
The services your Cloud HR software needs

Just follow the yellow brick road.



alight



You moved to the HR cloud. Nice work! Remember, even though it's called software as a service, your software still needs services. That's what this guide is all about. It's the insight you need to get started on your AMS journey.

AMS — Application Management Services — is designed to support you with your cloud HR or Payroll solution. Typically, these services aren't provided by the solution vendor, but come from third-party vendors like Alight Solutions.

**So come along and join us on the journey to AMS.
Just follow the yellow brick road!**

What can AMS do for you?

AMS is designed to ensure a stable IT environment for HR operations through the efficient maintenance of HR applications. Quality AMS vendors tailor their services to your needs, so be sure to use a certified vendor such as SuccessFactors, Workday or UKG.

If a partner is certified and globally active, they can leverage their local knowledge and experience to support mutual clients' applications and integrations throughout the world.

AMS services provide expertise and support



User adoption self-service tools

- Navigation and user support



Subject matter expert support

- Technical and operational support
- Navigation support
- User and subject matter expert support



Application maintenance

- Corrective, Legal (payroll), adaptive and preventive
- All configuration; provisioning, XML, advanced reporting tools, Boomi, SCPI
- ITL processes framework
- SAP support management



Processing support

- Support and management of automated processes



Digital End-to-End business processes

- System and application management capabilities for central monitoring, alerting, analytics, and administration of SAP cloud and on-premise solutions



Configuration changes

- Catalogue of change requests
- Ad-hoc change requests



Compliance and security management

- Management of application security
- Role based permissions
- GDPR compliance guidance and configuration



Release management

- Management, implementation, testing of new releases and enhancements, change management
- Refresh management
- Yearly road map plan



Documentation maintenance

- Technical and configuration document updates



Change management

- Business consulting for change management

AMS services breakdown

Application maintenance

Corrective maintenance:

- Correct application or performance errors for in-scope applications.
- Troubleshoot and fix issues, report to software vendor, apply and test product patches
- Base support advice around available functionality
- Issue resolution through your configuration modification where required
- Troubleshoot and fix payroll related interface issues
- Performance of application performance |analysis on specific programs
- Error analysis on specific programs
- Troubleshoot authorization issues

Legal maintenance: Keep your payroll solution legally compliant by applying and testing all required legal updates released by vendor (e.g. SAP HRSPs and SAP Notes, taxes updates) and payroll configuration.

Adaptive maintenance: Change the existing application in line with regular process evolutions. Define changes prompted by end-of-year cycles and legal requirements (e.g. tax scale modifications) or company regulatory systematic evolution (e.g. adaption of constants and parameters.)

Preventive maintenance: Application job monitoring and recurrent checks.

Technical and Operational Key User Support

Consultants will support your key users in a variety of customer requests including technical issues and information requests such as supporting the use of existing software functions.

Digital end-to-end business process

Automating and monitoring jobs and integrations. Security management: Application Security Management and authorizations.

Release management

Manage, implement and test new releases and enhancements, including impact analysis, new feature assessment, new feature demo and yearly plan based on the product roadmap.

Evolutionary maintenance:

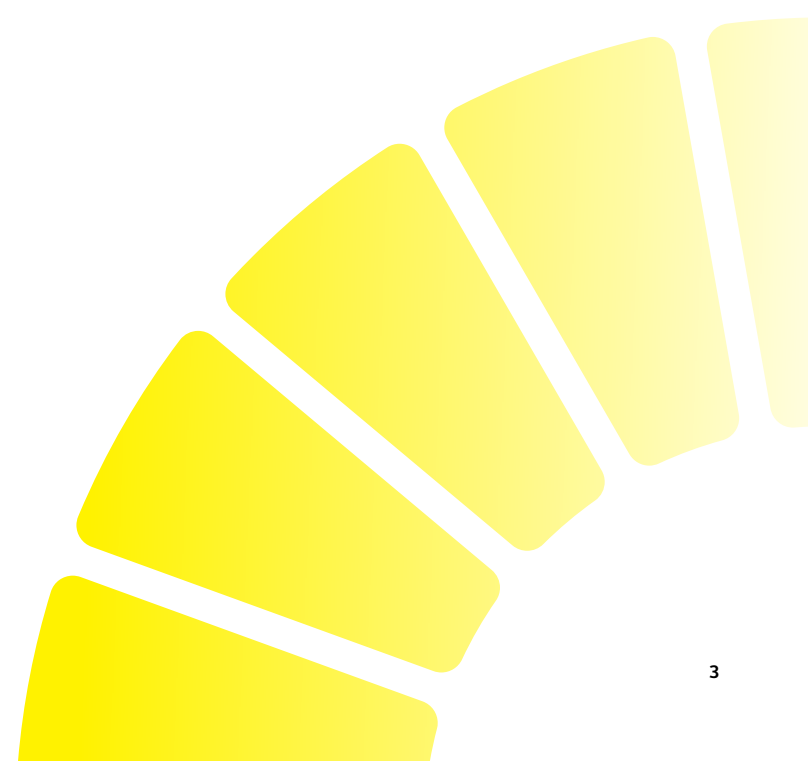
As your business evolves, there's a need to apply required changes in the payroll configuration to accommodate new business needs or enhancements. Delivered through Change order request framework, changes are assessed, estimated, tracked, implemented, tested and deployed to production and documented.

