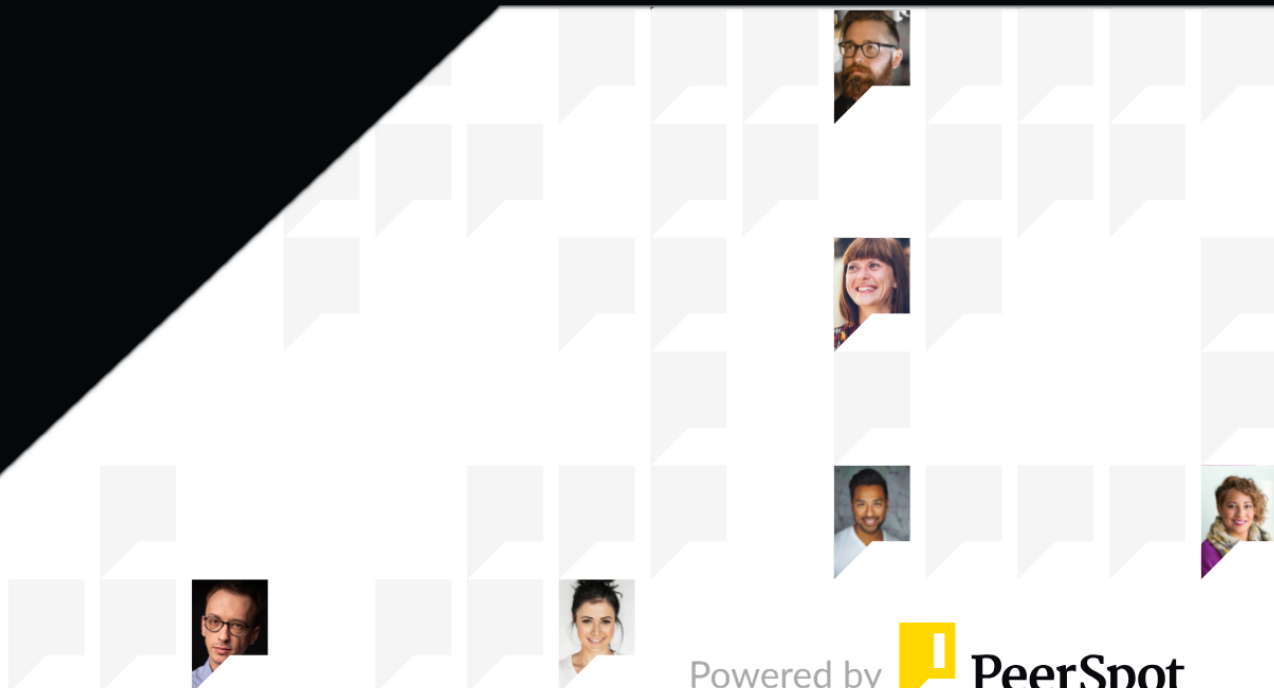




Workday HCM

Reviews, tips, and advice from real users



Powered by  **PeerSpot**

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Product Recap



Workday HCM

Workday HCM Recap

Workday provides a cloud-based platform offering robust human capital management features, emphasizing security, user-friendliness, and operational efficiency through workflow automation.

Workday is utilized by organizations for human capital management, supporting everything from employee recruitment to retirement, payroll processing, and performance tracking. It centralizes HR operations to increase efficiency and manage employee data effectively. Its business process framework allows for drag-and-drop functionality, which along with real-time reporting, enriches the user experience. Workday's modules cover talent, compensation, benefits, and learning, enhancing the workforce management approach. Though integration with external systems can be complex, its usability and flexible configuration support adaptability. Users seek enhancements in customization, reporting, interface usability, and speed, particularly in financial, timekeeping, and payroll modules. Expanding automation, API connectors, language support, and introducing country and industry-specific modules would significantly boost its capabilities. Pricing remains a concern among users.

What are Workday's most important features?

- **Security:** Ensures data protection with robust measures.
- **User-Friendliness:** Intuitive design for ease of use.
- **Centralized Data Management:** Consolidates employee information in one platform.
- **Real-Time Reporting:** Delivers up-to-the-minute insights for decision-making.
- **Workflow Automation:** Streamlines processes to reduce manual tasks.

What benefits should be evaluated when considering Workday?

- **Operational Efficiency:** Automation streamlines HR processes and reduces redundancies.
- **Enhanced Usability:** Integrated modules improve user interaction and efficiency.
- **Scalability:** Adaptable configurations meet diverse business requirements.
- **Integration Capabilities:** Connections with other systems bolster functionality.

