



An Introduction to our AMS Services

An Introduction to CloudRock

We advise as well as execute



We're specialists in Workday-enabled transformation and enterprise solutions, helping organisations navigate their digital transformation journey.

CloudRock is a **global certified Workday Advisory, Implementation, AMS & Extend Partner** with global Workday capability across the UK, Portugal, India, Australia and the USA.

We support customers in selecting, implementing and maximising ROI on their Workday investment.

We have helped some of the world's leading organisations with their cloud transformations.



You'll find us around the world, ready to enable a global customer list.

Local teams, global reach.

London
Lisbon
Mumbai
Bengaluru
Sydney
Melbourne
New York



Some of
our customers

Financial Service &
Insurance



Professional & Business
Services



Technology, Media,
Telecommunication



Retail, Hospitality &
Transport



Public Sector &
Healthcare



Our services



Advisory – Phase 0

Cloud strategy, review of current operating model, processes & data, technology selection, business case development and implementation project mobilisation.



Delivery – Phase 1 Customer Side

Phase 1 Workday experts to bolster the client team during planning and deployment activities across project management, data, testing, integrations, reporting, functional & change.



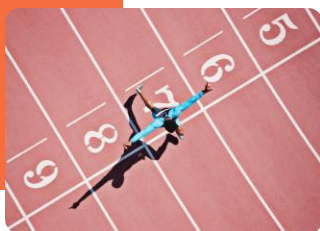
Apps & AI

End-to-end AI solutions across strategy, use case definition, architecture, development, integration, testing, and deployment.



Optimisation & Innovation – Phase X

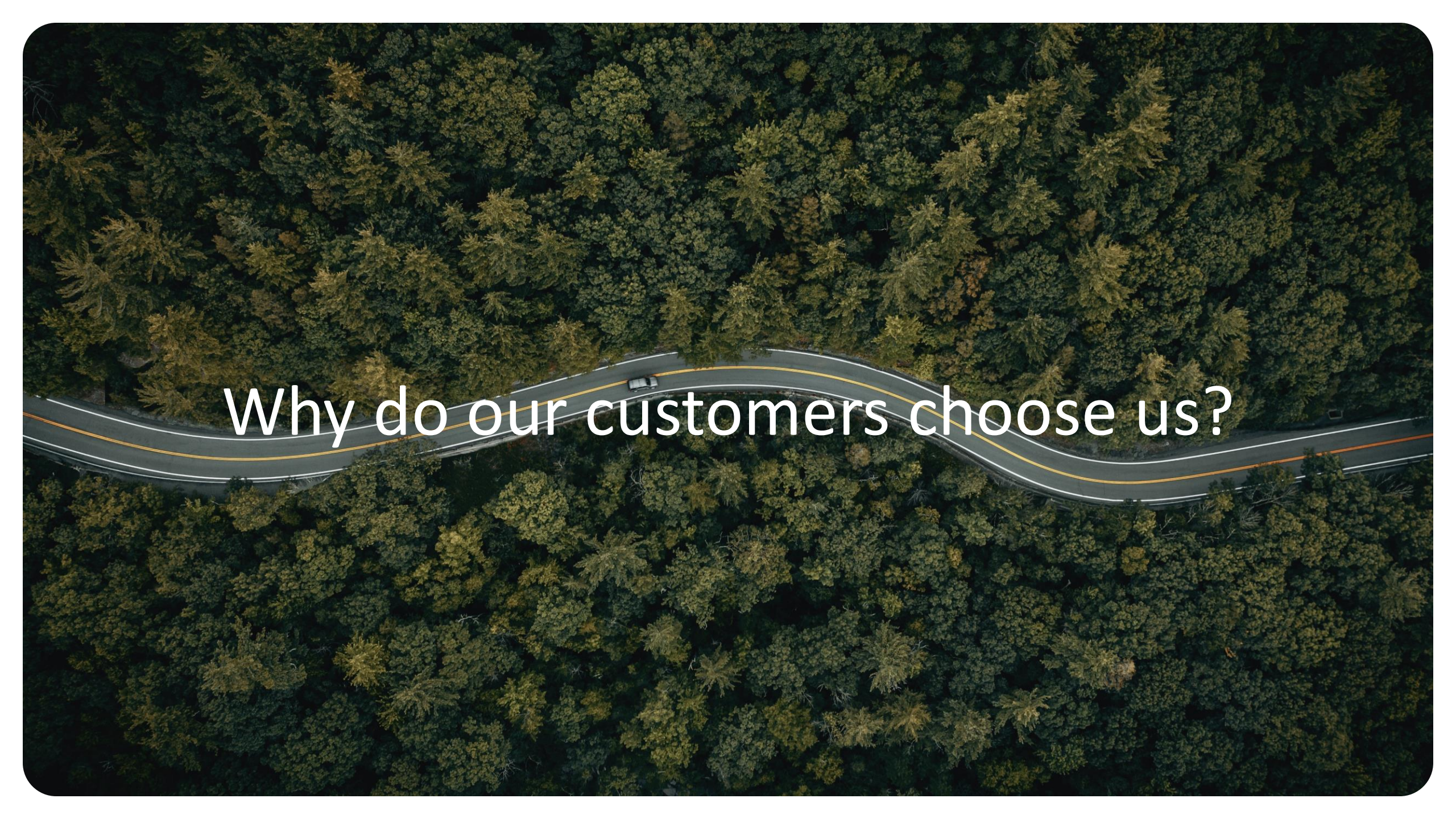
Application Management Support (AMS) plus Phase X and Optimisation project implementation including deploying new SKUs, M&A activity, Global Rollouts, Optimisation Roadmaps, and Review & Recommends.





