



Application Management Service.



Keeping your
HCM Cloud
solution optimally
configured and
maintained.



Application Management Service (AMS)



We keep your application **healthy** and **high performing**, maximizing HCM Cloud's capabilities through **optimal configuration** and **maintenance**



Gain **peace of mind** with expert HCM Cloud support for your small changes and ad-hoc reporting requirements



We review new releases with you, highlight **benefits**, discuss your **priority** issues and work with you to identify and **configure solutions**.



We manage the system so that you can focus on **unlocking value** for your organisation and employees.

Why is Application Management important?

Enable compliance and efficiency:

- Stay ahead of evolving payroll and HR regulations.

Maximise system performance:

- Faster processing, better user experience, and increased productivity.

Maintain data integrity:

- Regular reviews enable GDPR compliance and informed decision-making.

Adapt and evolve:

- Leverage new functionality and legislative updates with expert support.

Flexible expertise:

- AMS provides the resources you need, when you need them.

Scope of service



**Security
management**



**Incident and
alert
management**



**Upgrade and
release
management**



**System
health**



**Configuration
and
support**



**Hierarchy
maintenance**



**System
evaluation**

The service pillars provide flexible and responsive means to optimise system efficiency and effectiveness, maximising your return on investment.

Security management

Enabling your teams to have the right access to your system



Protect your data

Maintain compliance by ensuring users only access what they need.



Access control

Monthly security checks to identify and deactivate inactive users.



Profile and user management

Set up and update security profiles and user access as needed.



Password support

Reset passwords and remove system locks for seamless access.



Proactive security

AMS can help you keep HCM Cloud and MyView secure and up to date.

Incident & alert management

Identify, review, report, communicate

AMS triage incidents, provides system advice and guidance, log support cases, track their progress and keep you informed. We monitor known issues, implement workarounds and communicate downtime to aid planning.

Service includes:

- **Incident support** – Triage, guidance, and resolution advice.
- **Case management** – Monitor and engage with Zellis support team on your behalf.
- **Problem management** – Assess known issues and provide solutions.
- **Service alerts** – Notify you of system downtime or major incidents.



Upgrade management

Planning and preparation for release enhancements

- Zellis delivers innovation releases and mandatory updates. Understanding their impact for your organisation and finding time for testing them can be challenging.
- AMS supports you by reviewing new features, discussing the roadmap, and assisting with release testing for a seamless transition.

Service includes:



Upgrade and patch management

Assess new functionality, legislative updates, and efficiency benefits.



Roadmap planning

Discuss future system developments and enhancements.



Database control

Monitor and manage HCM Cloud versions.



System release testing

Validate system functionality post-upgrade.

System health

Compliance and system optimisation

- Balancing HCM Cloud maintenance with daily priorities like payroll can be challenging, yet neglecting it impacts system performance.
- AMS manages routine maintenance, meaning data retention aligns with company and legal policies. Undertaking regular housekeeping, keeps your system running efficiently.
- We also optimise business processes by working with you to automate tasks using task scheduling and offline processing, validating core functions like Backpay and Alabaster are correctly configured.

A woman with voluminous curly hair is sitting on a wooden bench outdoors. She is wearing a grey blazer over a white top and dark pants. She is holding a white coffee cup in her right hand and a tablet computer in her left hand, looking down at the screen with a smile. The background is a blurred green landscape.

Configuration and support

Apply and test minor system changes, including pay elements, cost codes, and locations.

Create ad hoc reports for data extraction and insights.

Assess and coordinate change requests with Zellis teams for planning and pricing.

Provide HCM Cloud system support for queries, year-end processing, compliance, and pay awards.

Hierarchy maintenance

Maintaining your organisation's establishment

- Manage individual and bulk hierarchy changes for HR and payroll, keeping reporting lines up to date.
- Maintain post-to-post structures and flag orphan or long-term unoccupied posts for accurate vacancy reporting.
- Support bulk post updates using HCM Cloud functionality, reducing manual effort.
- Validate manager reporting lines, minimising errors in approvals and enhancing real-time reporting.



System evaluation

Optimising system usage to meet business requirements

- Maximise your HCM Cloud system by reviewing underused functionality, identifying improvements, and providing solutions to meet evolving business requirements.
- Services:
 - Issue review: resolve priority business challenges.
 - Functionality assessment: evaluate and recommend improvements.
 - Solution guidance: provide options for system enhancements.



Questions?



Upcoming webinars:

Neonatal legislation update

Wednesday 12th March,

10:00 – 11:00am

Join our Product Legislation Manager, Cybill Watkins, for an insightful and practical overview of the upcoming Statutory Neonatal Care Leave and Pay legislation, which comes into effect on 6th April.

REGISTER

Is AMS right for you?

