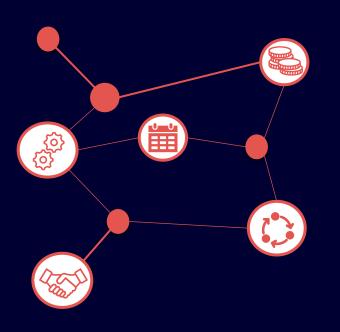


# Application Management Service.



# 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

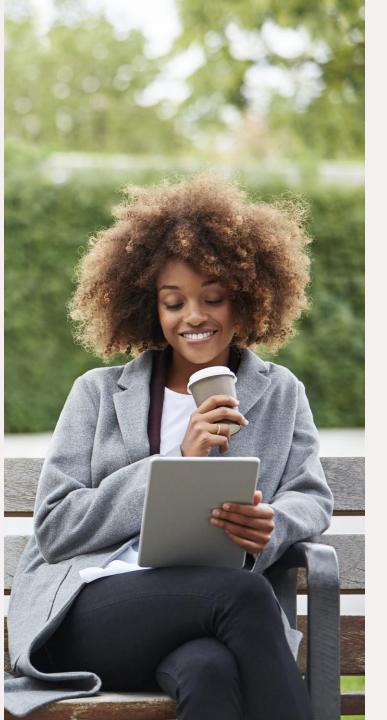
Validate system functionality postupgrade.

# 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.



# **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 12<sup>th</sup> 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** 

