast.

Business continuity statement/plan

At Zeneesha, our priority is to ensure the uninterrupted operation of our Consulting and

Application Management Services. Our Business Continuity Plan (BCP) outlines how we'll maintain operations during disruptions while minimizing any impact on our customers.

Key Components of the Plan:

- **Scope and Critical Functions:** We've identified the scope of our services, key business areas, and critical functions. This includes understanding dependencies between various business areas and functions.
- **Acceptable Downtime:** We've determined acceptable downtime for each critical function, allowing us to prioritize our response efforts during disruptions and minimize any impact on our operations.
- **Outline Plan:** We've developed an outline plan to maintain operations during disruptions. This plan outlines steps to ensure the continuity of our services and minimise any potential impact on our customers.
- **Customer Priority:** Our top priority is the continuity of our services to minimise disruption for our customers. We're committed to delivering seamless service even during challenging times.
- **Detailed Plan Availability:** A more detailed version of our Business Continuity Plan is available upon request.

Privacy by Design

At Zeneesha, we are committed to adhering to GDPR regulations in alignment with our ISO 27001 certification and applicable data protection laws and regulations, including (where applicable) the UK GDPR, EU GDPR, and the Data Protection Act 2018, ensuring the utmost protection of all client data. Zeneesha Limited is committed to protecting the privacy and personal data of individuals whose information we collect, use, store, or otherwise process. Our policy establishes principles and requirements to ensure that privacy and data protection are embedded into the design, development, operation, and management of all systems, products, services, and business processes from the outset.

3. USING THE SERVICE

Ordering and Invoicing

Please contact us and we will be happy to help you fill out the Call-Off Contract.

This Call-Off Contract ("Contract") is entered into between a public organization, hereinafter referred to as "Client," and Zeneesha, hereinafter referred to as "Zeneesha," effective as of [Effective Date]. This Contract outlines the terms and conditions under which Zeneesha will provide Consulting, Application Management Services (AMS), Data Migration and Staff Augmentation to the Client.

1. **Scope of Services:** Zeneesha agrees to provide Consulting, Application Management Services (AMS), Data Migration and Staff Augmentation to the Client
2. **Pricing:** The pricing for the services provided under this Contract shall be as per the day rates or hourly rates specified in our pricing document, and daily rates in our GC15 Pricing evaluation rate card.
3. **Payment Terms:** Payment terms are net 28 days from the date of invoice. Zeneesha shall invoice the Client monthly for the services provided.
4. **Commencement of Work:** Zeneesha shall commence work upon receipt of a signed Purchase Order or Contract from the Client.
5. **Term of Contract:** This Contract shall commence on the Effective Date and shall continue until terminated by either party in accordance with the terms herein.
6. **Termination:** Either party may terminate this Contract upon 30 days written notice to the other party. In the event of termination, the Client shall pay Zeneesha for all services provided up to the date of termination.
7. **Governing Law and Jurisdiction:** This Contract shall be governed by and construed in accordance with the laws of England. Any disputes arising under or in connection with this Contract shall be subject to the exclusive jurisdiction of the courts of England.

Availability of Trial Service

We do not offer a Trial service.

On-Boarding, Off-Boarding, Service Migration, Scope etc.

Onboarding Process with Zeneesha:

1. **Initial Consultation:** The client schedules an initial consultation with Zeneesha to discuss their requirements and how Zeneesha's services can meet their needs.
2. **Kick-off Meeting:** Zeneesha arranges a kick-off meeting involving key team members from both Zeneesha and the client's organization to introduce the service and delve into further details.

3. **Commercial meeting:** Zeneesha will provide the terms and conditions of the agreement to the client, ensuring that both parties sign before commencing any work.
4. **Dedicated Point of Contact:** Zeneesha assigns a dedicated Customer Success Manager (CSM) to the client, who serves as the main point of contact throughout the onboarding process. The CSM provides assistance and guidance to the client, ensuring a smooth transition onto Zeneesha's services.
5. **Documentation and Training:** Zeneesha provides comprehensive documentation and training sessions to familiarise the client's team with Zeneesha's services, features, and best practices.
6. **Set-Up Assistance:** Zeneesha offers assistance with setting up accounts, configurations, and any necessary integrations to ensure the client's systems are properly connected to Zeneesha's services, as required
7. **Ongoing Support and Account Management:** Zeneesha provides ongoing support and account management to address any questions, concerns, or issues that may arise during the onboarding process and beyond.