Workday is implemented in a range of industries, including finance, healthcare, and technology, offering specialized HR management solutions tailored to each sector's unique requirements. These implementations improve workforce management and align HR strategies with organizational goals, showcasing its adaptability across different business landscapes.

Valuable Features

Excerpts from real customer reviews on PeerSpot:

- ✓ “The unique selling point of Workday is its easy-to-use user interface, which is quite difficult in other ERP systems such as SAP or Oracle Fusion.”



Amit_Rai

Senior Software Engineer at a consultancy with 1,001-5,000 employees

- ✓ “Since adopting Workday, we have reduced HR administrative processing time by 45%.”



BasilJiji

System engineer at a retailer with 10,001+ employees

- ✓ “The interface of Workday is superior; it is easy and clear, everything is organized effectively, and I enjoy using Workday extensively.”



Eslam Abo Elnaga

Senior people and systems analyst at B_labs & Mylo



“The reports I can download with compensation details come in a very organized manner, and I can record any future payments through the software, such as deferred cash bonuses that need to be paid one year later.”



Apoorv Verma

Senior Lead - Portal Rewards at BrowserStack



“What I appreciate best about Workday is the recruiting component.”



Pankaj Negi

Senior Analyst at Eos Intelligence



“I like its UI and UX. When we were using Oracle or SAP, the UI/UX wasn't very user-friendly for the employees.”



Jungah Moon

HR Manager at NCSoft



“Workday Human Capital Management is a user-friendly solution.”



Thomas Göbel

Head of global IT Management at Evonik Degussa Corporation

What users had to say about valuable features:

“Workday has definitely been an easy-to-use solution for most of my clients' legacy systems. The solution is easy to use and provides great flexibility and security..”

Sarvesh Kumar Jha

Senior Technology Consultant at PricewaterhouseCoopers

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“I create different processes with specific workflows, which helps me tremendously. The interface of Workday is superior. It is easy and clear. Everything is organized effectively. I enjoy using Workday extensively. This might be because it is my first system to work on.

“The system is easy to use..”

Eslam Abo Elnaga

Senior people and systems analyst at B_labs & Mylo

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“The reports I can download with compensation details come in a very organized manner. I can record any future payments through the software, such as deferred cash bonuses that need to be paid one year later. These features are saved easily and my team can complete tasks in a hassle-free manner.

“Workday Human Capital Management has reduced administrative burdens and smoothed the process. I would rate it nine out of 10. You can easily record future payments or compensation changes that need to be made effective. The information about employee codes, variable compensation plans, and which variable compensation the employee receives gets captured in a very intuitive manner..”

ApoorvVerma

Senior Lead - Portal Rewards at BrowserStack

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“What I appreciate best about Workday is the recruiting component. Recruiting has been a challenge for them according to what they told us. From the recruiting point of view, they are looking for solutions. They have a pool of candidates that in the past they might have neglected or did not have the requirement for that kind of talent. Now they are doing mass recruitment, and I think they will need those talent pools.

“The tool is easy to use based on the videos I have seen. One of my friends works in Accenture, and they have been using their services. Accenture is a consulting firm and Workday is a partner of Accenture.

“Comparing Workday to other products, I am taking a positive note about Workday and it is the first priority that I suggested compared to Oracle or other products..”

PankajNegi

Senior Analyst at Eos Intelligence

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“Workday offers great features in that it functions as a Google for HR. You can type hire employee or a worker's name, and it takes you exactly where you need to go. These kinds of things are great features of Workday, and I would say that is the best thing I feel.

“Whenever we need to search for an employee, even if we don't know them exactly, we can find out who they report to, their designation, and everything we need with this search functionality. This feature gives so much help to our day-to-day work and is a very helpful utility. If we don't know a person but need to get more information, these are the publicly available details we can simply search for without much effort, and that is great.

“Workday has significantly improved our data integrity by moving away from disconnected spreadsheets and legacy systems. We now have real-time visibility into our global headcount and labor costs, which allows our leadership to make faster data-driven decisions..”

BasilJiji

System engineer at a retailer with 10,001+ employees

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“The most valuable function in Workday Human Capital Management is that it is easy to implement and automates business processes, which is very important. It has dashboards and reports that are very helpful from an HR perspective, so everything you are doing and whatever is happening in the organization, all the data and graphs are just a few clicks away.