Our AMS Hypercare+ Offering

Document classification CONFIDENTIAL

An aerial photograph of a winding asphalt road with yellow and white lane markings, cutting through a dense, lush green forest. A small white car is visible on the road. The text "Why do our customers choose us?" is overlaid in white, sans-serif font across the center of the image.

Why do our customers choose us?

Unlocking Strategic Value:

How Meaningful Work Drives Business Success

We advise as well
as execute



98% Customer Satisfaction



96% Customer Retention



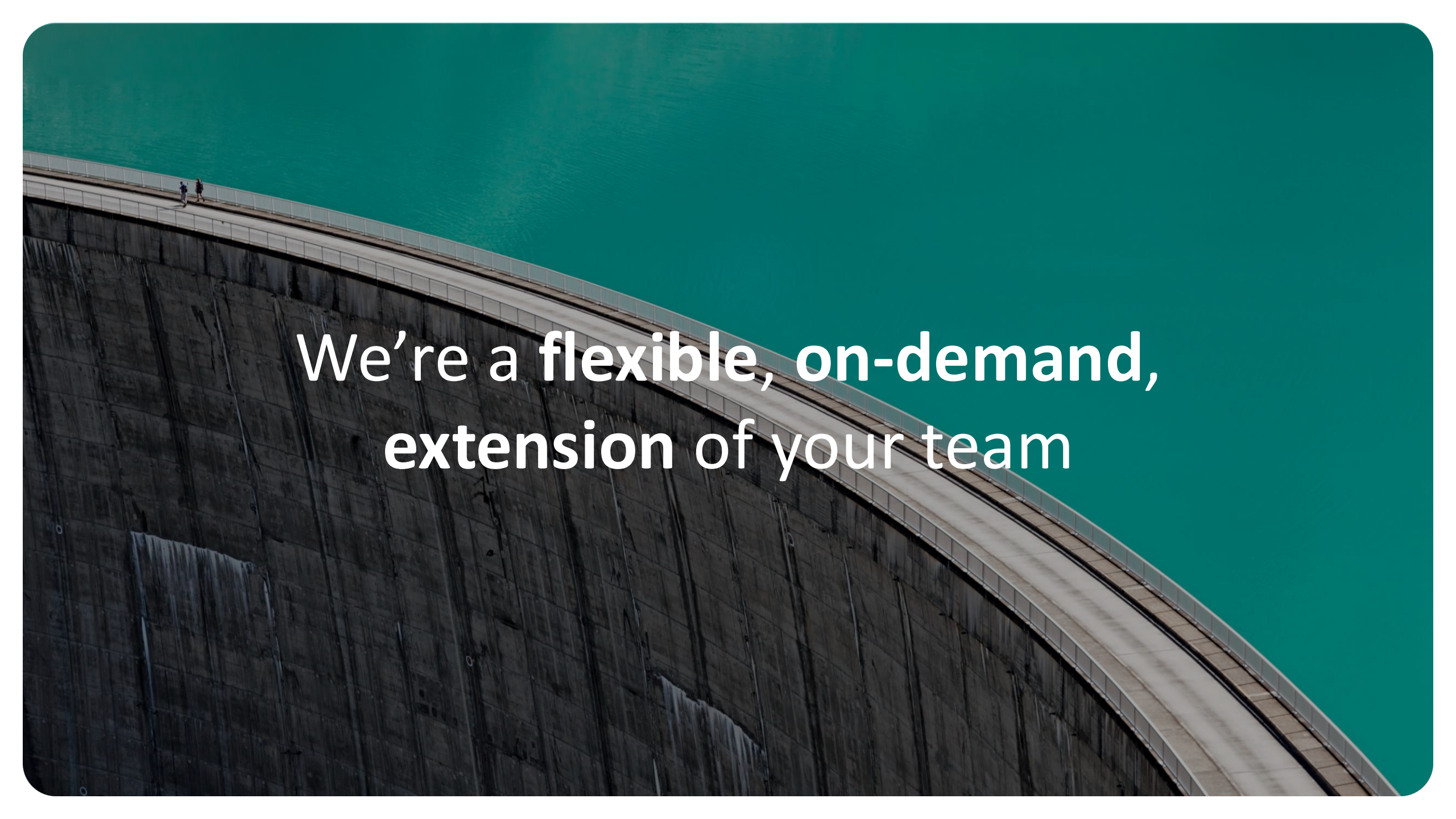
Higher Productivity - Optimise resources for strategic work



Greater Efficiency - Streamlined processes & automation



Lower Costs - Reduce operational overhead

A large concrete dam with water flowing over it, under a teal sky. Two small figures are visible on the top of the dam.

**We're a flexible, on-demand,
extension of your team**

What makes our AMS offering different?

Our “AMS **Hypercare+**” model is successful. Here’s why:

- 1. Increased Productivity and Efficiency** - our **named team** will align with your team.
- 2. We will ensure you makes the right decisions** – CloudRock doesn’t blindly do what is asked, we consult, provide best practice recommendations.
- 3. Agility to respond quickly to business needs** – requests estimated **less than 160 hours** can be run via an AMS ticket.
- 4. We offer easy access to specialist resources via your AMS pool of hours** - such as change management, process design, support model design and optimisation.
- 5. Integrations are monitored for free** using our in-house tool, developed in collaboration with design partners from our existing customer base

