

CLIENT SUCCESS STORY

**XCD**

Project  
**Client Implementations/Support**



Client  
**XCD**

Industry  
**Business Services (HR/Payroll)**

Location  
**Global**

Staff  
**108**

Products  
**ISV Partner Programme**

**The Business Challenge**

XCD set out to unshackle HR and Payroll professionals from the burden of repetitive administration. Today, XCD is one of the most advanced and fastest-growing digital HCM applications available.

XCD allows you to harness the latest automation, analytics and engagement technology to nurture your employee relationships, improve your HR & Payroll, cut costs and drive strategic value back into your organisation.

Over seven years ago, XCD came to us with an idea. We helped them create the product road map and MVP release.

As with many ISV companies, it became clear that XCD would benefit from having the ability to outsource its Build, Implement and Support services to allow XCD to focus on their business growth and product roadmap.



## The Solution

The Consleague ISV Partner Programme was designed to support companies like XCD to address this exact need. The ISV Programme provides three key offerings. Build, Implement and Support.

For XCD, our Build offering allows them to harness our full resources to create, develop and improve the existing XCD AppExchange product.

Our Implement offering enables XCD to direct their client base to us to assist with implementing XCD software into their end-users Salesforce setup. Our extensive product knowledge gives us a unique ability to provide a full installation service, specialising in the HR setup of the client's Salesforce organisation. This takes a considerable responsibility away from XCD and again allows them to focus on specific projects and overall business development.

Finally, our Support offering enables XCD to outsource day-to-day support queries to our in house team direct to the end client, ensuring XCD internal resources do not get overwhelmed with technical issues or support enquiries.

Our deep understanding of the XCD system allows us to provide a comprehensive support package that has been successfully operating for almost a decade.

## The Results

The Consleague ISV Partner Programme's success has meant that XCD can outsource critical areas of support to us, safe in the knowledge that our trusted partnership delivers every time.

The results of our long-standing relationship are testament to the integrity and professional setup that Consleague provides to all of its ISV Partners.

XCD can now grow exponentially with our support in key areas that, more often than not, cause companies to bottleneck or require substantial ongoing investment in expanding their internal IT team to manage.

**XCD were one of the first companies to join our ISV Partner Programme**

**Our ISV Partner Programme allowed XCD to outsource key business units and focus on their own growth and roadmap**

**Consleague provides daily technical support to over 5000 users of the XCD platform**

**Consleague has assisted XCD in building multiple releases of its XCD software to make it the No. 1 Salesforce HR & Payroll App.**