

Intecrowd Application Management Services (AMS)

Now that you are live with Workday, Intecrowd can provide the right services to ensure that you continue to maximize the return on your investment.

How We Support You:

Cost Effective and Flexible Support Options

One size does not fit all! Intecrowd partners with our AMS clients to find the right fit. Our configurable support models reflect your needs based on your resources, Workday roadmap, and budget. This right-sized support solution includes flexible contract duration, support hours, and payment terms - ranging from on-demand pay-as-you-go service billed to a credit card to full time dedicated staff with complete SLAs.

Experienced Resources

All Intecrowd clients get a dedicated Account Manager who leverages a team of experienced Workday consultants. This allows us to apply the most qualified resources to identify, understand, and ensure Workday meets your business requirements on an ongoing basis.

Partner NOT Customer

We carefully onboard our AMS clients to ensure we understand all aspects of your deployment. We also provide tailored reporting with a high level of transparency as we resolve your issues. From business case to business process configuration, integrations, and your team – we make certain we know you so that we can best support you.

- Advisory Services
 - ✓ Best Practices
 - ✓ Process Design and Facilitation
 - ✓ Road map development
 - ✓ Business Calendar life cycle support
 - ✓ Merger and Acquisition Impact
 - ✓ Change Management & Training
- Support Services
 - ✓ Release Management
 - ✓ Diagnostics
 - ✓ Enhancements & Optimizations
 - ✓ Configuration
 - ✓ Reporting
 - ✓ Integrations
- Administration Services
 - ✓ User Management
 - ✓ Security Management
 - ✓ Maintenance and Support
 - ✓ Optimization
- Phase X Deployment Support

