

# MANAGED SERVICES

## OVERVIEW

HR teams are increasingly challenged to address a rapidly changing workforce in the face of the tightest labor market in recent memory. In an environment where organizations will need to get more out of their talent, HR teams need the agility and bandwidth to ensure they are in a position to have the right people in the right place aligned to the right goals relative to the organization's needs. That means that they'll need to spend less time on administrative functions and deploy more time, energy and resources at their people strategy.

SilkRoad Technology Managed Services is a retained, strategic partnership that enables HR teams to leave the high tech to us while clients manage the high touch initiatives to achieve departmental and organizational goals efficiently and effectively. As an extension of our client's team, Managed Services helps to drive the adoption of solutions and new capabilities to ensure clients optimize the value of their investment.

**Simple. Easy. Personal. Effective. Let SilkRoad Managed Services work for you!**

## OBJECTIVES

- Identify customer escalations, project issues and risks and present best practices and/or alternatives to proactively resolve.
- Develops and uses new metrics and benchmark data to monitor and improve processes and practices.
- Anticipates problems and takes immediate action to resolve issues when they arise with a strong sense of urgency.
- Make updates to onboarding (tasks, notifications, branding).
- Ensures the onboarding program is best in class.

## BENEFITS

- Assumes role as point-of-contact for day to day customer engagement and all additional SilkRoad customer support or services needs.
- Investigates technical problems, coordinates with development engineers to diagnose problems and take corrective actions.
- Stays abreast of human resources industry best practices.
- Assume a role on your company team.
- Continues developing solutions to keep your organization growing and current with technology.



## DELIVERABLES

- Manage project plans, issue logs, and communicate status to internal and external teams.
- Provide Weekly Reports around Usage.
- Daily, weekly, bi-weekly or monthly calls depending on the project.
- Provide product development updates and solutions for full user adoption.



## TIMELINE

- Accelerate project timelines
- Work with your timeframe and needs
- Provide abbreviated deployment to meet timeline needs
- Suggest phased approach to projects when needed
- Have a SME to help with any request to ensure time lines are met.



## INVESTMENT

- Provide variations of cost depending on the project needs.
- SilkRoad SMEs.
- Can provide a direct ask to client resources which cuts the needs for meetings, keeping everyone on task.
- Always up to date on the latest improvements to the system and can implement to ensure you get the most out of the system.