

# Joint Development Services

Ensuring smooth running of Workday  
implementation





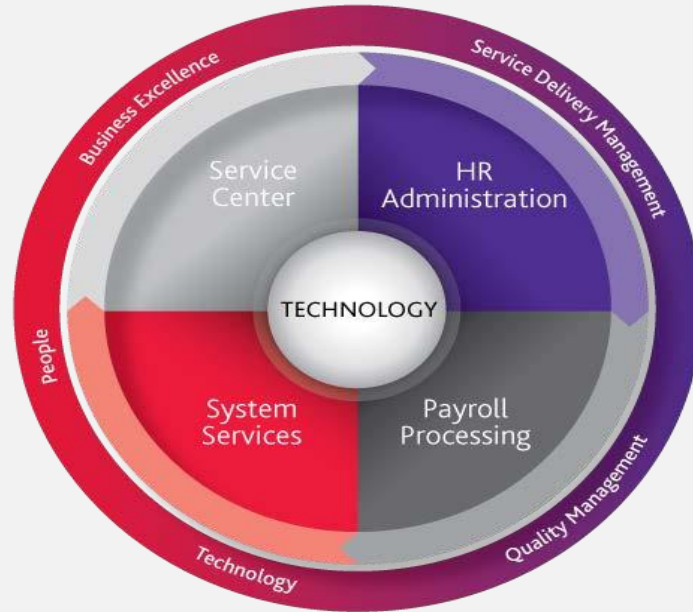
## Service Center

- Policies & procedures
- Inquiry / Case handling
- Self service support
- Document management
- Knowledge management



## System Services

- Integration and reporting management
- Workforce analytics
- Application management
- Release management



## HR Administration

- Organization & Employee data management
- Benefits enrollment
- Deduction and leave administration
- Learning administration
- Talent administration



## Payroll Processing

- Payroll processing and compliance
- Deductions administration
- Tax and filing
- Time administration support

To ensure that our Workday customers can benefit from a correct, efficient and up-to-date Workday HCM landscape at all times while reducing complexity and minimizing business risk, **Kastech manages the applications on their behalf**, including:

