



# MANAGED SERVICES

## Workday Adaptive Planning

### Ensure a confident adoption of Workday Adaptive Planning through our full-service managed services program.

When you first become a 9Gauge client, our goal is to keep it that way. That’s why we go beyond the typical consulting services and offer Managed Services for those that could use a few extra hands and the deep expertise required to ensure an optimal system implementation. Our *Managed Services* program for Workday Adaptive Planning provides our clients responsive, reliable, expert support and administration services to enable a fully confident adoption of their Workday Adaptive Planning instances. To effectively support our clients’ needs, this program is available in a quarterly, semi-annual, or annual contract lengths.

## PROGRAM DETAILS

### All subscriptions include:

#### Monthly Hour Allotment, which may be applied to the following, at the clients’ discretion

- Administration maintenance
- Integration maintenance and monitoring
- Troubleshooting formulas and errors
- Small projects (like Reports, Training Sessions, Product Feature Demonstrations, and Task Walk-throughs)

Option to increase the Monthly Hour Allotment is available in 5-hour increments, available to purchase at any time

#### Direct access to the 9Gauge expert Adaptive Services team

- A dedicated, single point of contact
- A personalized portal to track and report requests and services
- Business Advisors and Support Specialists available to assist, when needed

### Semi-Annual & Annual subscriptions also include (upon request):

#### Proactive Planning with Quarterly Business Reviews

- Quarterly review of Program usage (hours, issues)
- Initial development of strategic roadmap
- Rotating semi-annual focus on updates to strategic roadmap and impact of product releases

## SUBSCRIPTIONS

Monthly Hour Allotment	Quarterly	Semi-Annual	Annual
10 hours per month	\$1995	\$1950	\$1890
15 hours per month	\$2993	\$2933	\$2835

### Contact Information

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All contracts are billed in advance and auto-renew. Any hours over the monthly hour allotment will be billed monthly.

✓ Response within 1 business day

# MANAGED SERVICES PORTAL

9Gauge's Managed Services offers a range of solutions to support your team after implementation. Our Adaptive Planning experts are available to actively assist your team's needs through support, training, troubleshooting, & administration. Monitor and track your services through the 9Gauge Managed Services Portal. The personalized dashboard provides your team with full visibility on how your hourly services are distributed.

**Sending requests has never been easier. Dashboards include an instant Service Request Submission, allowing you to access a submission form with just **one click**.**




**E78 Partners**  
Stronger Together

**18**  
Hours Remaining of Allotment plus  
Approved Overage - Current Month

Client Manager: **Andrea**

Usage Meter - Current Month



Managed Services Portal


System: Adaptive

Service Request Submission

Service Metrics



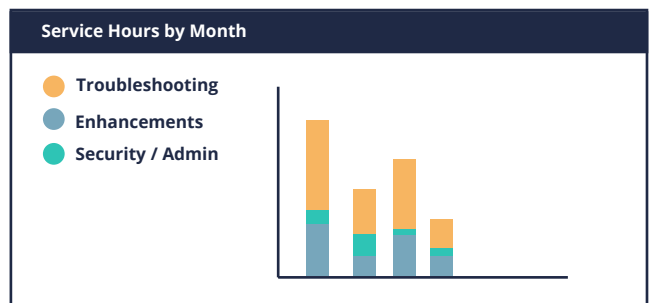
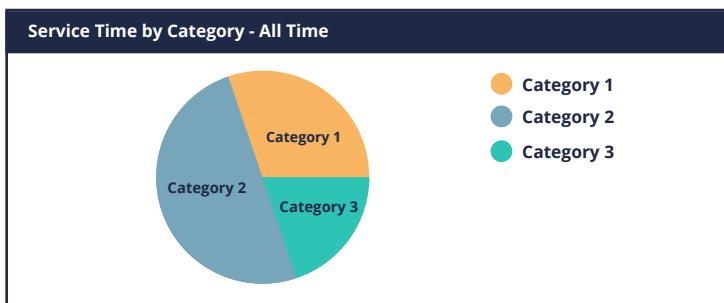
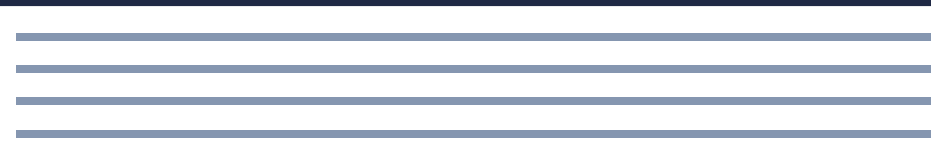
Open Requests



Contract Details



Closed Requests



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