Application Managed Services

Application Managed Services for the Next-Generation Back-Office

Historically, organizations have viewed Application Managed Services (AMS) as a "keeping the lights on" function, playing a vital role in improving operational efficiency while simultaneously reducing costs year over year. These benefits are not enough anymore in the new digital era. Next-generation back-office aims to deliver reduced costs and operational efficiencies and perform those lights on functions, all while transforming the back-office landscape through Workday.

Every organization has a unique set of requirements for its HR, financial management, and other back-office support landscape. As a result, Collaborative Solutions' AMS solution offers a comprehensive set of post-production services designed with true flexibility and scalability. These AMS offerings range from Squad-based pooled hours to end-to-end application managed services to fully managed outcome-based models. Our approach is tailored to match your AMS needs, while considering the following factors:

Application Complexity
Functional and technical complexity around integrations, reports, security, etc.

Security
Regulatory and compliance needs such as HIPAA, GXP, etc.

Support Volumetrics
Incidents, service requests, user query and ad-hoc requests, break-fixes, enhancements, projects, and initiatives

Current State Operating Model
In-house team vs. external labor, process maturity, etc.

Other Factors
Support level (16x5, 24x5, or 24x7), geographical coverage, time zone coverage, annual events, industry-specific needs, business events support, and other special considerations

BUSINESS OUTCOMES

30% savings

Over 30% total cost of ownership savings over 3 years due to ticket elimination, increased productivity, and enhanced automation.

AMS Solution Highlights

- **100% Workday-Certified Resources –** access one of the largest Workday resource pools in the industry

- **Delivery Optimization –** focuses on transforming and performing with a strong emphasis on continuous service improvements and outcome-based delivery from day one

- **Innovation Focus -** leverages an automation- and innovation-first mindset enabled by proprietary tools and accelerators

- **Flexible Approach –** delivers scalability and flexibility with our time-tested core-flex resourcing framework and robust governance

- **Skill-based Delivery Model -** supports a right-shoring skill-based delivery model

- **Value-added Solutions –** upholds thought leadership and a commitment to provide superior value and deliver comprehensive next-generation back-office capabilities

- **Accountability –** provides end-to-end service accountability with proactive service management

- **Knowledge Transfer -** offers risk-mitigated knowledge transition and management

- **Governance –** maintains metrics-driven governance and service delivery management

Service Catalog

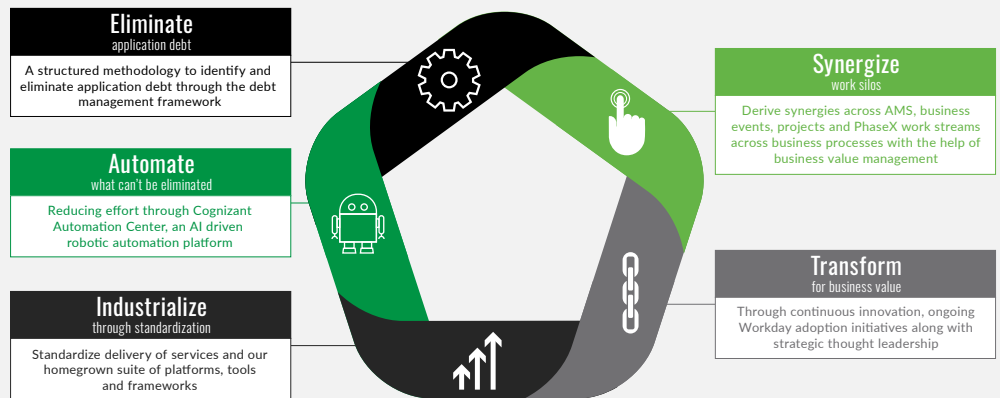| CORE SERVICES	FLEX SERVICES	SERVICE MANAGEMENT
- Tickets & Service Requests Triaging - On-Call Support - L1.5 (SmartOps), L2 and L3 *User Query Support* *Incident Management* *Problem Management* *Root Cause Analysis* *Break-fix and Minor Enhancements* - Configuration Support - Reporting Support - Integration Monitoring - Workday Case Support - Release Management & Semi-Annual Deployment - Business Events Support - Application & Technical Health check	- Major Enhancements - Projects and Strategic initiatives including M&A, Divestitures - Business Process Management - PhaseX and new module deployments - Advisory Services - Consulting Services - Business Process optimization - Organizational Change Management & Training - Independent Validation & Verification (Testing\Quality Assurance) including regression testing, automated testing	- Governance & Reporting - SLA Management - Demand Management *Knowledge Management* *Due Diligence, Transition* *Cross-skilling\Up-skilling* *Documentation* - Knowledge Management **VALUE ADDED SERVICES** - Continuous service improvements - Innovation & Automation - Preventive\Predictive Maintenance - Thought Leadership & Mind-Share

AMS Approach

Our AMS methodology starts with meticulous planning, leveraging our knowledge transfer approach, followed by proven, time-tested knowledge transition (land safe). Once we move to steady state, we not only deliver on the services committed, but also look for avenues to eliminate tickets, bring in synergy where applicable, standardize to best practices, innovate continuously, and ensure you are getting ROI for your Workday investments, as well as enhance your internal user experience in the process.

A Structured Methodology That Delivers Superior Business Value

LAND SAFE

- Risk mitigated transition leveraging proven NextGen ADAPT™ Framework
- Align to Target Operating Model
- Support Stabilization
- SLA Baselining
- Tools and KT enablers that fast tracks the transition and reduces business continuity risks

PERFORM & TRANSFORM

Eliminate
application debt
A structured methodology to identify and eliminate application debt through the debt management framework

Automate
what can't be eliminated
Reducing effort through Cognizant Automation Center, an AI driven robotic automation platform

Industrialize
through standardization
Standardize delivery of services and our homegrown suite of platforms, tools and frameworks

Synergize
work silos
Derive synergies across AMS, business events, projects and PhaseX work streams across business processes with the help of business value management

Transform
for business value
Through continuous innovation, ongoing Workday adoption initiatives along with strategic thought leadership

Client Success Stories

Meta   GILEAD   WASHINGTON UNIVERSITY IN ST. LOUIS · 1853 ·   TAL   BELRON®

3M   CATERPILLAR®   Transurban   GenesisCare   CLOUGH

coupang   ONE FiNE ONE PROPERTY   Agilent Technologies   ST VINCENT'S HEALTH AUSTRALIA   Cabrini