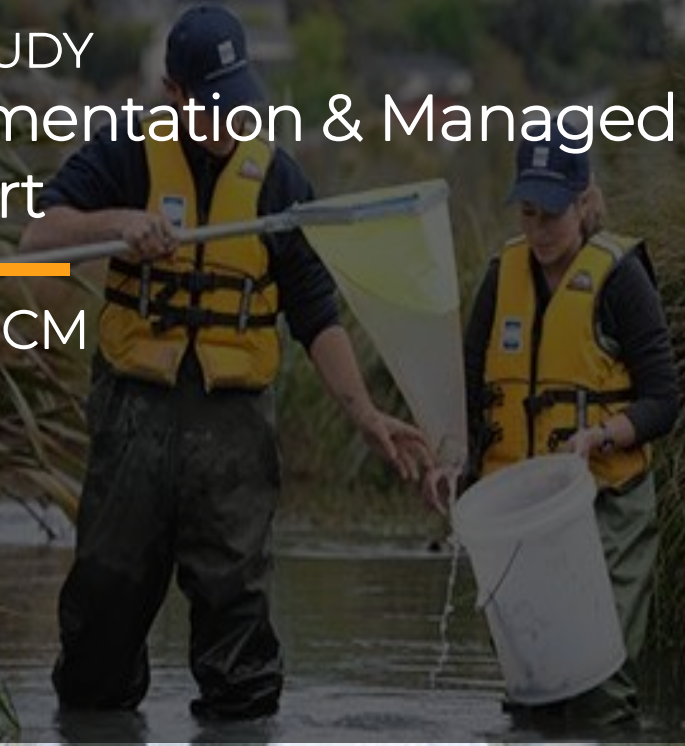# Implementation & Managed Support

Cloud HCM

Established in 1928, GHD is a global employee-owned professional services company with 10K employees across 200+ offices. GHD provides engineering, architecture, environmental & construction services to private and public sector clients.

Vigilant implemented a modern & integrated Cloud HCM system across the global organization.

- HCM Core
- Benefits
- Absence Management
- Recruiting

- Onboarding/Offboarding
- Compensation
- Talent Review/Succession Planning
- Talent Mgmt / Learning

Vigilant is providing ongoing support through application managed support services with the following responsibilities:

Test all Minor or Major Oracle Release Patches

Audit Support

Continuous Process Improvements

- ✓ Supporting month end, quarter end and year end activities.
- ✓ Production support/Incident management
- ✓ Working with Oracle on service requests
- ✓ Co-Ordinate the Oracle releases
- ✓ Coordinate the User Acceptance Test of any new functionality from the release patches.
- ✓ Acquisitions/Roll-out of new Org into Cloud HCM
- ✓ Monthly or quarterly governance meetings
- ✓ Documentation/Knowledgebase

Vigilant
TECHNOLOGIES