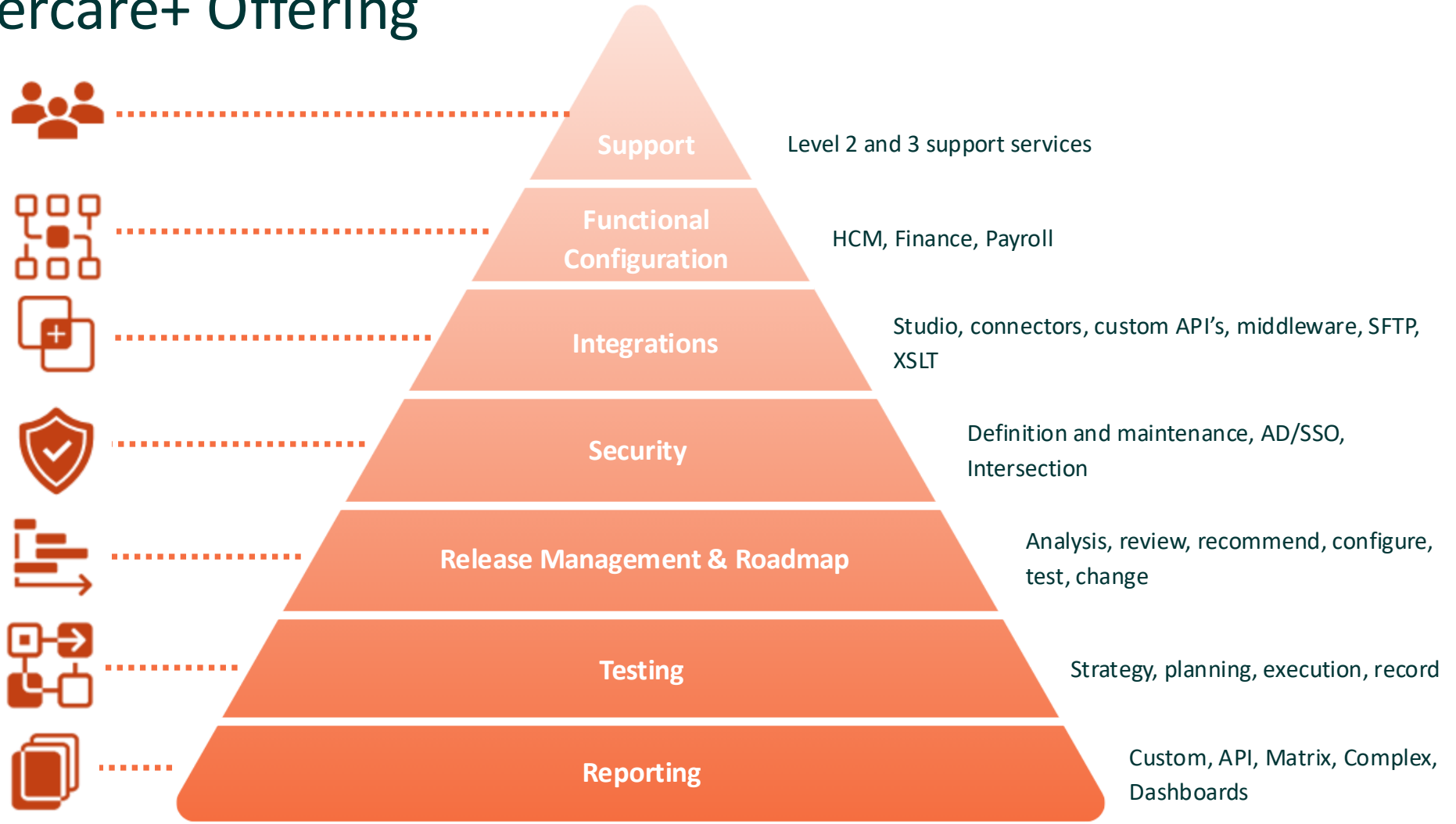


Our customers wanted a different support offering, so we created one.

