

Questions asked in uploaded RFP Document

1: However, technology teams often struggle to rally their organisations behind a new integration approach. A key reason for this is that they are not communicating the value story in a clear and compelling way. Why? Because some find the story is a hard one to tell. But it doesn't have to be.

Answer : We can't be successful together unless each of us as qualified resources in the assigned roles. As leaders of the engagement, Claude Ferguson and Evan Metter hand-pick our resources for our work with Pitney Bowes. Between us, we've overseen dozens of implementations and we know what is required for each and every role to deliver on the commitments we make as part of our agreement. Our first criteria is always ?skills and experience?. A close second criteria is cultural fit ? not every consultant is right for every client organization. Finally, we try to factor in geography so we serve our clients with local resources wherever possible. While preferable, this last factor is only considered once the first two conditions are met. We can't guarantee that every consultant is right for every client. That is why we pay special attention to fit at the start of the project. If we see a mismatch we move quickly to resolve it. While this is rare, we are hyper-focused on getting this part right. Our key differentiator as a professional services firm is our people. The only way we delight our clients and retain our top talent is doing right by both. Fit is paramount.

2: However, the value of integration is much more than that. Integration is a powerful strategy for organisations to drive operational efficiencies and top-line growth. It can save costs, speed up project delivery time, and unlock completely new revenue streams.

Answer : Organic knowledge transfer will happen throughout the project on an on-going basis as Pitney Bowes team members work in tandem with KPMG leads. During the period of design and configuration of system requirements, KPMG functional leads will schedule ?Design Checkpoints? with Pitney Bowes resources. The purpose of these checkpoints is to share how business requirements are being configured within the system. This also provides the Pitney Bowes resources with ongoing opportunities to interact with the Workday setup in the context of Pitney Bowes' business requirements. Beyond design and configuration, knowledge transfer will occur primarily during testing activities, with Pitney Bowes resources identifying the appropriate testing scenarios based on the requirements and gaining an understanding of system setup via the defect resolution process. Prior to go-live, KPMG will deliver formal Knowledge Transfer sessions with Pitney Bowes team members for payroll and integrations. KPMG will provide standard checklists for key ongoing HRIS support roles to track their readiness. Readiness will be tracked via our knowledge transfer checklist against targets for go-live. This means that at any point in the project, Pitney Bowes will have a quantitative fact-based understanding of operational readiness. Following, Hypercare Support, Pitney Bowes resources will be fully prepared to maintain and support the system going forward. Our goal is to provide your team with the knowledge and understanding to maintain Workday and its dependent systems once the engagement is complete.

3: Please refer to Appendix 4: Project Team Roles and Responsibilities for detailed activities and responsibilities for each role listed above.

Answer : Change Management Lead (1) | 100% time allocation - Duration: Plan, Architect, Configure/Test - Description: Responsible for producing and executing the change management and communications strategy and plan - Skill Set: Project management; resource management; change strategy execution
Training Lead (1) | 100% time allocation - Duration: Plan, Architect, Configure/Test - Description: Responsible for setting, overseeing, and approving the learning strategy and plan. - Skill Set: Training material development; training delivery techniques
project management; knowledge of adult learning concepts
Communications Lead (1) | 50 - 100% time allocation - Duration: Architect, Configuration, Testing, Deploy - Description: Responsible for setting, overseeing, and approving the communications strategy and plan. - Skill Set: Communications channel analysis; communications material development

4: However, technology teams often struggle to rally their organisations behind a new integration approach. A key reason for this is that they are not communicating the value story in a clear and compelling way. Why? Because some find the story is a hard one to tell. But it doesn't have to be.

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