

## SWICON360 SUPPORT SERVICES



Once an implementation has been completed, our support team assesses what the consultants have delivered as part of our quality assurance to you prior “Go Live”. This team is made up of HCM end-user specialists, so they represent the kinds of people who will be using the system at your organisation when it is live. They act as translators to make sure that the system works exactly as per the required procedures and policies..

In order to design the appropriate support level agreement for your individual business we assess, design and implement a full support solution, which means a complete understanding of your business processes, a mutually agreed improvement of processes if necessary, initial and ongoing training of every user, full knowledge transfer and a comprehensive support infrastructure.

Changes in tax law, statutory reports, labour law and the nature of human beings make the HCM environment a demanding and challenging one.

Our Service Level Agreements (SLA) with you are structured into hours of support, to be used by your company for whatever its needs are – be they on applications, changes, enhancements, end user support or month end and year end support functions.

We will assist your business to be the best it can be, by providing you with all of the tools you need to make your HCM solution work easily and efficiently and freeing up time for your staff.

### SWICON360 SUPPORT SERVICES OFFER

- End user support and end user training
- Application management, enhancements, changes and amendments
- Monitoring and advisory on legal and tax changes
- Application audits
- HCM process optimisation
- Ongoing knowledge transfer
- Help desk and knowledge desk facilities

The consultants of Swicon360 support all relevant services. They bridge the language gap between end-users and consultants, Swicon360 consultants are involved to optimise and run the daily HCM business and make your HCM business a more effectively run part of your company.

Swicon360 Support Services aims to be your HCM solutions support partner, to add value and to leverage your investment by providing competence where you need it. We see your entire business, and not just the IT department, as our customer.