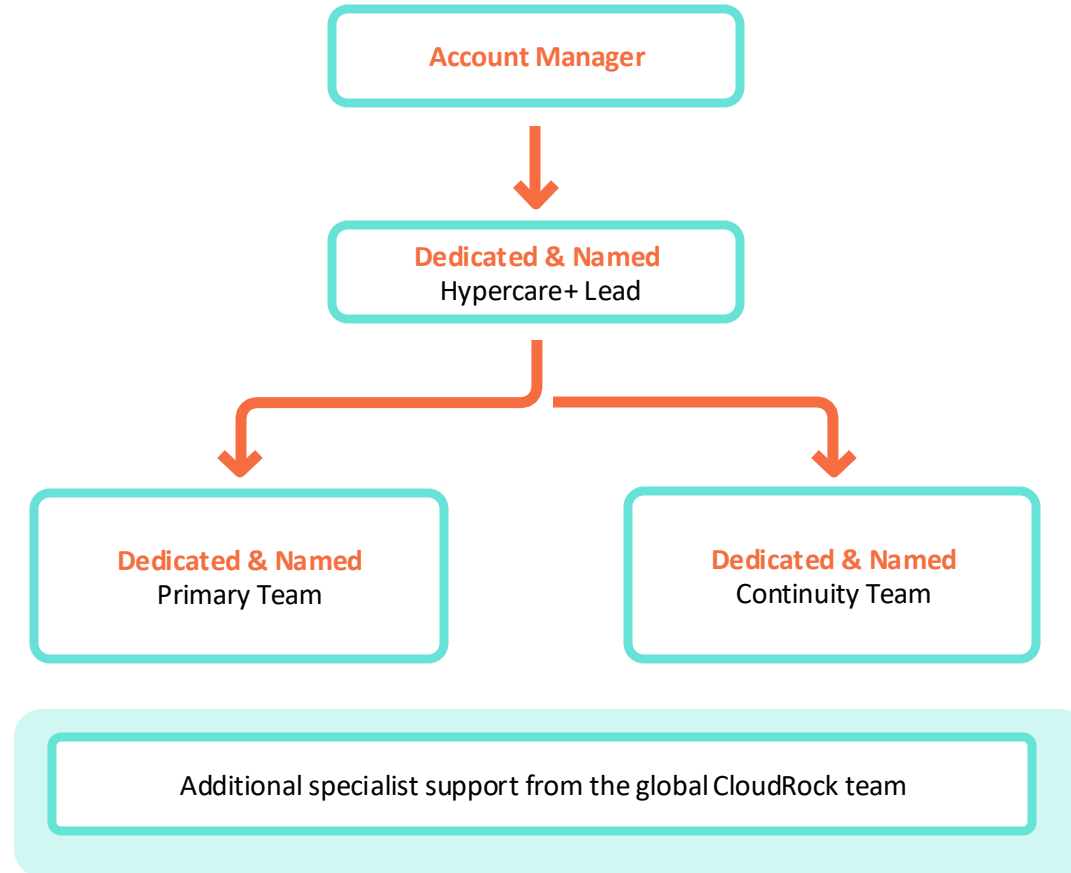
98%+

Customer
Satisfaction
Score

AMS Hypercare+ Offering



AMS Hypercare+ Team Structure

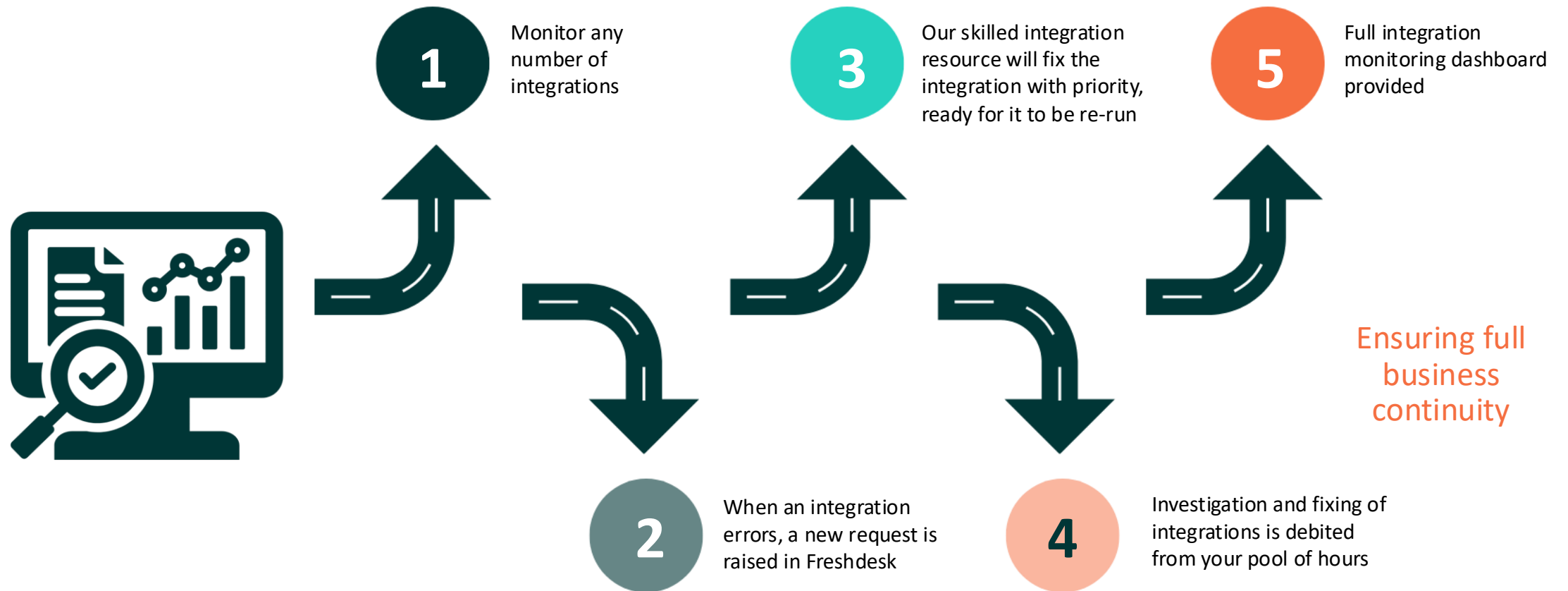


Note: Number of named consultants will be dependent on hours purchased and functional areas deployed



Integration Monitoring

Seamlessly monitor any number of integrations with our proprietary tool



The Most Comprehensive Workday Release Report in the Ecosystem

- Hypercare+ Lead provides a report of changes expected in each release, personalised to your scope:
 - **Mandatory changes**
 - **Configuration changes required**
 - **Testing Focus – we can test on your behalf**
 - **Opportunities in the new releases to add value**
 - **Adoption planning**
- Estimate and approval of any changes relating to mandatory release
- Hypercare+ team can execute the regression testing on client behalf from hours allocation