“Workday Human Capital Management provides a report writer and some pretty advanced analytics such as discovery boards and dashboards. For external data, it has Prism Analytics, so for analytics purposes, Workday is quite powerful. It can provide you data, and you can easily import, export, or create a model through that data in any other external BI tools or reporting tools as well. Workday itself has nice inbuilt tools that can be integrated with external tools such as Tableau or Qlik Sense.

“Regarding employee engagement, Workday Human Capital Management helps my company work with employees to make engagement simpler because when you implement Workday, you have a social media kind of front-end. You log in and search to find everything on your screen without complex coding. Users can see another employee's organizational information, such as who is working where, and they can interact with them through their emails or whatever they make public within the organization. This is one form of engagement. If your company has implemented payroll with Workday, all you need to do is log in, and everything related to pay is available in the system, which makes it very interactive. Employees are familiar with Workday in my organization. VPs, directors, or HR heads can access separate dashboards to see real-time data on what is happening, such as how many people have a notice period, how many are getting hired, attrition rates, and new hiring. The unique selling point of Workday is its easy-to-use user interface, which is quite difficult in other ERP systems such as SAP or Oracle Fusion.

“Workday Human Capital Management has inbuilt functionality to cooperate with compliance. For Germany, it is GDPR, and for the US, it has reports and forms such as NYS CEO's. Compliance is a common practice in every ERP software; it is available in all ERP systems to incorporate compliance country by country. It is also a key feature, and Workday is fully compliant based on the country in which it

is implemented..”

Amit_Rai

Senior Software Engineer at a consultancy with 1,001-5,000 employees

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Other Solutions Considered

“I have been part of this organization for a relatively short time, so I am not aware of which software was used previously. Before this role, I have not worked extensively with any HCM tool..”

ApoorvVerma

Senior Lead - Portal Rewards at BrowserStack

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“We used Oracle. If you take Oracle, I think there's a lot of updates that need to be done compared to Workday because the application is even on-prem, but now Workday has already moved to the cloud. Compared to Workday Cloud, Oracle needs to work on the cost and user-friendliness..”

Verified user

HR Manager at a consultancy with 10,001+ employees

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“We evaluated SAP SuccessFactors and ADP Workforce Now. However, Workday stood out due to its superior user experience, robust feature set, and scalability..”

NaveenSharma2

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Head of Talent Acquisition & Talent Management at a tech services company with 201-500 employees

“I suggest products for my clients and am familiar with Workday to get an overview of it. Oracle is the core extreme, and I know a bit about their products. Workday planning aligns with the client's requirements, and I will be sharing those key perspectives.

“Workday will be part of my recommendation, and I will be communicating and sharing their numbers..”

PankajNegi

[Read full review](#) 

Senior Analyst at Eos Intelligence

“The main competitors of Workday Human Capital Management are SAP and Oracle Fusion, with PeopleSoft also being a notable contender in the market.

“For the ERP system, I choose Workday Human Capital Management. If we talk about alternatives, PeopleSoft is a good option..”

Amit_Rai

[Read full review](#) 

Senior Software Engineer at a consultancy with 1,001-5,000 employees

“Our company also uses Workday HR Talent Management and Software Talent Management, which help in performance management and succession planning. My company uses Workday Learning to allow employees to explore various areas where they can learn something via training sessions.

Before the use of Workday Human Capital Management in our organization, we used to use PeopleSoft. As PeopleSoft did not meet our organization's criteria regarding the need for a product that can be deployed at a global level, we chose Workday for HR-related activities and ADP Global Payroll..”

Prashant Shetty

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Associate Director at Raytheon Technologies

ROI

Real user quotes about their ROI:

“Workday has positively impacted our return on investment by streamlining processes and providing access to valuable information. We continue to use Workday because we are satisfied with the product..”

Maimouna Coulibaly

HRIS Analyst at a outsourcing company with 5,001-10,000 employees

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“If it is implemented properly for all the locations, then definitely ROI would be around seven out of ten, where one is no return, and ten is one hundred percent return on investment..”

Verified user

Manager for enterprise Solution at PeopleTechGroup

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“I would say that it has indeed yielded a good return on investment. Of course, one thing I can share is that during our vendor selection process, a part of the criteria we consider is affordability. I may not have the exact figures regarding the price compared to their competitors, but I can confirm that our procurement process takes pricing into account. It's likely a reasonable price, perhaps not the lowest, but certainly a fair one..”