Contract and Account Management

These services include a flexible Global Governance process, single point of contact for Account Management and a fair and transparent Change Control process.

Continuous performance management:

Through the setup of standard processes (ITIL standard), case management tools and metrics (SLAs) and regular audits.



AMS gives you options

And it's all about how involved you want to be.

Managed AMS

With Managed AMS, your AMS partner takes ownership on the solution's vendor administration and manages the support tasks, including configuration on behalf of the customer based on an agreed SOW and SLAs covering the following areas

- Application Maintenance : Corrective, Legal, Adaptive & Preventative
- Release management
- SME User Support
- Security Management
- Configuration changes
- Processing support
- Integration Management

The service is delivered under a fixed fee model. Additional changes and enhancements are charged against a bucket of hours or as Time & Material. Service is subject to SLA with Response Time and Resolution Times.

Flexible On-Demand AMS

Flexible On-Demand AMS (also called AMS Expert Allocation services) is suitable for organizations that have an internal team supporting and managing their HR or Payroll software solution and want to extend the capacity of that team with certified expert consultants.

With Flexible On-Demand AMS, an organization contracts a fixed number of support hours per year (pool of hours) and the AMS consultants will work based on customer requests, whether it's an incident, a service request or a change.

What to look for in an AMS provider

Choosing an AMS provider is like finding a true partner to your business who can contribute to your bottom line via cost savings and revenue growth. The right AMS provider will empower your business and your people, augment your capabilities, and drive value outside the walls of the IT function.

When choosing an AMS provider, consider the following:

Criteria 1: References and Clients

Be sure to ask potential AMS providers for case studies, client testimonials, and references to get a better perspective on their ability to partner and drive value. If possible, request that your potential AMS provider put you in contact with an existing or previous client.

Criteria 2: Clearly Defined Contract

The contract between your business and your AMS provider must be thorough and unambiguous to enable mutual understanding and collaboration between your business and provider.

Pricing should be clearly defined, include any initial or recurring costs and address any premiums the business might incur as a result of out-of-scope events or circumstances. If an out-of-scope event must be approved, the contract should identify a point of contact and timeframe for securing approval. Defining in-scope and out-of-scope events should make up the lion's share of your contract.

Criteria 3: Culture

While the nature of the relationship with your AMS provider is primarily focused on the technical side of business, don't discount the role your provider's culture can play. Your AMS provider will work closely with your own employees and should become ingrained in your business, so the alignment values and culture is key.

Criteria 4: Communication

Communication is integral to a beneficial and value-driven relationship with your AMS provider. Your own employees will need to build a connection with your AMS support team in order to troubleshoot issues, communicate needs and collaborate. When selecting a provider, make sure that their communication styles are in line with your own employees and your business.

Your provider should feel like part of your team and communicate in a way that reflects that connection. Be sure to discuss how communications should be handled whether over phone, email or instant messenger. Beyond the method of communication, ensure your AMS provider knows their audience and doesn't use tech speak or jargon.

Criteria 5: Escalation

Knowing who to escalate to, accessibility to your provider's executive management, and a mutual understanding that the escalation process is important, are key. It's easy to perform when things are running smoothly, but when your business faces challenges you need to know your AMS provider understands the importance of your business and is working to ensure limited disruption that could impact critical operations



The transformation starts now

This is just a small snapshot of what the right AMS partner can do for your organization. If you're ready for next-level transformation, talk to an Alight expert today to get started on your road to AMS.

Let's talk

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