- Any new functionality can be configured in line with your change control board and release management approach
- Release management services will be recorded against a request and debited from the pool of hours accordingly.



Your essential guide to WD2025R2

Your essential guide to WD2025R2

This release sees a number of significant improvements to Workday's functionality.

Using CloudRock's ECVTM Score, our team of experts have measured the effort, complexity and value of implementing each new feature so you can understand what will work best for your business.



What's in it for you?



Key features

Find out about the features we think matter the most.



Expert insights

Hear from our experts and find out what their favourite features are and why.



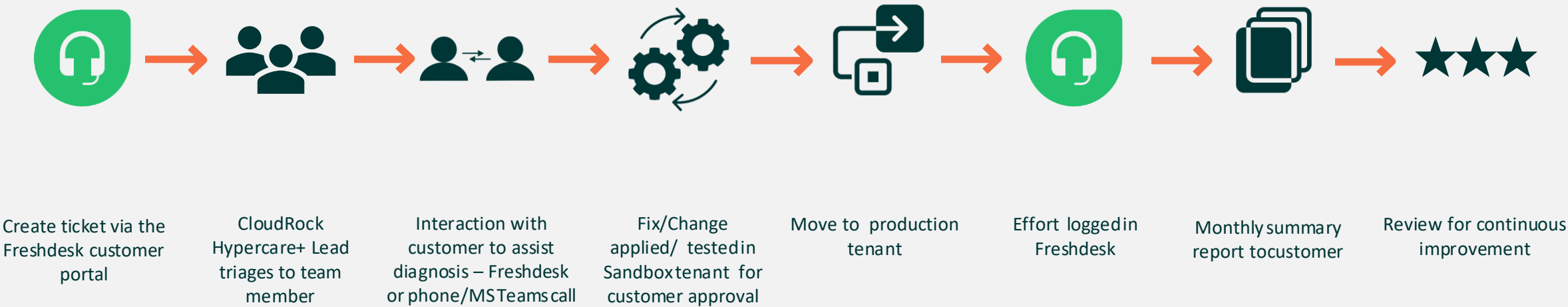
Improve your understanding

We've done the heavy lifting and rated each feature using our ECV™.



