WHICH BRIDGE IS BEST FOR YOU?

Sometimes you just need a little help, sometimes you need bit more. We offer two package durations to address your Payroll tenant needs.

MONTH 3

This is the perfect solution for customers who have or will recently go live and need some extra support during the stabilization period. This model offers three phases in a three-month timeframe. Each phase contains kicks off with a customer needs analysis and ends with an exit assessment to prioritize the immediate needs during this time.
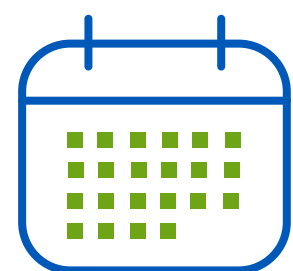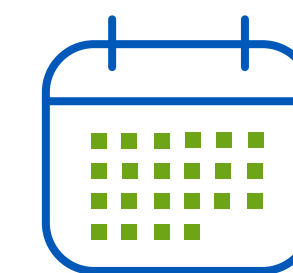
The estimated phase time frames are:

- Phase 1 = 6 weeks
- Phase 2 = 4 weeks
- Phase 3 = 2 weeks

MONTH 6

This model is built for customers who need more intensive support, whether because of the scale of their Workday tenants and company, or because there are more moving pieces. The three phases begin with customer needs analysis and end with exist assessments; contingency plans are also developed in case of unexpected challenges ensuring there is comprehensive and sustained support during the six months.

The estimated time frames are:

- Phase 1 = 12 weeks
- Phase 2 = 8 weeks
- Phase 3 = 4 weeks

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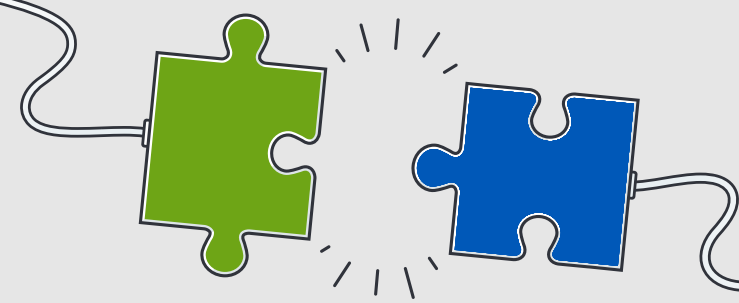
WHICH **SUPPORT PACKAGE** IS RIGHT FOR YOU?

Duration isn't the only thing you can choose the right fit for. Our support also comes in two offerings:

ERPA

FULL SUPPORT

- Configuration Updates/Corrections
- Testing
- EIB Creation
- EIB Upload Support
- Payroll Processing Support
- Review/Create Job Aides
- Review/Update Payroll Check List
- Off Cycle/Manual Support
- Settlement Assistance
- Cross Functional Support (specific to payroll needs for pay complete)
- Create Custom Reports
- Provide Standard Report List
- Ongoing Knowledge Transfers (Facilitate)

LIMITED SUPPORT

- Ongoing Payroll Processing Support
- EIB Review
- Ongoing Knowledge Transfers (Facilitate)
- Custom Report Review
- Off Cycle/Manual Support
- Settlement Support
- Support as needed/requested

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