

Managed Services

WorkForce Software Technology Support

As the business landscape continues to present new demands for lower pricing and higher quality, many organizations are seeking to quickly adapt their operating model to drive cost reduction and productivity gains. For some, the challenge of maintaining workforce management applications and adapting system configuration to keep up with ever-changing business needs, processes, pay rules and union agreements can be a moving target. Often resource constraints and staff turnover add further complexity when seeking a cost-effective approach to retaining seasoned experts with up-to-date knowledge to consistently support their WorkForce Software system.



RAPID ACCESS – SCALED TO CUSTOMER DEMAND

Workforce Insight's Managed Services framework was built to provide a flexible and economical solution with turn-key access to advanced WorkForce Software expertise to address new and changing business needs, delivering:

- Rapid access to deep, practical WorkForce Software systems expertise and cross-functional teams
- Scalable cost model, aligned to changing demand
- Streamlined ability to leverage software upgrades, new features & functionality
- Reduction in costs associated with hiring, training and retaining talent
- Quick response to unexpected shortages and resource constraints
- Seamless liaison with software & hosting providers (i.e. WorkForce Software Support)
- Best practice guidance and identification of system/process optimization opportunities

Workforce Insight's Managed Services assume responsibility for providing a pre-defined set of services, based on the anticipated needs and service level agreements established with each client. These typically include:

Help Desk Support (client-side tiered support model, based on client needs/goals, i.e. password resets, new user set-up, day-to-day "how to" questions, etc.)

Functional Application Support (i.e. annual holiday updates, pay rule configuration changes driven by collective bargaining agreements, etc.)

Day-to-Day Application Management and Technical Support (i.e., clocks, interfaces, user access management, etc.)

Application Lifecycle Support (upgrades, service packs, non-production environments, etc.)

Data Backup and Disaster Recovery (on premise hosted environments)

Clock Depot Exchange (inventory management, configuration and distribution of clocks and related accessories, biometrics, etc.)

WorkForce Software Managed Services

Workforce Insight delivers a proven Managed Services framework with the flexibility to accommodate each client's unique mix of WorkForce Software modules, versions and devices, including the following most common WorkForce Software solutions:

WORKFORCE SOFTWARE SOLUTIONS SUPPORTED

Forecasting & Scheduling

Time & Attendance

Advanced Scheduler

Absence Compliance Tracker (ACT)

Fatigue Management

Data Capture