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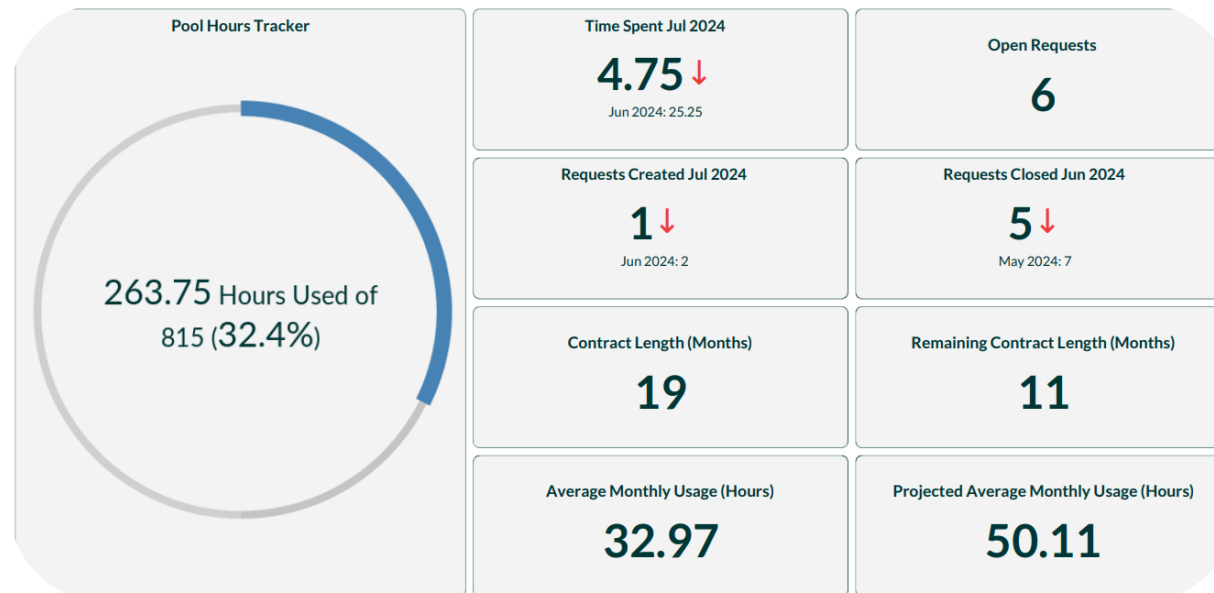
Our AMS Hypercare+ Process



Service Level Agreements

- SLA response times are as detailed below, with best endeavors effort on a P1 incident raised outside of these times
- Business hours are **Monday to Friday 09:00-18:00** with variations by discussion/exception
- Monthly dashboard summary report, including SLA reporting as part of scheduled review with Hypercare+ Lead

