GET THE MOST OUT OF YOUR WORKDAY INVESTMENT
APPLICATION MANAGEMENT SERVICES FOR STUDENT

Avaap is a higher education-focused Workday Application Management Services (AMS) Partner, providing cloud-based support that allows you to focus on transformation, growth, user satisfaction, and student success while getting maximum value out of your Workday Student investment.

PRODUCT ISSUE RESOLUTION AND ESCALATION
As an evolving product, Workday Student functionality can be affected by changes related to break/fix scenarios and scheduled Workday updates. Our Workday certified architects partner with you to identify solutions, develop potential work-arounds, and support you through life in production.

DIAGNOSTICS & OPTIMIZATION
Our tenant diagnostic services provide a thorough review and assessment of your current state Workday Student production tenant. Our experienced consultants focus their review on optimization and recommendations for achieving industry standards.

ENHANCEMENT PROJECTS
Our enhancement projects are designed to help with the deployment of any post-production phase including: multi-institution and consortium support, new functionality, notifications and alerts, dashboards, or integration/reporting with a defined scope of work that requires increased PMO support.

BIANNUAL UPDATE & RELEASE MANAGEMENT
Our update and release management services deliver a preparatory process for absorbing Workday's twice yearly major update and release. Our team works with you to analyze the release notes and help you understand the impacts of the release to your current configuration.

LIFELIFE HOURS
Our Lifeline hours service is our most flexible option, tailored to help augment your team through the peaks and valleys of day-to-day production support. The service has an aligned Workday certified account manager with certified resources allocated on as-needed basis, providing you the flexibility you need when you need it most. These services include OnDemand Services to expand Workday capabilities and Managed Services to optimize your Workday delivery.

MANAGED SERVICES
Our AMS Managed Services can help support your organization by going beyond normal post-production support ("Lifeline") and staff augmentation requests. We offer Workday experienced resources that can be embedded as part of your team for day-to-day support and operational efficiency. Avaap's Managed Services team can work directly with end users or internal business partners across a spectrum of Workday processes. The Managed Services team may also have access to submit an escalation case directly to our Workday Student consultants as part of the Lifeline SOW, if required.

Avaap AMS Consulting Services

CONFIGURATION
CHANGES & ENHANCEMENTS

REPORTS
DASHBOARD CREATION

CONSORTIUM
SUPPORT

NEW MARKET
ENTRY SUPPORT

MULTI-INSTITUTION
SUPPORT

TENANT
ASSESSMENT & RECOMMENDATION

MODULE
DEPLOYMENT

PROCESS
OPTIMIZATION

UPDATES
ANNUAL SERVICE & BEYOND

INTEGRATION
CROSS-FUNCTIONAL SUPPORT

VS.

BASIC HELPDESK FUNCTIONS
USER SUPPORT
BREAK-FIX & DATA LOAD
INTEGRATION

workday | Services Partner

workday | Extend Partner

workday | Advisory Partner

workday | AMS Partner

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innovation | solutions | outcome