ERIKA CHAVEZ

Procurement Lead Mexico at Philip Morris International

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“It is pretty early to comment on that. We will analyze this as we proceed with the application, but as of now, we are seeing more employee engagement. Employees are kind of spending more time using the application as compared to our previous on-premises HR solution. We can do surveys in the application, make announcements using dashboards, and do other such things to engage employees with the application..”

Rahul Goyal

Consultant at a consultancy with 10,001+ employees

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Use Case

“Workday Human Capital Management's key use case is the hire to retire business process. The business processes we have in Workday include hiring an employee, transfers, promotions, and termination processes. Pretty much everything that an organization does for human resources is automated..”

Amit_Rai

Senior Software Engineer at a consultancy with 1,001-5,000 employees

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“I feel there is a technology shift away from Oracle. I feel Workday is much more user-friendly. And moreover, it's codeless. Anyone can even learn it, like a layman can learn it in a day. It's not like other big things that we do.

We only work with SA partners who do the implementation for the company, and then we do testing. That is where my role ends..”

Verified user

HR Manager at a consultancy with 10,001+ employees

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“My usual use cases for Workday Human Capital Management are that I am part of the total rewards team. My work cases involve viewing different employees' salary splits, compensation changes, when compensation changes happened, and what events triggered those compensation changes. I have to download reports from the repository containing salary details of all employees, including different components. Additionally, I record future bonus amounts and deferred cash bonuses for employees. These tasks are easily captured and recorded in the system..”

ApoorvVerma

Senior Lead - Portal Rewards at BrowserStack

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“Our main use case for Workday is unified human capital management, which means HCM. We use it as our single source of truth for the entire employee lifecycle from recruitment and onboarding to payroll, performance tracking and success planning.

“We use Workday Business Process to automate high volume tasks. For example, when a manager initiates a job change in the system, Workday automatically routes the request for the compensation approval, updates the organization chart, and triggers a notification to IT for new equipment provisioning, all without manual emails..”

BasilJiji

System engineer at a retailer with 10,001+ employees

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“I use Workday for HR, specifically in human resources. We are using Workday starting from the recruitment module, time tracking, leaves, time-offs, and performance management. We also use it for probation evaluations. I create different processes with specific workflows, which helps me tremendously. The interface of Workday is superior. It is easy and clear. Everything is organized effectively. I enjoy using Workday extensively. This might be because it is my first system to work on.

“I have not used the financial management component of Workday. I used only HR, starting from recruitment till resignations. Everything regarding the workflow, onboarding, and anything in between, such as leaves, I worked on it in the HR department..”

Eslam Abo Elnaga

Senior people and systems analyst at B_labs & Mylo

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“I am into consulting where I suggest products for my clients.

“I can tell you about my research on Workday. Upon my initial research, I found that Workday is something we might want to proceed with. I will be submitting my analytics to them and will see how it goes from there. They might want to connect with you based on my report.

“I am knowledgeable about the Workday tool as I am there to get an overview of it.

“I will be using Workday as a research analyst. The client is an organization of around 1500 people, operating in growing organizations within the retail sector..”

PankajNegi

Senior Analyst at Eos Intelligence

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Setup

The setup process involves configuring and preparing the product or service for use, which may include tasks such as installation, account creation, initial configuration, and troubleshooting any issues that may arise. Below you can find real user quotes about the setup process.

“The tool's deployment is straightforward overall. We usually don't need additional help to navigate it. However, there are instances where we struggle to find specific paths. For example, someone who wants to exit the organization might have difficulty locating the exact process or path..”

SailajaD

[Read full review](#) 

Sr. HR Execuitve - Employee Relations at HGS - Hinduja Global Solutions

“The setup process for Workday is pretty much simple. Workday gives you a default setup, and while you do need to set up some organizational structures, that is important for any ERP system. Workday provides a template, and once you fill in the organizational structure and upload it, it automatically creates and sets up the organizational structure, making the process quite simple..”

Amit_Rai

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Senior Software Engineer at a consultancy with 1,001-5,000 employees

“I know a little bit about the initial setup, though not in great detail. I heard the integration and initial setup is not that heavy. Since the client is a mid-size organization with simple requirements, I think it would be easy to integrate. Though I do not know about the complex aspects, from what I can see, my client could definitely understand what they have to offer..”

PankajNegi

Senior Analyst at Eos Intelligence

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“I feel 80% of the application is simple, but the other 20% is complex. For example, the recalculation and other things are tricky. The time tracking is also some kind of calculation that's tricky. And then the advanced compensation—those are all somewhat tricky to handle.

For Workday, the deployment model is based on the customer's needs. So I've worked with different waterfall, I've worked on Agile. So it's all combined, a hybrid. Everything is there. Everything was there.

