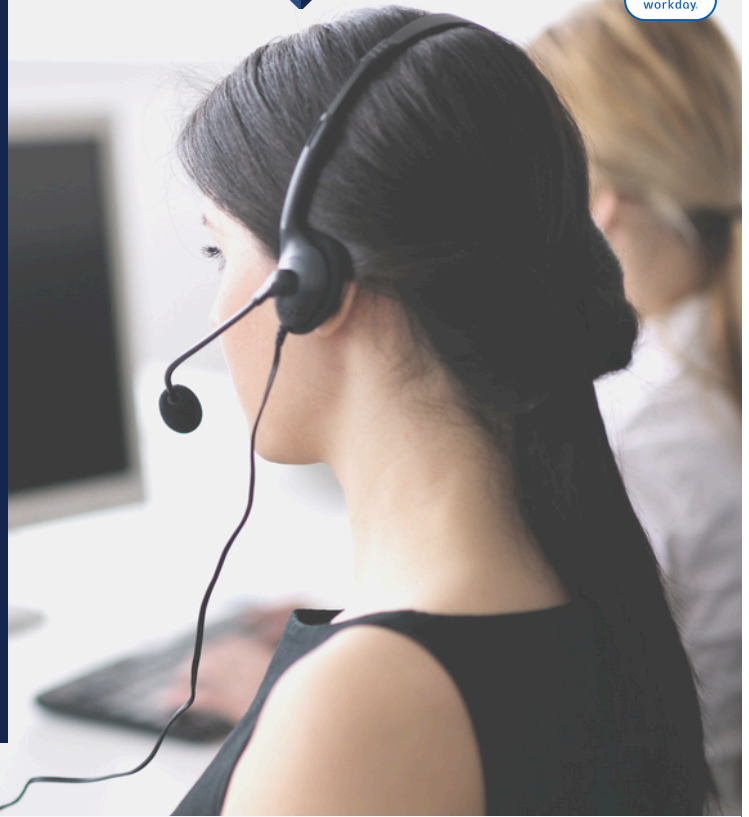


# Help Desk

## MAXIMIZE THE VALUE WORKDAY BRINGS TO YOUR ORGANIZATION

More than just Workday support, TopBloc's Help Desk specializes in helping you to manage and optimize your Workday solution. From answering how-to questions to creating new reports and custom dashboards to resolving urgent tickets, we will work with your team on anything from minor configuration changes to updates of the most complex studio integrations to introduce new functionality to your organization.



## STOP COUNTING HOURS, START SEEING SOLUTIONS

While other firms coordinate their support services to offer customers a fixed amount of hours each month, TopBloc has developed a unique ticketing solution to allow our customers to break free from tracking hours.

With TopBloc's Help Desk, clients submit tickets for any item they wish to seek guidance on. Tickets are unlimited, so customers can submit as many as required and choose which should be acted upon first. This approach allows you to prioritize your needs as an organization – ensuring that we are always working on the issues or enhancements most important to your organization.

By eliminating time tracking, our customers receive peace of mind knowing their issues will be resolved regardless of how many hours it may require. No more waiting for solutions on half-fixed problems until next month.

## 3-TIERS AVAILABLE TO CHOOSE YOUR LEVEL OF SUPPORT

TopBloc offers a flexible 3-tiered Help Desk delivery package, with Bronze, Silver & Gold support options. Regardless of tier, all packages offer our clients unlimited ticket submission and differ only in the number of tickets actively worked at any given time.

 Gold: 15 tickets     Silver: 10 tickets     Bronze: 5 tickets

We provide clients with the flexibility to scale support levels up or down as needed and as often as desired. Tier up to Gold when you anticipate requiring higher levels of support, and tier down to Bronze when your team no longer requires as much supplementary guidance.

To ensure you are utilizing your plan effectively, all of our accounts have a dedicated client partner and partake in monthly meetings to verify we are consistently delivering the best experience for your team. Additionally, upon request, we will provide in-depth knowledge transfer sessions to review the service and configuration solutions that were delivered for any ticket in order to further enable your teams and ensure that you leave each issue more equipped than when the issue first appeared.



## MONTH-TO-MONTH CONTRACTS DESIGNED FOR GREATER FLEXIBILITY

TopBloc's Help Desk was designed to offer our customers unparalleled flexibility. Our fixed-fee, no fixed contract approach allows you to easily navigate between support structures based on your needs without locking you into a fixed, long-term contract.

With our high customer satisfaction, we are confident that our clients will consistently choose TopBloc as an ongoing support partner – without rigid multi-year contracts.

Our goal is to provide our clients with the support they need, when they need it.