



Support and Optimization Services







For Human Capital
Management Technologies

An effective HRIS environment requires design excellence, full support, and regular system maintenance, including software updates and optimization analysis.

We believe a well-defined process is the key to effective system support and incident management, one grounded in knowledge retention, analytics, and ongoing evaluation. That is why we help you to design the best process for you.

With our support offering, we make sure your level of support matches your day-to-day needs by allowing you to choose which services are necessary for your organization.

Whether it be on-site or online, GP Strategies® offers 24/7 ticket and incident support with certified experts ready to assist you.

-  Solution Review
-  Annual Cycle Processes
-  Release Management Workshops
-  Landscape Management
-  Incident Management
-  24/7 Tickets and Support

Support Packages

GP Strategies offers four levels of support packages to meet your specific needs: Standard, Silver, Gold, and Platinum.

Standard Support	Silver Support	Gold Support	Platinum Support
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Application Management

Extended Support Services

The Standard Support package provides basic services and resources for those organizations that have internal resources but need small amounts of support throughout the year. The services and dedicated GP Strategies resource support increase with each package as the levels progress through Silver, Gold, and Platinum.



Our Services

Solution Review | GP Strategies offers a full service for those struggling with a neglected and outdated environment. We focus on your pain points to give you a few quick wins and then proceed with a full roadmap and recommendations for achieving a truly optimized state. This can be done on-site or remotely.

Annual Cycle Processes | We want to make sure that your processes, whether related to performance or compensation, are supported and aligned within your current business processes and are functioning properly from a technical perspective.

Release Management | To keep you up to date, we focus on ensuring that all releases are properly communicated and passed on to the client with appropriate documentation. We coordinate all pre- and post-release testing and support.

Landscape Management | To keep your landscape current and functioning properly, GP Strategies handles all instance syncs and refreshes. We offer yearly rebuilds, if necessary, to all our support clients. We also help you to develop and adjust your HRIS roadmap to keep your process and technology right on track.

Incident Management | Incident management is handled in three stages: Analysis & Categorization, Escalation & Resolution, and Closure. We ensure that every support issue is communicated, logged, and resolved in an orderly and timely fashion to create a high-functioning environment for our clients.

24/7 Tickets and Support | Our ticketing support desk is powered by Zendesk and is available 24/7. Our experts are available to answer any questions you have via our portal, and we guarantee a speedy response, no matter the issue.

••• Provide your organization with **comprehensive support** your users can trust.

For more information about our **Human Capital Management Technologies**, please visit www.gpstrategies.com



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