



Application Management Services

Are you interested in learning more about our Application Management Services? Talk to an Alight expert about how we can help.

[Let's talk](#)

Your HR platform holds the crucial insights to your people that business leaders need, and many HR departments are feeling the strain of added responsibilities on top of ongoing operations. Our Application Management Services (AMS) are here to keep your technology running seamlessly as well as looking for opportunities to optimize to ensure you get the most out of your platform whilst also freeing up your HR team for business-critical activities.

Flexible solutions to help when and where you need them:

Pool of hours

We've reduced the minimum purchase requirement for our pool of hours for organizations needing an extra helping hand. The hours can be used at your discretion and will give you access to certified experts as and when you need them.

Release management

Even though your team's priorities have shifted, you will soon need to begin thinking about the next release and any functionality that may impact your existing processes. Our team are here to help, ensuring the mandatory features work with your existing setup and making recommendations on which optional features will enhance your tenant.

Support desk

We've reduced the minimum contract period for our help desk to ensure it's accessible to anyone who needs our help. Our certified experts will provide support for urgent production issues, respond to Workday functional questions and will complete minor modifications to your Workday tenant.

Support of COVID-19 related requests

Enables your organization to react quickly to your business needs such as new reporting requests, support with financial reforecasting and planning, creation of new time off codes, etc. Leverage Alight's best practices to execute quickly and effectively on changes due to COVID-19.

New functionality

As your organization navigates what the future of work will look like, it will be important to ensure you have the right modules in place to ensure you have a skilled workforce that you can easily onboard and offboard. Now may be the time to consider additional modules to ensure you have the right tools in place to get your business back up and running.