LIFE AFTER LAUNCH:
How a Post-Production Support Partner Helps You Get the Most Out of Workday

The Workday Enterprise Management Cloud is a suite of cloud-based applications for financial management, human capital management, and analytics. It helps organizations manage their business operations in a single, integrated system, including human resources, payroll, financials, and procurement.

As a software-as-a- service (SaaS) platform, Workday users don't have to worry about hosting the platform themselves. Everything is managed and secured through the cloud, which lets users tap into a wealth of features and benefits from any approved work device.

Workday has stood the test of time as an enterprise management solution because of its advanced features and configurability. Workday's technicians offer a variety of services to help clients launch their Workday instance, but a launch is just that: the beginning of the journey. Most companies love to go beyond the basic Workday implementation and configure the platform to make it their own.

Such is the benefit of a Workday post-implementation support partner. While Workday deployment sets the stage for success, a post-implementation partner can help businesses maximize the system to be sure that internal processes support the business in the best ways possible.

Workday offers several deployment options for businesses. To fully understand the value of a post-production support partner, we will first examine these launch options and how they establish a foundation for further improvement.

Your Way
Workday Your Way is a traditional, phased approach to implement Workday, in which organizations work closely with Workday's professional services team to plan, configure, and deploy the software. This is usually offered as a series of workshops to gather business requirements, a detailed design phase, a testing phase, and a deployment phase.

Your Way suits organizations with complex business processes or those who need a very tailored deployment experience. It may take longer to implement than other Workday deployment options, but it can provide a more tailored solution and more control over the implementation process.

However, note that a "your-way" configuration requires the longest deployment timeline and the most effort required from the client. As many businesses need to deploy solutions more quickly, Workday offers expedited deployment variants for a faster kickoff and more of a 'rolling adoption' approach.

Standard Launch
The goal of Workday Launch is to provide an efficient and effective software implementation that allows the organization to take immediate advantage of Workday's capabilities and benefits while intending to adopt more features and capabilities after the initial go-live.

Workday Launch typically begins with a discovery and planning phase, in which the organization works with Workday's professional services team or one of Workday's Launch-certified initial deployment partners to assess their
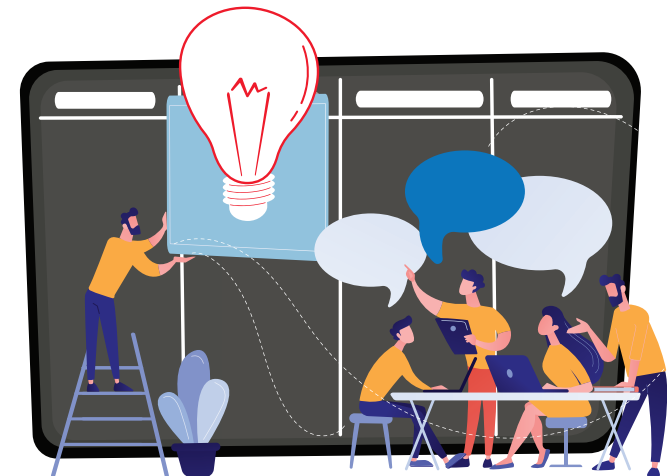
business requirements, review existing processes, and map out a plan for implementation. This is followed by a configuration, testing, and deployment phase, during which the software is configured to meet the organization's specific needs, tested to make sure it functions properly, and then is deployed to end users.

Launch is intended as an expedited version of Workday's standard deployment. It offers a fast way to go live while it supports full configurability as part of the continued 'rolling adoption' of the customer's Workday environment. However, users will want to plan on applying more effort post-launch to make sure that the software fully meets their needs.

Launch Express

Workday Launch Express is a pre- configured version of the platform. It provides the quickest possible launch experience for clients. It's a simplified experience that integrates core features and functions without the administrative hassle of manual configuration options.

Workday Launch Express typically includes core functionality for financial management, human capital management, and analytics, which can then be further configured to meet specific business requirements.

Launch Express is the fastest deployment option as it relies more on out-of-the-box configurations and best practices for deployment. With this option, a user's role is built around the data required to launch the customer on their Workday journey, and it limits the amount of tailoring during deployment. For these companies, post-production support will be essential to get the most out of the service.

What Is Post-Production Support?

From a high-level perspective, post-production support is configuration and ongoing maintenance assistance provided for an organization's Workday system after going live. This support troubleshoots issues, addresses user concerns, makes updates and enhancements to the system, and, with newer AMS providers, can include creating a strategic roadmap.

It makes sure that Workday will continue to meet the organization's needs, and it may provide training and resources to users. Additionally, post-production support (AMS) partners provide project teams to deploy additional Workday products or capabilities that were not included as part of the customer's original deployment. These projects may include full Workday products like Payroll, Recruiting, Learning, Expenses, etc. Some examples of post-production support work:
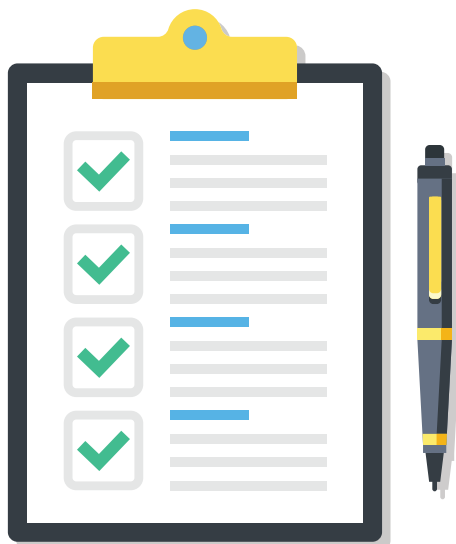
- Troubleshoots and resolves technical issues that arise with the system, such as errors or performance problems.
- Aids users with issues related to system functionality or data, such as how to navigate the system or find specific information.
- Makes updates and enhancements to the system to improve its. performance, add new features, or address changing business needs
- Manages system security and data integrity to ensure that sensitive information is protected.
- Provides training and resources to help users use the system, such as tutorials, documentation, and user guides
- Monitors system usage and performance metrics to identify areas that may need attention or improvement.
- Coordinates with other teams and vendors, such as the IT department or other service providers, to make sure that the Workday system integrates properly with other systems and organization platforms.
- Develops, delivers, and helps manage to a customer's strategic roadmap.