Offboarding Process with Zeneesha:

1. **Notice of Termination:** If the client decides to terminate their contract with Zeneesha, they are required to provide notice of termination as outlined in the contract terms.
2. **Formulating an Offboarding Plan:** Zeneesha engages with the client to formulate an offboarding plan, including timelines and necessary steps to ensure a smooth transition away from Zeneesha's services.
3. **Agreeing on Timeframe:** Both Zeneesha and the client agree on a timeframe for the offboarding process, taking into account any contractual obligations and the client's specific needs.
4. **Access Removal:** Upon termination of the contract, Zeneesha disables access to its services for the client's team members, ensuring that no unauthorised access occurs after the termination date.

Training

Zeneesha offers customizable training sessions tailored to specific topics and business requirements, available in both full-day and half-day formats, as per our pricing document.

Implementation Plan

A detailed implementation plan can be provided to the buyer on request.

Service Management

Service Scope: Zeneesha agrees to provide comprehensive Workday consultancy, Data Migration and Application Management Services in accordance with IT Service Management (ITSM) best practices. This includes but is not limited to On-Boarding, Off-Boarding, Service Migration, and

Scope Management, ensuring alignment with the client's business objectives.

Service Levels:

Zeneesha commits to maintaining agreed-upon Service Levels as per ITSM standards. This encompasses response times, issue resolution, and overall service delivery metrics. Regular performance reviews and continuous improvement initiatives will be conducted to optimize service levels.

- **Service Transition:** In cases of new service implementations or modifications, Zeneesha will adhere to ITSM principles during the service transition phase. This includes meticulous planning, testing, and documentation to ensure a seamless integration into the client's environment.
- **Incident and Problem Management:** Zeneesha will promptly respond to incidents and manage problems following ITSM practices. Our team will work diligently to identify root causes and implement corrective measures to prevent reoccurrence, contributing to the stability of IT services.
- **Change Management:** All changes to the IT environment, including Workday configurations, will be managed through a structured Change Management process. Zeneesha will follow ITSM guidelines to assess, authorize, and implement changes to mitigate risks and maintain service stability.
- **Continual Service Improvement (CSI):** Zeneesha is committed to the ongoing enhancement of services through CSI initiatives. Regular reviews and assessments will be conducted, and recommendations for improvements will be implemented to ensure the delivery of high-quality, evolving IT services.
- **Confidentiality and Data Security:** Zeneesha acknowledges the sensitivity of client data and commits to maintaining the highest standards of confidentiality and data security in line with ITSM principles.
- **Reporting:** Zeneesha understands the importance of transparency and communication in IT service management. As part of our commitment to ensuring client satisfaction and operational efficiency, we provide regular reporting on a weekly and monthly basis. These reports detail the activities completed during the reporting period, highlighting milestones achieved, tasks accomplished, and any outstanding deliverables. Additionally, we meticulously document any issues or concerns that arose during the course of operations, along with proposed resolutions or mitigation strategies. Our goal is to keep our clients informed about the progress of their projects, address any challenges proactively, and maintain open lines of communication to foster collaboration and trust. Through timely and comprehensive reporting, we strive to uphold the highest standards of service delivery and exceed our clients' expectations.
- **Service Constraints:** Our standard services are available from 9 AM to 5 PM GMT Monday to Friday excluding UK public and bank holidays. We also provide weekends and uplifted services if required by customers and these are scoped and agreed on a one per one basis.
- **Availability of Resources:** Consultant's working day: 7.5 hours excluding travel and lunch.

Working week: Monday to Friday, excluding UK Public and Bank holidays Office hours: 9:00 AM to 5:00 PM, Monday to Friday.

- **Travel: Travel and mileage subsistence:** Included in the day rate within the M25. Payable at department's standard travel and subsistence rates outside the M25. Mileage: Same as travel, mileage subsistence.
- **Response Time:** Any email sent will receive a reply within 6 hours.

Outage and Maintenance Management

Comprehensive Training: Zeneesha ensures that all consultants undergo thorough training on GDPR and cybersecurity protocols to safeguard against data security breaches and cyber-attacks.

Proactive Communication: In the event of technical challenges that may potentially delay a project, our team maintains open lines of communication during weekly and monthly meetings with the client's team. This collaborative approach allows us to swiftly identify and implement effective solutions.

