

# Tame Your Workday HCM Tech Stack With Application Management Services

## What is Application Management ?

The simple definition of application management is the operation, maintenance, updating, and optimization of applications and platforms.

You can outsource your tasks to a skilled, dedicated team whose mission is to keep your applications operating at peak efficiency.

Your Workday AMS partner will work with you to craft a service level agreement (SLA) that gives you worry-free maintenance and optimization accountable to you.

Your partner will have insights into workflows, activities, and data flows that help you make decisions to improve performance.

A high-performing AMS partner will have the expertise and resources to help you align your tech to your business goals and plan for future needs.<sup>1</sup>

<sup>1</sup>["A Buying Guide for Managed Services."](#) CompTIA. Accessed November 24, 2021

Using application management services and cloud technology gives you scalability, so you have greater agility when you need it most.

You can outsource the monitoring and maintenance of your technology to a capable, experienced, and specialized team.

In addition, that team will have access to the skills you need to make the most of your Workday technology.



## Why Should You Outsource?

We recommend conducting an internal assessment to explore the needs and gaps holding you back.

### **Do you need to control costs?**

AMS gives you a stable, predictable cost for your tech stack maintenance. You can offload the worry of fluctuating demands and unpredictable workloads.

### **Do you lack a particular set of skills or expertise for managing your tech stack?**

An AMS partner will have the skills on tap.

### **Are the skills to manage your tech stack hard to find?**

Recruiting specialized skills can be difficult and expensive. When you partner with an AMS, they will have those skills on their team.

### **Do you need to clean up your dirty data?**

Data problems can be a roadblock to effective integration. Let your AMS provider help you get your data streams in shape.



## Services

Specific services vary, but these are the most commonly offered:

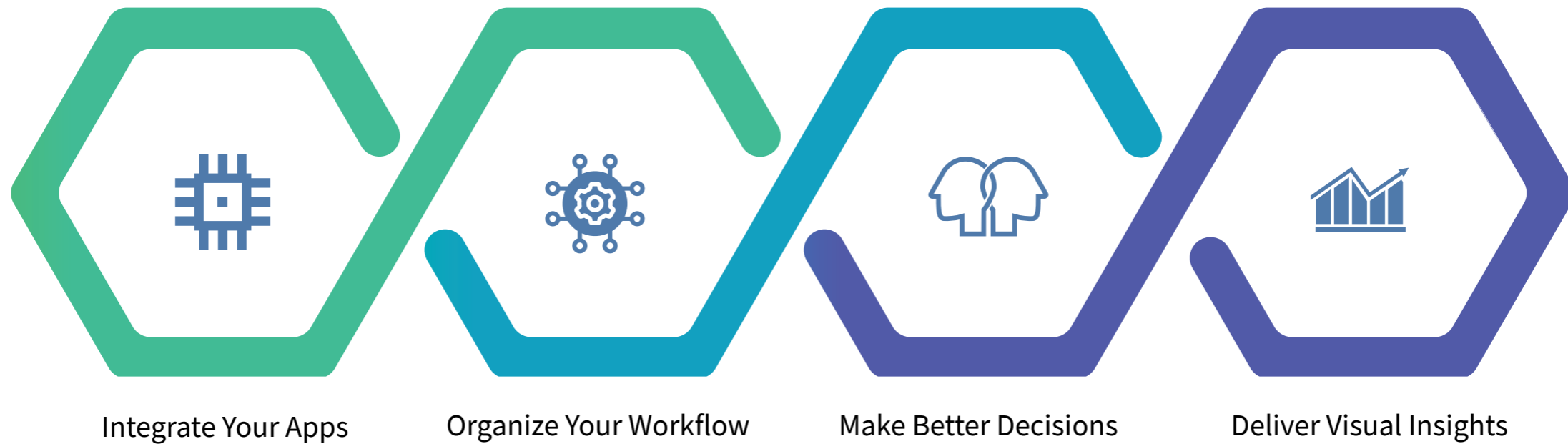
	Resource monitoring and optimization
	Day-to-day administration
	Tier 1 technical support
	Software release management
	Productivity and process management
	Data fixes and data conditioning
	Ad hoc data queries

	Enterprise integration
	Business process optimization
	Troubleshooting and break/fix
	Content management
	Governance
	Risk management
	Compliance

## How to Manage the Managed Services Relationships

<b>Know your strengths and needs</b>	<p>Frequently review your capabilities to get the help you need. Conversely, make sure you don't incur extra costs for the things you can do well.</p> <p>Analyze your workflow to get the most efficient services you can.</p>
<b>Know what and why you want to outsource</b>	<p>Be specific and deliberate about the services you need.</p> <p>Review your operations often to understand what you should offload to your partner.</p>
<b>Partner with your CIO</b>	<p>Understand your organization's data protection requirements. Build safeguards into your contract.</p>
<b>Select the right provider</b>	<p>Look for an understanding of your unique requirements.</p> <p>Evaluate how the team will respond to change.</p> <p>Evaluate their understanding of how your team operates.</p> <p>Assess how they stay ahead of Workday innovation and expect proactive initiative.</p>
<b>Make your expectations clear</b>	<p>Define expected response times and procedures with proactive monitoring and alerts.</p> <p>Let your vendor know you wish to optimize your services continuously.</p> <p>Expect notification of any changes that could affect your service.</p>
<b>Treat your provider as a member of your team</b>	<p>Provide feedback regularly.</p> <p>Conduct periodic reviews just as you would any other member of your team. Celebrate your successes together, acknowledging your partner's contributions.</p>
<b>Plan your exit strategy</b>	<p>Build your exit into the contract.</p> <p>Define exit requirement for data transfer and other requirements.</p>

## AMS is the First Step On Your Road to Workday Optimization





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