A post-production support partner can be critical to Workday implementations. However, when choosing a partner to help apply new configurations and proactive support, it's important to ensure that partner is mindful of where you are and where you are going in your Workday journey.

ERPA's Workday Service Overview

As a seasoned Workday partner, ERPA brings a wealth of experience to Workday post-production support. The process begins with a detailed needs assessment that identifies areas where improvements can be made to increase productivity, efficiency, capabilities and overall satisfaction. ERPA's process leverages experienced resources with over 4 years of experience to provide proprietary diagnostics, tailored documentation, and in-depth roadmaps that line out key deliverables. Each step identifies which processes will drive the biggest efficiency improvements.

Chief among the post-production support options offered by ERPA is a proprietary offering just for Launch clients: Life After Launch.

LIFE AFTER LAUNCH

Life After Launch addresses the unexpected issues that tend to occur during the post-launch stabilization period. It also ensures that the Workday implementation stays true to the pre-launch implementation roadmap.

This is a critical part of ERPA's post-production support, as many clients won't get the most out of Workday if they stick only to the launch methodology alone. Although the pre-set configurations provide advantages to launch timing and cost compared with tailored configurations, they may not fit the precise needs of the specific business. In addition, in-house teams may not be fully trained or confident on Workday functionality and thus may struggle to get the most out of the system.

Part and parcel with Life After Launch is a variety of **adoption and utilization services** that help clients proactively shape their Workday production environment to its fullest potential. These services include stabilization support for the Workday tenant, dedicated issue resolution training, integrations review, and all aspects of Standard Operating Procedures (SOP) governance.

PAYROLL BRIDGE SUPPORT

Payroll management is one of the top features of the Workday Enterprise Management Cloud, and ERPA's process makes the most of these financial management features. Payroll Bridge Support offers specifically-designed phases to capture and counter the typical challenges encountered in payroll management.

With this service, it's easy for users to learn how to manage their position budgets, request new positions, finalize payroll postings, and monitor payroll runs in a more focused, productive way.

POSITION BUDGET WORKBENCH

ERPA offers dedicated support for general ledger management with a Position Budgeting Workbench. This feature is for organizations in the education and funds spaces. Within this tool, managers of human capital and finance can request new positions, create and monitor position budgets, and finalize payroll postings in preparation of financial statements.
These tools reduce misinformation and errors that may impact your general ledger, and they offer a single source of truth for all human capital management activities.

FINANCIAL BRIDGE SUPPORT

Financial bridge support offers a critical layer of stabilization to a company's Workday Financials. Although some companies do fine without advanced guidance, others may appreciate the ongoing assistance from experienced Workday consultants. Services here may include the following:

- Configuration Updates and Corrections
- Finance Administrator Training
- Testing Assistance
- Operational Transaction Conversion Assistance
- Security Training and Reporting

Plus, financial bridge support can be delivered through several service arrangements that allow users to customize the service to their organization's needs.

The ERPA Advantage

ERPA's services are built on a foundational deployment of Workday performed by your phase-one partner. From there, specialists like ERPA come in to provide post-production support. We partner with customers to fine tune the system, set up integrations, offer go-live support, and maintain an environment of continuous improvement.

And while many Workday partners offer post-launch support, few can match the level of expertise and experience provided by ERPA. For years, ERPA has refined our process as a client-centered technology services firm to help companies master their enterprise applications across Workday, PeopleSoft, and Amazon Web Services.

RPA coordinates functional and technical resources to ensure that each client's Workday configuration is best suited to drive results. This process begins with critical early-stage steps, such as detailed technology roadmapping, but it extends far beyond initial planning. ERPA maps each client's business needs against available Workday optimizations and creates actionable strategies for improvement in the long-term.

Note that these additional configurations aren't massive overhauls to your system; in many cases, small adjustments to the Workday Enterprise Cloud can yield big results in system improvement. The trick is to know where and how to apply these optimizations without disruption to your established Workday tenant.

This is the value of experienced Workday consultants like ERPA. ERPA boasts decades of direct Workday experience, a client-focused approach, service warranties, and more, and ERPA helps companies get more out of Workday than they ever thought possible.

Get the Most Out of Your System With ERPA

Workday has remained an industry leader in human capital management because of the wealth of features it brings to an organization's administrative planning. But going live is only the first step to get the most out of your human resources and finance functions.

Companies that want to go beyond the basics with their resource planning need to make sure that all Workday configurations support the organization's goals. An efficient launch is a good start, but phase one is just that—the beginning of a longer-term process of continuous improvement. Companies that achieve full mastery over their Workday cloud will always be able to do more than companies without it.

If your organization is curious about how your Workday implementation could be improved, contact our team at ERPA. We'll review our suite of services and Life After Launch tools to ensure that your business maximizes the value of your Workday investment and gains the support you need to move your business into the future.

Contact our team today!

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