We see three support models for Workday SaaS available to [Client]:

* Full AMS model in which a Client fully outsources its technical support services. This full outsourcing has the benefit of more stringent SLAs and a dedicated team however is more costly.
* Full In-House in which a Client supports its Workday instance with the partner on a retainer providing “on-demand” services. This takes the form of pre-paid hours to be utilised as needed. This model is considerably more cost-effective however contains less stringent SLAs and a differing team providing services.
* Hybrid model can take many forms, but the most popular is when a Client supports level 2 and engages a partner supporting level 3. In this model, the Client also engages the Partner for Bi-Annual update support. This model is a great transition model in which a Client is looking to have a partner early to help with an uplift of internal capability and then transition to a Full In-house model.