



Business Platform Transformation

Workday Application Managed Services

protiviti®
Global Business Consulting

Financials, HCM, Payroll, Inventory, Reporting and More

As a certified Workday Deployment and Application Managed Services (AMS) partner, Protiviti has extensive experience helping organizations design, implement and transform their end-to-end business processes by effectively leveraging Workday features and functionality.



Benefits of a Managed Service Model

Protiviti's team of certified Workday experts is known for providing strategic advice, direction, and showcasing best practices. We offer an extensive range of services, including functional support, integration, and technical assistance. With our high level of competence, we are ready at any time and from any location to ensure your Workday application functions seamlessly.

The benefits of our Managed Service Model include:

- **Protection of Your Mission Critical Operations:** Fast and efficient issue handling based on Service Level Agreements, in combination with continuous optimization.
- **Solution Operations Leading Practices:** Ability to drive integrated quality management and continuous process improvement with industry-verified standards.
- **Customer Centric Approach:** KPI reporting and strong communication helps identify and concentrate on top concerns and resolutions for our customers.
- **Support Staff with Appropriate Skills to Assist:** Dedicated team of Workday-certified subject matter experts offering uninterrupted access to deep expertise in all Workday modules, ensuring you receive optimal support tailored to your unique business needs.

Business value



Higher Business Efficiency: Offload support to Protiviti, enabling you to focus on key internal initiatives.



Cost Management: Predictable cost with flexibility to flex up during peak times.



Pathway to Subject Matter Expertise: Access to Workday thought leaders to streamline processes and expedite issue resolution.

Our Workday AMS options include:

Services

- Ticket resolution management for functional and technical issues
- Integration monitoring, notification, and remediation
- Change management support and execution
- Detailed standard operating procedures (SOP) documentation and execution

Constant Communication

- Support Service Level Agreement (SLA) for entered tickets
- Modern online ticketing system or integrate into your current ticketing system
- Weekly status meeting and reporting
- Quarterly business review

End-to-End Solutions

- Application support and configuration
- Bi-annual Workday release testing
- Data management and workflow monitoring
- Functional development when needed
- Additional implementation and Advisory services available from our Workday consulting team

Support Availability Options

- Support pricing tailored to your budget
- Flexible support hours to meet your needs, from 8/5 to 24/7
- Alternate delivery methods available via offshore or onshore delivery centers

Functional Support

- Workday Business Process (BP) updates
- Custom report and dashboard creation
- EIB development and loading
- Security updates
- Root cause analysis
- Knowledge transfer

Certified Workday Partner

- Workday trained and certified staff
- Passed Workday's rigorous requirements to be a Services Partner
- Access to Workday Partner Knowledge base
- Can raise Workday defect tickets with Workday on clients' behalf and work with our contacts

Contact us today for a customized quote

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Ready to transform your business?

Let's create a tailored strategy for your success.

LEARN MORE
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