It is easy to integrate Workday with other IT solutions..”

Verified user

HR Manager at a consultancy with 10,001+ employees

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“Every system was really hard to set up initially, but I think Workday was okay because it had a really user-friendly UI and UX. When we were implementing the system, we could directly see what we were doing with each feature. So, it was better than others.

I would rate my experience with the initial setup an eight out of ten, with ten being easy and one being difficult.

The deployment took one and a half years but that was just the first phase. We needed to keep upgrading the system. So, the first phase established a good foundation, and almost everything was in place. So, it was one and a half years..”

Jungah Moon

HR Manager at NCSoft

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“Implementing the solution is generally not easy because it depends on our client's landscape. In the last one and a half years, Workday has started a new implementation approach called launch implementation. This approach allows you, as a client organization, to implement Workday in a shorter amount of time, given that you fulfill certain criteria. It depends on the number of subsidiaries and employees you have and their compensation structure.

If it's not too complex, Workday provides its clients with this new approach called launch, where they can quickly onboard with the Workday without many complex requirements. The general implementation for Fortune 500 companies is always complex..”

Sarvesh Kumar Jha

Senior Technology Consultant at PricewaterhouseCoopers

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Customer Service and Support

“I rate Workday's technical support quite good, about a nine out of ten. Workday has partners all around the globe, but you need to raise a ticket and wait a couple of hours for acknowledgment. However, you typically get a response the same day..”

Amit_Rai

Senior Software Engineer at a consultancy with 1,001-5,000 employees

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“I would rate Workday's tech support as a nine out of ten. The community support, webinars, and office hours are really helpful when we have questions or need assistance. The strong community and willingness to help make it great for support..”

Maimouna Coulibaly

HRIS Analyst at a outsourcing company with 5,001-10,000 employees

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“Whenever we have had issues related to its integration capabilities with other systems in our company with the product, we contact the in-house technical team we have for Workday..”

Prashant Shetty

Associate Director at Raytheon Technologies

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“I have not communicated with the technical support of Workday for this product, but that area can be improved. We were trying to roll out the performance management process in Workday and were unable to customize it as per requirement. The person who manages the technical aspects was unable to customize the performance management system to our PMS requirements. Making tech support more accessible could help with customization needs..”

ApoorvVerma

Senior Lead - Portal Rewards at BrowserStack

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“There aren't many Korean language features. Korean market was not a significant focus for Workday. So, the support wasn't as strong as it could be.

There is room for improvement in customer service and support.

In Korea, we have more complexities in labor law, so the system logic is very different from the US or European countries. Workday needs more Korean experts who understand the kinds of things that are needed, specifically in Korea. That would be helpful..”

Jungah Moon

HR Manager at NCSOFT

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“The support team from Workday is perfect. That is why I feel the difference. If my first experience with a support team was scheduling meetings for two or three days after, I would feel it was normal practice. However, with Workday, I can pick up the phone, call them on Teams, and they answer immediately. I do not need to schedule with them a week in advance.

“Once I send an email, there is a support team of five or six people; anyone replies and can join a call or meeting immediately. Regarding different time zones, they were in Chicago while I was in Egypt, creating an eight-hour difference. I pick my time accordingly. I cannot call them at 3:00 AM their time, but when I call them around 9:00 or 10:00 AM, they answer. They never leave me on hold or waiting for weeks..”

Eslam Abo Elnaga

Senior people and systems analyst at B_labs & Mylo

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Other Advice

“The software is from CaptivateIQ, not Adobe. I have not used the global compliance feature or advanced analytics. From an end-user perspective, I found the talent management tools effective, rating them nine out of 10. Workday Human Capital Management is considered a relatively costly module in the market. I am not sure about the cloud provider, and we do not have documentation, guides, or manuals. I have rated Workday Human Capital Management nine out of 10 overall..”

ApoorvVerma

Senior Lead - Portal Rewards at BrowserStack

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“I am not currently using this product but I am exploring it for potential future use.

“I do not know anything about the pricing as that is not part of my job. I am just there to make recommendations.

“I would recommend this product to other people.

“Regarding advice, I can only recommend things and share numbers based on my recommendation. Based on their internal study, if they are interested, they would contact you directly.

“I have rated this solution 8 out of 10..”

PankajNegi

Senior Analyst at Eos Intelligence

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“I was a customer of Workday. We also had a third-party partner, Two Block.

