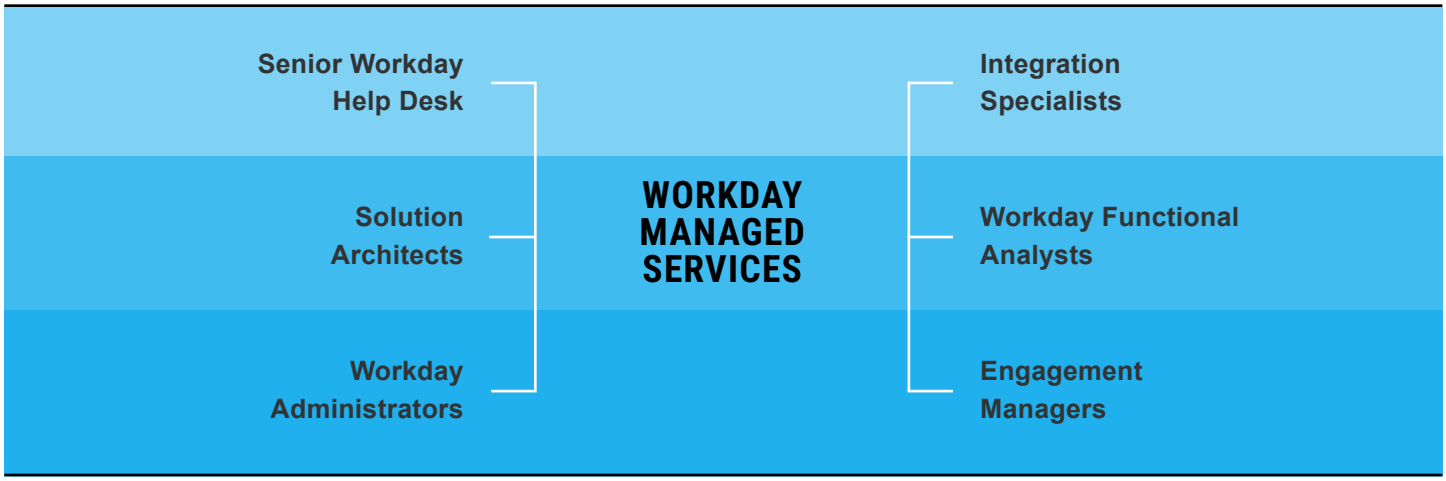
APPLICATION MANAGED SERVICES OVERVIEW

INSPYR Solutions offers specialized managed services that include advanced support, providing more value than traditional Workday managed services. Our core team will consist of full-time, dedicated resources who will handle day-to-day operations and work directly within your organization.



COMPANY OVERVIEW & WORKDAY EXPERTISE

As a leading expert in delivering flexible technology and talent solutions, we strategically align industry and technical expertise with our clients' business objectives and cultural needs. Our tailored offerings include a wide variety of professional services, project solutions, managed services, and talent resources, all bolstered by our strategic partnerships with cutting-edge technology services.

With over 12 years of experience in Workday services, our Workday Practice has been offering Application Management Services (AMS) since 2017. We provide comprehensive support for all Workday products including Workday Financials, Workday Human Capital Management, Workday Payroll, Workday Supply Chain Management, and more. Our successful collaborations with clients across a vast number of industries include completing upgrades and module implementations, as well as offering leadership support and guidance to ensure clients achieve a future-ready Workday environment.

ONBOARDING

Our new AMS client onboarding begins with a comprehensive assessment of the current environment and identifying the level of support needed moving forward, called a "*Review & Recommend*." A senior-level Engagement Manager (EM) will be assigned as the main point of contact, guiding the team through our support process and coordinating with our AMS team based on specific expertise areas.

We will establish clear timeframes and response times for each case and encourage direct communication between your organization and the experts assigned to their tickets.

To ensure a smooth transition from the existing support model, we thoroughly assess the current state and implement the appropriate team, including our Senior EM, to address any challenges. Understanding that change can be difficult, we aim to become a trusted partner by providing high quality services and expert guidance. Our consultants prioritize documentation and knowledge transfer, establishing a baseline of expectations and creating an ongoing catalog for future support needs.

SLAs

INSPYR Solutions offers strong service level agreements (SLAs) that include regular touchpoints, clear metrics, responsiveness, and an effective escalation pathway.

Initially, an Engagement Manager (EM) will be in regular contact, providing daily updates to ensure a smooth transition and adhering to specific response times for any evolving issues. If needed, the Engagement Manager can leverage the expertise of the leadership overseeing the AMS team, allowing us to resolve complex challenges more efficiently than larger firms.