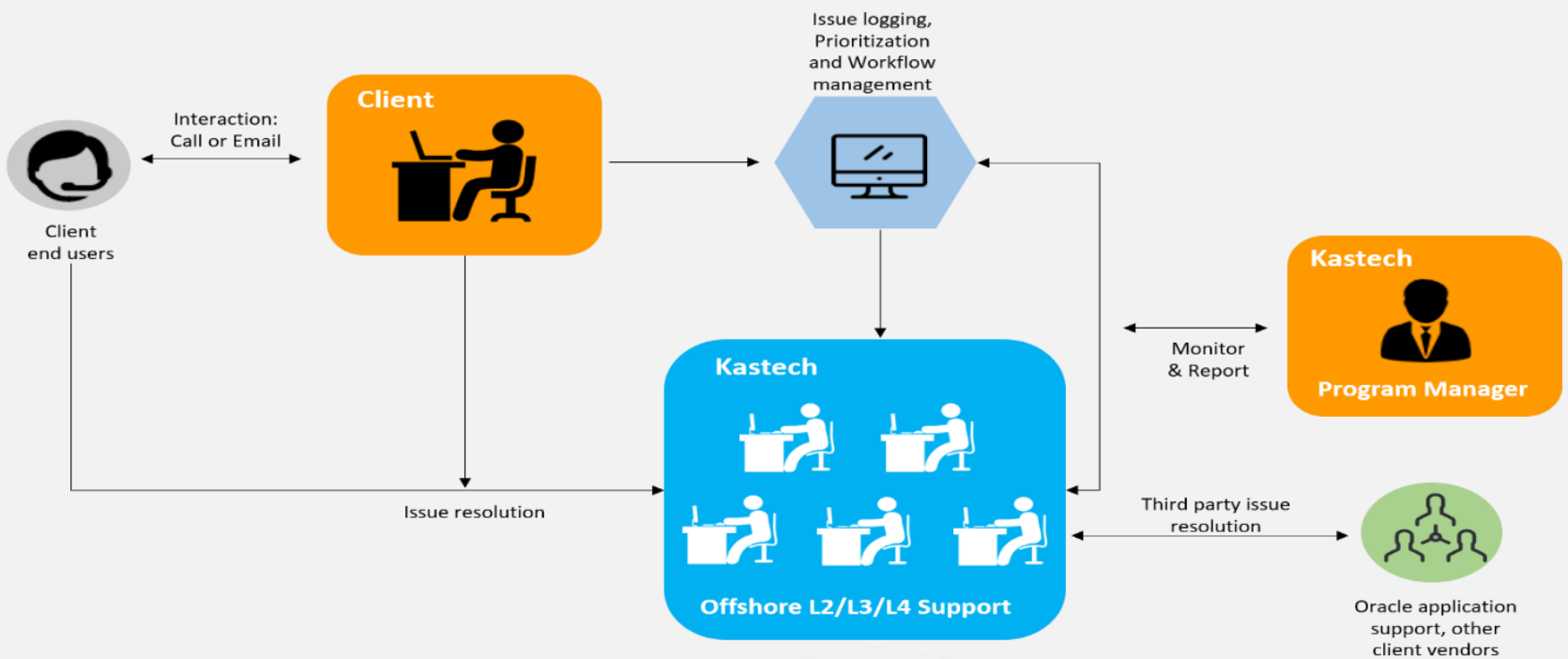
Configuration  
Management

Integration  
Management

Security  
Management


Reporting  
Management

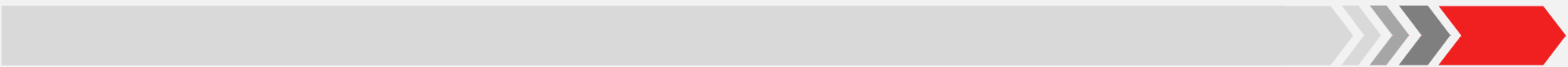
Release  
Management



  
Global delivery model

  
COE

  
Quality audits



## Process and Policy Changes

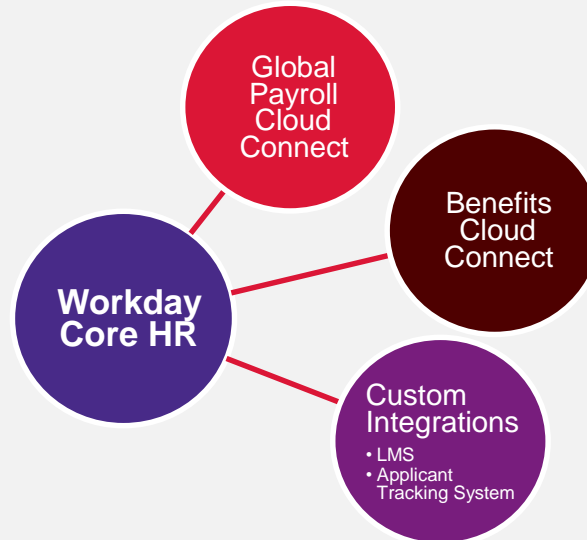
Kastech provides support for business process configuration and administrative maintenance including designing, developing, testing, and implementing custom configurations required to support the business.





## Connect and Integrate

In support of the unique and sometimes complex nature of integrations, Kastech maintains a staff of advanced certified integration consultants with the **expertise to design, build and support the most complex integrations linking Workday products with an increasing number of third-party systems and data sources.**





## Locking it down

Remove the burden and risk of managing the security of your Workday application. Control what you can **do** and what you can **access**.

Kastech will manage functional areas, securable items and security policies in the system according to your company policies.





### Its all about data...

Kastech has advanced certified HCM consultants with the expertise to design, build and **support standard reporting operations** as well as to **perform advanced report developments**.

- Support of the Workday HCM Standard Reports
- Development of Custom Reports

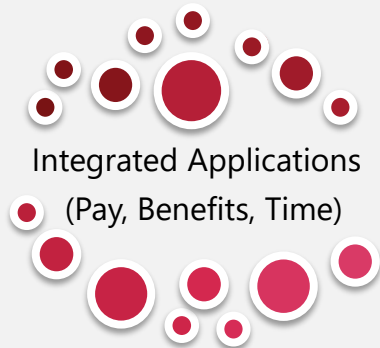




## Controlling the release

Every 3 to 4 months, Workday releases a new update of its HCM platform. Kastech helps Workday customers in **adopting these new releases in the most efficient way**, through the following services:

- Change enablement for standard Workday platform changes
- Provision of a preview of the changes and new functionality at the field level
- Testing and adoption of the selected new functionality
- Customer specific configuration release management



### Single point of contact



Managing all application maintenance and release management activities through one single vendor reduces risks and communication issues

### Tailored Services



Providing tailored application maintenance, integration and/or release management services to meet individual company needs.

### Enlarged teams



Employ a highly skilled Workday consultant with the competencies of your choice. Avoid the cost and time spent on hiring an extra employee, and focus on your core business.

### Network of expertise



Our large pool of Workday consultants enables us to access a trusted network of expertise and experience

### Processes and Tools



Use of qualitative methodologies & tools, globally standardized processes and proven SLAs, ensuring real-time monitoring, timely response and guaranteed service levels



- Brings experienced and certified Consultants to the table
- Provides 24/7 attention due to the offshore-Remote model so turn around time is faster
- Provides cost break as we don't charge hours for the analysis of the issue or solution finding
- Flexible with changing of resources if they don't meet the expectations
- Kastech can conduct or support clients with the following
  - Analyzing current configurations
  - Present a report for review
  - Identify the scope per client approval
  - Assist in managing the scope
  - Configure the changes
  - Help client's team test in Sandbox

## Focus on business process

- Our Application Services consultants speak the HR/Fin process language as well as the IT language
- Our team supports the HR cycles (payroll year end, annual enrollment, annual compensation etc.)
- Kastech's consultants and Client resources are in partnership to deliver high-quality services

## Implement solutions for Operational Efficiency

- Built to scale
- Tested to uphold SLA's
- Leverage best practices across clients