

Workday Support

Let Invisors help “accelerate” your ongoing Workday success

The success of every Workday deployment is measured after go-live. The reality is that more than “just the system” changed with the Workday go-live; there are new roles, routines, and opportunities to master.

Workday Support can be purchased in a few ways, depending on your unique situation:

Need help with a specific project?

Defined Outcome Project

- Like a traditional system deployment, with a defined scope and multi-week plan
- Dedicated team of resources to deliver a specific project on a timeline
- Sold with a defined statement of work to achieve a defined outcome
 - Configure Benefits Annual Enrollment
 - Configure + Launch Annual Comp Cycle
 - Acquisition or Divestiture Events
- Provide comprehensive knowledge transfer to your team at project completion
- Popular option when a complex project with focused effort is required

Need to backfill a specific skillset?

Staff Augmentation

- Dedicated resource to join your Workday support team
- Sold as a full-time equivalent over a period (i.e. 20 hours/week of integration consultant)
- Invisors uses your ticketing tools + plugs into your meetings
- Popular option to backfill an unplanned attrition or leave of absence

Sample Skillsets

- Configure System Changes
- Deploy Dashboard Analytics
- Provide Advisory Consulting
- Deploy + Maintain Integrations
- Perform Optimization Assessments
- Provide Knowledge Transfer
- Troubleshoot Complex Issues
- Organize Roadmap Planning
- Manage Workday Releases

Need a variety of skillsets?

Pool of Resources

- Dedicated Lead to triage your evolving needs + our support team skillsets
- Sold as hours at a fixed rate to be used over an agreed time period
- Online request system to monitor all Invisors work activities
- Facilitate weekly status meetings + monthly / quarterly governance meetings

Our Enablement Methodology for Support Customers

Invisors provides a mix of diverse Workday Certified resources

Each live Workday customer is unique, so there is not a “one-size-fits-all” support model.

Here’s how we tactically enable successful outcomes on each unique engagement:



Understand Your
Workday Support
Model + Our Specific
Support Role(s)



Introduce Governance
Routines to Facilitate
Predictability +
Alignment



Track Each
Individual Support
Request in a Shared
Online Workspace



Document Your
Configuration
Requirements +
Expected Outcomes

We’re successful **only if you’re successful.**