Our typical SLAs for issue resolution are tiered based on priority: **Tier 1 (self-service), Tier 2 (technical), Tier 3 (subject matter expert), and Tier 4 (escalation)**. If issues cannot be resolved at lower tiers, they are escalated to senior leadership or a specialized team for prompt resolution.

In emergencies or unexpected system failures, we prioritize these issues and mobilize dedicated resources to quickly restore stability. To ensure transparency and meet SLAs, we track issue resolution times and generate regular reports to monitor and report service levels.

TRANSITION PLAN

DUE DILIGENCE	KNOWLEDGE TRANSFER	TRANSITION	STEADY STATE
Scope Definition and Analysis	**Gathering Knowledge**	**Shadowing and Reverse Shadowing**	**Issue Resolution**
Project Initiation and Planning	Initiate Support Transition	Initiate Shadowing Activities	Initiate Resolution
• Define engagement scope • Collect relevant documentation • Identify existing processes • Identify business needs • Create scope document • Create knowledge transfer plan	• Review documentation and architecture • Study existing processes • Start knowledge transfer with client • Review day-to-day tasks and steps • Hold discussions with business and technical teams • Document current support process	• Start on-site forward shadowing (flexible to be remote) • Perform day-to-day activities (lead) • Perform hands-on tasks (lead) • Initiate on-site backward shadowing (flexible to be remote) • Perform hands-on tasks (backward)	• Define Level 1, Level 2, Level 3 support roles • Communicate issue resolution process • Establish and perform weekly review meetings • Initiate support

PRICING

We offer flexible pricing models at competitive rates to meet each client's specific needs. For example, we can provide time and materials (T&M), a prepaid bucket of hours (with no limits on year-end carry-forward), milestone-based fixed pricing, and more. Additional costs for after-hours or emergency support may apply depending on the number of hours used and the duration of the contract. Our standard contract length is typically 1-3 years, but we offer flexible terms and price breaks to accommodate varying needs. We also provide customizable service packages, including ad hoc services, managed services, and full outsourcing with flexibility to leverage our independent resources for review and recommendation. Billing is typically handled on a Net 30 monthly basis, with invoices formatted and sent via email.

SUPPORT

We offer **24/7 support as needed**, including weekend support. This is provided on a per-client basis, ensuring that your specific needs and support requirements are met around the clock.

Our Application Managed Services platform leverages a state-of-the-art ticketing and work management system to track incidents, service requests, and project activities by resource in real time. We provide full transparency into time, effort, and resolution metrics, with detailed reporting delivered and reviewed during weekly client status meetings to ensure accountability, performance visibility, and continuous improvement.

Our team handles **Workday's bi-annual updates** and new feature adoption by leveraging a dedicated training coordinator with prior Workday experience who works closely with our consultants to ensure smooth transitions and feature adoption. We also offer proactive system optimization recommendations. Our consultants regularly participate in assessments and provide suggestions for improvements based on best practices.

To maintain consistent communication, we assign a dedicated Account Manager who confirms receipt of support tickets within 24 hours and ensures they are directed to the appropriate resources. We also encourage our AMS clients to engage directly with consultants for enhanced transparency and relationship building.

Additionally, we provide robust **end-user training and knowledge transfer** to ensure that employees are equipped to effectively use the system.

RESOURCES

We have over 120 certified Workday consultants with a combined 500+ Pro Certifications and the hands-on experience to ensure a dedicated and consistent AMS model. Additionally, we offer both independent and W-2 resources to provide flexibility in meeting your needs. We also support specialized talent solutions to scale quickly and effectively along with your organization. Our team of experts is always ready to engage in AMS to provide ongoing support and continuous improvement.

We can also leverage senior resources for critical, high-priority, or emergency work as needed, ensuring that your business requirements are met in a timely and effective manner. While we are open to on-site travel, this would be considered on a case-by-case basis to accommodate your specific needs.

FUTURE READINESS

INSPYR Solutions stays up to date with Workday's evolving roadmap by maintaining strong connections with the community, participating in local **Workday Regional User Groups**, and engaging with expert contacts.

We are also well-equipped to assist with **AI-driven automation or process improvements** in Workday, as **our multi-Pro Certified consultants** are highly knowledgeable in AI and are familiar with both the delivered AI features by SKU and Workday's AI roadmap for this year and next.

Additionally, we can scale support as business needs evolve, continually bringing in more certified resources in response to market demand. In addition to our status as a **certified Workday Services Partner**, we can support **AWS cloud migration**, and we are a **Microsoft Gold Partner**.

READY TO GET STARTED?

Reach out today to see how we can support your AMS needs with speed, clarity, and excellence. Start your journey with a partner you can trust.