



MANAGED SERVICES

Workday Adaptive Planning

Ensure a confident adoption of Workday Adaptive Planning through our full-service managed services program.

When you first become an E78 Partners client, our goal is to keep it that way. That's why we go beyond the typical consulting services and offer Managed Services for those that could use a few extra hands and the deep expertise required to ensure an optimal system implementation. Our *Managed Services* program for Workday Adaptive Planning provides our clients responsive, reliable, expert support and administration services to enable a fully confident adoption of their Workday Adaptive Planning instances. To effectively support our clients' needs, this program is available in semi-annual, or annual contract lengths.

PROGRAM DETAILS

All subscriptions include:

Monthly Hour Allotment, which may be applied to the following, at the client's discretion

- Administration maintenance
- Integration maintenance and monitoring
- Troubleshooting formulas and errors
- Small projects (like Reports, Training Sessions, Product Feature Demonstrations, and Task Walk-throughs)

Option to increase the Monthly Hour Allotment is available in 5-hour increments, available to purchase at any time

Direct access to the E78 expert Adaptive Services team

- A dedicated, single point of contact
- A personalized portal to track and report requests and services
- Business Advisors and Support Specialists available to assist, when needed

Semi-Annual & Annual subscriptions also include (upon request):

Proactive Planning with Quarterly Business Reviews

- Quarterly review of Program usage (hours, issues)
- Initial development of strategic roadmap
- Rotating semi-annual focus on updates to strategic roadmap and impact of product releases

SUBSCRIPTIONS

Monthly Hour Allotment	Semi-Annual	Annual
10 hours per month	\$1950	\$1890
15 hours per month	\$2933	\$2835

All contracts are billed in advance and auto-renew. Any hours over the monthly hour allotment will be billed monthly.

Contact Information

Joe Cohen
jcohen@e78partners.com
512.297.7092

Nicole Georgen
ngeorgen@e78partners.com
512.300.5652

24 hour response time

Scheduled support within 1 - 3 business days

MANAGED SERVICES PORTAL

E78 Partner's Managed Services offers a range of solutions to support your team after implementation. Our Adaptive Planning experts are available to actively assist your team's needs through support, training, troubleshooting, & administration. Monitor and track your services through the E78 Managed Services Portal. The personalized dashboard provides your team with full visibility on how your hourly services are distributed.

Sending requests has never been easier. Dashboards include an instant Service Request Submission, allowing you to access a submission form with just **one click.**



Connect with us today to learn more

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