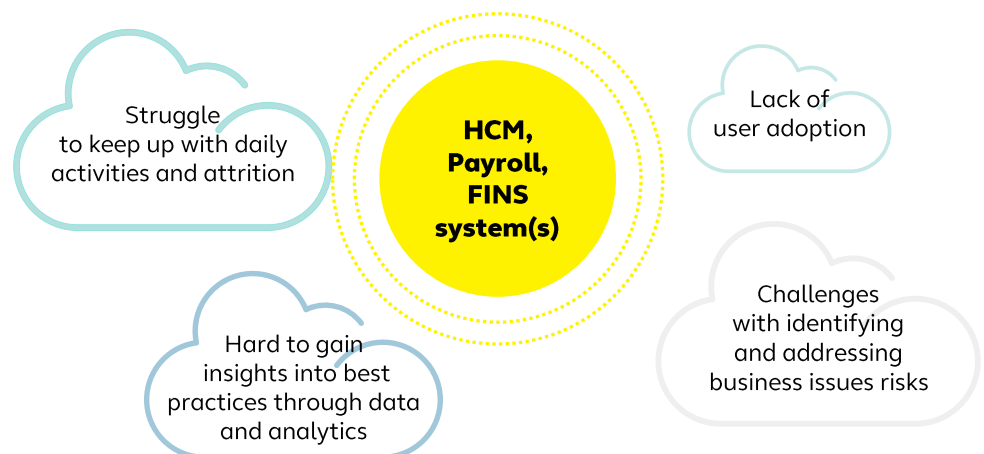# Drive business case realization with Alight Support Desk as a Service

Alight Support Desk as a Service gives your organization day-to-day post-production support to utilize as needed after your Workday deployment. Supplemented with insights, best practices and analytics, this value-add solution helps your business realize immediate and long-term value from your Workday investment in the areas you need support the most.

Common post-deployment issues that reduce ROI

You've invested in deploying Workday for your organization with an expectation around the value it will bring your business processes and operations. However, if you're finding that your team is unable to support the needed optimization, issue resolution and project management to fully transformation your company with your new technology, you may not be realizing your full ROI.

Struggle
to keep up with daily
activities and attrition

**HCM,
Payroll,
FINS
system(s)**

Lack of
user adoption

Hard to gain
insights into best
practices through data
and analytics

Challenges
with identifying
and addressing
business issues risks

Holistic Workday support as you need it

Alight Support Desk as a Service works to address the most pressing issues to HR, Finance and IT teams by supporting the ongoing care of your Workday system through—

- Urgent production support issues and technical questions
- Minor modifications
- Online support desk assistance
- Strategic planning and roadmapping
- Diagnostics and benchmarking
- Access to proprietary content through the Alight Vault
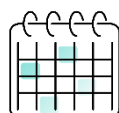
Decreased time to
value realization

Increased system
optimization

Reduced cost for new
functionality uptake

Alight's Support Desk as a Service model

Created for Workday customers looking for day-to-day production support with the added value of user experience insights, configuration best practice assistance and analytics support, Alight Support Desk as a Service is a flexible solution that can be tailored to your exact business needs and budget.
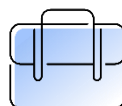
Services and activities

- Support and issue triage
- Minor enhancements
- Complex modifications support
- Tenant health checks
- Domain expert advisory support

Workday certified resources

- Certified resources in all Workday modules
- Knowledge sharing transfers around core system and business processes
- Remote resources

Discretionary pool

- Use your hours pool for only what you need
- Ability to support larger projects and business initiatives on an ad hoc basis

Terms

- Monthly fixed fee for subscription to Alight Support Desk
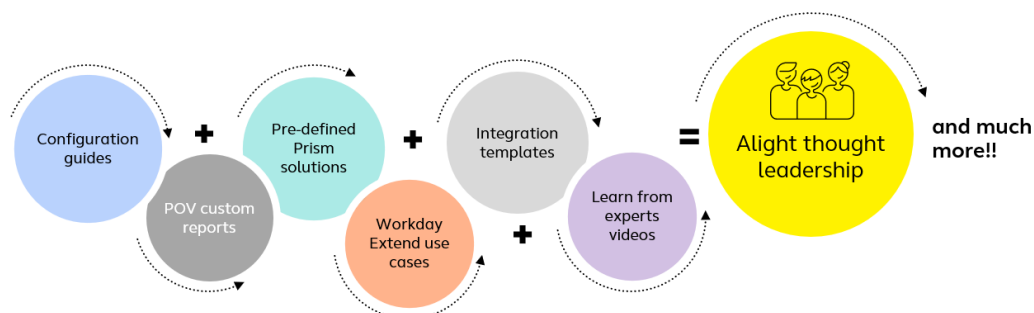- One and three-year terms available

Alight's Diagnostic health check

Opt-in to Alight's diagnostics and analytics as a value-add competent at no additional cost.

- **Advanced analytics** — Take advantage of Alight's aggregated, anonymized HR data.
- **Benchmark reporting** — Compare your business' performance to similar Workday customers.
- **Diagnostic tools** — Make changes to your system to improve performance and prevent issues.

Alight Vault

Access Alight's exclusive point-of-view configuration templates, knowledge transfer videos and use cases to keep your Workday system continuously optimized.

Configuration guides + POV custom reports + Pre-defined Prism solutions + Workday Extend use cases + Integration templates + Learn from experts videos = Alight thought leadership and much more!!

Want to learn more? Reach out to Workday.Solutions@alight.com to speak to a Workday expert.