Monthly Dashboard



SLA Response Times

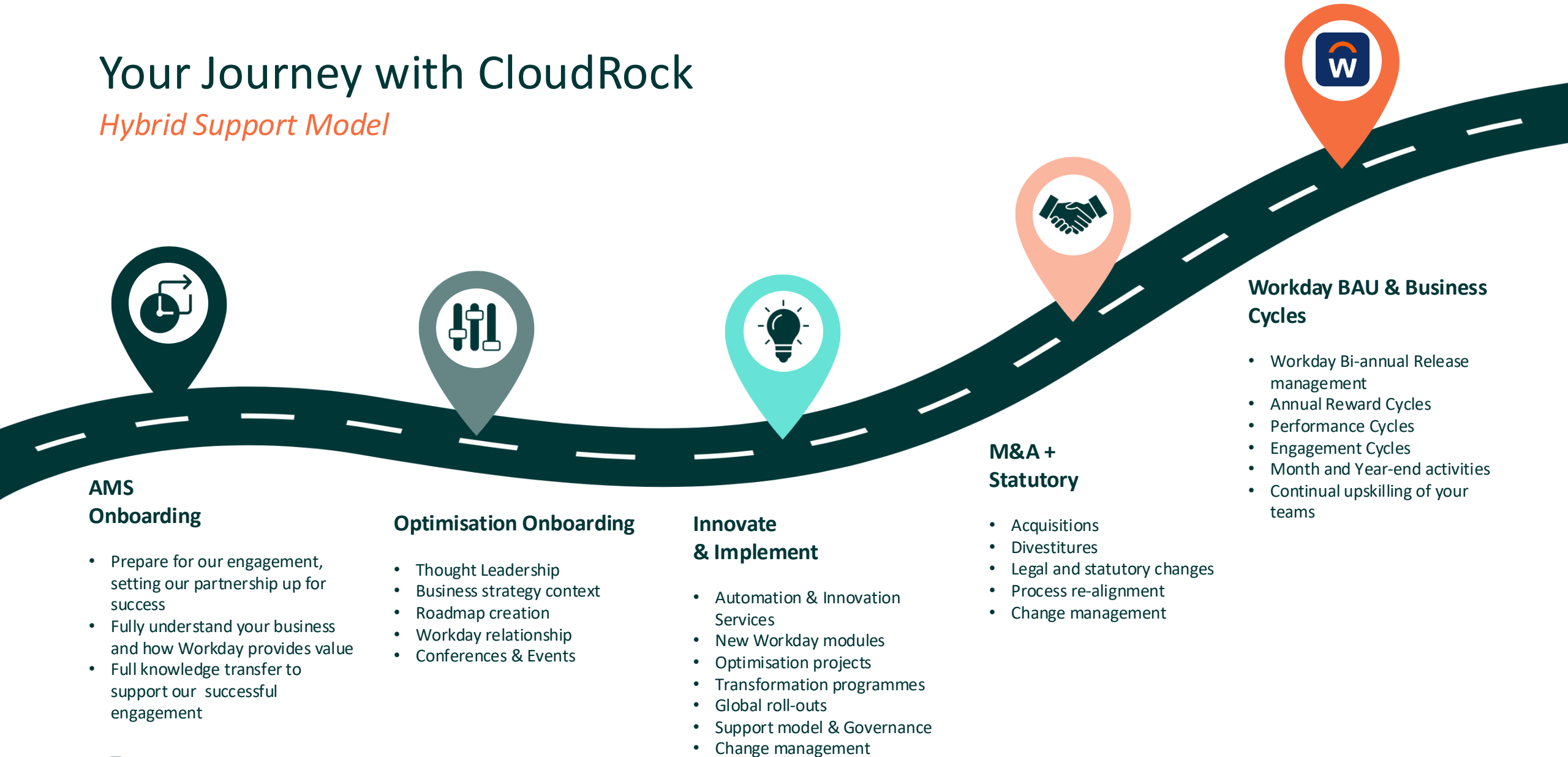
P1 (Urgent)	1 hour
P2 (High)	4 hours
P3 (Medium)	16 hours
P4 (Low)	24 hours

AMS Onboarding – 4 weeks

Week 1	Week 2	Week 3	Week 4
Introductions	Introduction to the aligned CloudRock team	CloudRock team complete configuration review by functional area	Kick off call
Overview of Workday functional areas in scope	Initiation of KT	KT sessions delivered and a review of recommendations by functional area	Engagement starts 
CloudRock aligned team definition	KT sessions scheduled to review questionnaire and discuss each functional area	Roadmap updated with recommendations	
Definition of the tenant access strategy (MFA, SSO, VDI)		Service reporting setup and aligned to your key colleagues	
Tenant access granted			

Your Journey with CloudRock

Hybrid Support Model





Thank you.