


Workday Enhancement Services



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WHAT IT IS

Workday Enhancement Services (WES) is more than a support service; it's a partnership model for Workday customers. Our goal is to help you maximise the value of your Workday investment by enhancing your platform experience and building your internal team's capabilities.

Unlike traditional ticket-based services, Workday Enhancement Services (WES) takes a collaborative and knowledge-sharing approach. With WES, you're not just a ticket in a queue - you're a valued partner. We provide you with a dedicated WES consultant who becomes an extension of your team, understanding your business needs and swiftly addressing any issues.

We focus on root cause analysis to prevent future issues, joint solutioning to improve usability, and coaching to upskill your team.

Choose WES and enjoy increased facetime, reduced administrative burden, increased productivity, reduced cases and an improved Workday experience.



WES is designed to move your Workday AMS from mere support to a strategic partnership.



Experience a more capable and autonomous team with increased confidence in their abilities and reassure they're supported every step of the way.



WES is proactive in identifying potential challenges and addressing them before they become problems.



WES streamlines issue resolution, reducing delays and eliminating the inefficiency of ticket 'ping pong'.

PREOS CASE STUDY



IFCO embarked on a journey with Preos to pilot Workday Enhancement Services (WES). This partnership has not only upskilled the IFCO team but also elevated the perception of Workday within the business.



Scan for the full story.



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ASK YOURSELF

- Are you spending too much time dealing with administrative overhead and 'ticket ping pong' instead of focusing on your core business activities?
- Is your provider only interested in resolving tickets, with no focus on helping you improve or extract more value from Workday?
- Have your team experienced delays in implementing simple changes due to poor communication, inexperienced consultants, or a lack of understanding of your needs?
- Does your current provider require you to articulate detailed requirements before taking action, without offering a consultative approach or impact analysis?

HOW DOES WORKDAY ENHANCEMENT SERVICES COMPARE TO AMS?

	 Workday Enhancement Services	Traditional AMS Providers
The approach	Proactive problem-solving approach, focusing on understanding your business objectives and needs.	Reactive approach, focusing solely on ticket resolution, hours and SLAs.
Value added to your organisation	Enhances the value you get from Workday, not just maintains it.	Little focus on improving or extracting more value from your Workday investment.
Timeliness	Swift resolution of issues.	Delays in implementing changes due to poor communication and inexperienced consultants.
Communication with your team	Offers a consultative approach with impact analysis.	Needs detailed requirements from in-house support before taking action.
Familiarity with your organisation	Your dedicated WES consultant understands your organisation's setup and tailors solutions accordingly.	A constant rotation of unfamiliar resources with a task execution mindset.
Strategic input	Helps in long-term strategic planning for your Workday system.	Lack of strategic input for Workday evolution.
Cost efficiency	Reduces administrative tasks and offers swift issue resolution, lowering operational costs.	High administrative overhead due to 'ticket ping pong', leading to time lost in back-and-forth communications and extended resolution times.