Risk Mitigation Measures:

- **Maintain Risk Register:** We keep a comprehensive risk register to track and mitigate potential project risks.
- **Scope and Requirement Review:** Regular reviews during weekly and monthly meetings ensure alignment with project scope and requirements.
- **Project Dependency Analysis:** We review various phases of the project to identify dependencies and address any potential bottlenecks.
- **Milestone Review:** We review planned milestones to ensure adherence to the project timeline and identify any deviations.
- **Progress Tracking:** We track and measure project progress against established milestones and timelines.
- **Forecasting:** Our team forecasts the project plan, including resource allocation, leave management, and contingency planning for unforeseen events.

Financial Recompense Model for not Meeting Service Levels

We do not offer service credits.

4. PROVISION OF THE SERVICE

Customer Responsibilities

The customer is responsible for promptly communicating and raising incidents according to the established process. They are also responsible for providing accurate requirements and promptly supplying correct information. Prompt assistance in providing any additional or clarifying information required is highly appreciated.

Technical Requirements and Client-Side Requirements

Clients are required to furnish their own VPN, laptop/desktop and any other IT infrastructure as per the project requirement

Outcomes/Deliverables

- End to End Project Delivery
- Hypercare and Post Go live Support
- Data Conversion and migration as per the agreed data quality
- Identification of the root cause of the problems
- Incident resolution
- Relief from the pain associated with issues
- Providing skilled resource as per the project requirement

After-sales Account Management

- **Contract Signing Stage:** During the contract signing, one of our directors will be available to ensure a smooth onboarding process and address any immediate concerns or queries.
- **Dedicated Account Manager:** Upon contract finalization, a dedicated account manager will be assigned to serve as the primary point of contact for the client. The account manager will be responsible for understanding client needs, addressing inquiries, and ensuring overall satisfaction.
- **Regular Meetings:** Quarterly or monthly meetings, based on business requirements, will be scheduled. These meetings will be conducted in the presence of either a director or a key stakeholder to maintain a high level of engagement and facilitate strategic discussions.
- **Detailed Planning:** A detailed plan or roadmap will be collaboratively discussed in advance, ensuring transparency and alignment of expectations. This plan will cover key milestones, deliverables, and strategic initiatives to keep the client well-informed and actively involved in the project's progression.
- **Proactive Issue Resolution:** In the event of any issues or challenges, our team is committed

to proactive resolution. The account manager, along with relevant stakeholders, will work closely with the client to identify and implement effective solutions.

- **Performance Reviews:** Periodic performance reviews will be conducted to assess the success of our services, evaluate key performance indicators, and identify areas for improvement. These reviews will guide our efforts in maintaining and enhancing the quality of our services.

Termination Process

The client is required to notify Zeneesha Management via email to initiate the contract termination process, providing reasons for the decision. Upon receipt, Zeneesha will schedule an initial meeting to discuss the concerns. If Zeneesha accepts the termination during this meeting, the service will be terminated after a notice period of 30 days.

5. OUR EXPERIENCE

Case Studies

AQA, The national education board: A client's HCM support team was struggling to keep up with the high volume of new requests and defects in the Workday HCM system. Despite establishing priorities with the business, the demand for fixes and new features was too high for the team's expertise. This led to a backlog of requests, which caused frustration for both the team and the business.

To address this challenge, the team implemented a new prioritization and intake process. This process involved working closely with the business to understand their needs and priorities. The team then used this information to develop a plan for triaging and addressing requests. The new process also included a mechanism for gathering feedback from the business, which helped the team to refine their approach over time. As a result of implementing this new process, the team was able to successfully run sprints and meet business objectives.

The backlog of requests was reduced significantly, and the team was able to provide more timely and effective support to the business. In addition to the benefits mentioned above, the new process also had a number of other positive impacts. For example, the team was able to improve their communication and collaboration with the business. They were also able to identify and address potential problems more quickly. Overall, the new

The process led to a more efficient and effective HCM support operation. Where Sprint turnaround increased by 700%, from 2 to 16 tickets per sprint. This significant improvement was due to the implementation of a more efficient workflow and the use of new tools and technologies.

The team was able to identify and address bottlenecks, improve communication and collaboration, and reduce the time it took to complete tasks.

Overall, the new prioritization and intake process was a success. It helped the team to improve their performance, reduce the backlog of requests, and meet business expectations.

Clients



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