“I do not know about their pricing, but Workday is expensive. For small companies, it is costly. The constraint is that you cannot use Workday in Egypt unless you have a site in the Americas or Europe. For my ex-employer, it was easy because they were based in Chicago, with another headquarters in Malta. With my current employer, we are an Egyptian public company based in Egypt; we cannot purchase Workday because it requires us to have a branch or headquarters in the Americas or Europe.

“I would recommend it to other people, specifically if they meet the criteria of Workday. Workday is perfect.

“On a scale of one to ten, I rate Workday 8.5 out of 10..”

Eslam Abo Elnaga

Senior people and systems analyst at B_labs & Mylo

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“The search bar is actually one of its best hidden features. You can type the hire employee or the name of the person you need to search for, and it takes you exactly where you need to go, saving a lot of time. I did not mention it as an improvement, but many things can be introduced with this feature, so I felt it was worth mentioning.

“Since adopting Workday, we have reduced HR administrative processing time by 45%. We also saw a significant drop in payroll errors due to the direct integration between time tracking and the payroll engine.

“For users looking into using Workday, I advise them to focus heavily on the foundational data model during the planning phase. If you get your cost center and organization level right at the start, the reporting you get out of the system later will be much more valuable.

“I would rate this product a 9 out of 10..”

BasilJiji

System engineer at a retailer with 10,001+ employees

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“I am using only Workday Human Capital Management, not anything else.

“I am not able to answer what metrics we use to measure the impact of Workday Human Capital Management because that is a task for higher management, such as directors or CEOs. For us, Workday is user-friendly, and we use it frequently, but whether it is good for the company is not our call. If you provide me a Ferrari, that is fine, but if my CEO wants to give me a Lamborghini, I would say that is good too; however, that decision is not mine.

“I rate Workday's pricing around a six or seven because it is not very cheap. Pricing is based on employee count, so the more employees, the more costly it becomes due to cloud space and other factors. However, the module-wise pricing system makes it somewhat affordable since you do not have to purchase everything for each employee.

“I definitely recommend Workday Human Capital Management to other users. I give Workday Human Capital Management a final rating of eight out of ten, with two points deducted for security concerns and lack of customization..”

Amit_Rai

Senior Software Engineer at a consultancy with 1,001-5,000 employees

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“In my last project, our client had a merger and acquisition and wanted to include the data of their acquired company in Workday. Since it used a different HCM system, we had to make all the data points that will now be included in the parent organization's Workday system uniform.

You have to first align both things. Suppose certain conditions cannot be mapped one-on-one with the parent organization's requirements. You can do it very easily by creating custom objects where you can add some country-specific fields.

Generally, Workday provides many solutions for the US market. For other regions, you often have to add many local entity-related requirements. The solution's

customization capability and seamless integration with different systems make it a very strong system that can smoothly manage business processes across different systems.

Regarding the user interface, Workday is one of the nice-looking systems because it looks easier to use than other systems. Workday has been designed in a way that both technical and nontechnical users can use it.

If you want to dig further into the system and get something you want, you can do it. If you are an average end user who wants to use Workday for some limited things, you don't have to go through a lot of things to do it. You can do it very easily with the solution.

Overall, I rate the solution a nine out of ten..”

Sarvesh Kumar Jha

Senior Technology Consultant at PricewaterhouseCoopers

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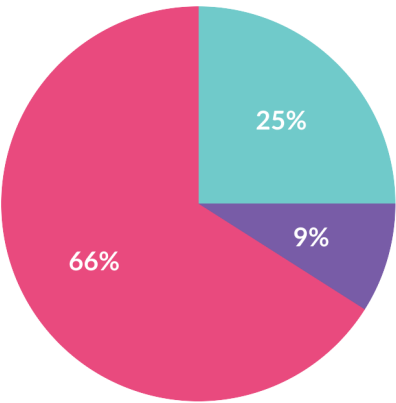
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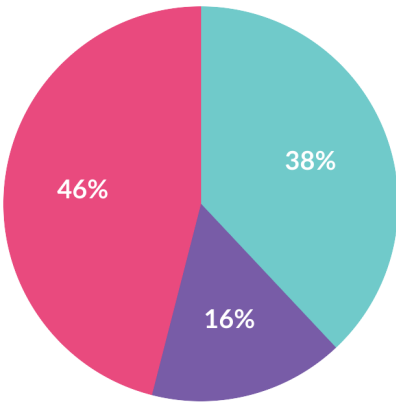


Company Size

by reviewers



by visitors reading reviews



Large Enterprise Midsize Enterprise Small Business

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