

Increasing Scoping efficiency for Professional Services



“When we implemented Zoma into our Professional Services scoping process, it empowered us to better serve our customers and teams.

We are excited for Zoma to make a difference in both our time to value and our path to becoming customer advisors.”

Chase Potter

VP of Professional Services



Overview

AlayaCare, a leading provider of home and community care software headquartered in Montreal, Canada, set out to enhance its Professional Services (PS) organization by focusing on becoming more than just an implementation team. They aimed to go beyond quick and effective customer onboarding to become trusted advisors to their clients, aligning projects with customer business objectives

Challenge

Two years ago, AlayaCare carved out a dedicated Professional Services team and conducted a comprehensive market analysis to align with their goals of reducing time to value. However, they realized that simply getting customers live quickly was not enough. Given the complexities of the global home care markets in which they operate, AlayaCare aspired to deliver deeper value by becoming strategic partners for their customers

Why did they Select Zoma

AlayaCare chose to integrate Zoma AI's intelligent scoping platform into their PS organization. By leveraging Zoma's AI-driven technology, AlayaCare's Professional Services team is empowered to scope projects more accurately, learn from previous experiences, and incorporate customer-specific requirements. This solution enables AlayaCare to better align with their customer's business objectives, streamline processes, and reduce time to value

Results

Since implementing Zoma AI, AlayaCare has strengthened its role as a trusted advisor to its customers. The platform has helped them move beyond mere onboarding to providing strategic guidance that aligns with customer goals. By incorporating lessons learned from previous projects and enhancing the scoping process, AlayaCare has seen improvements in both their time to value and their ability to build deeper, more meaningful customer relationships