

KRONOS
“SUPPORT AS SERVICE”

Our new & improved Service Support Model for Kronos, SpaaS, driven by Automation & Intelligence is designed to deliver Productivity Gains & Operational Excellence, enabling you to focus & invest on business growth. SpaaS covers Administration, Issue Resolution, Enhancements and Deployment Management with Agile and Automation

Kronos Support as a service

Automation

Auto Routing based on
Category Definition
Auto SLA based
Prioritisation

AI

NLP for Categorization
Initiate Help Doc
recommendations

Pay-per-Use

Prepaid / Post
Paid Services
Value Added
Services
T-shirt Sizing &
Tiered Pricing

Proactive Monitoring

Governance
Limit Checks
Periodic Health
Checks
Integration
Flows

Strategic
Operational
Efficiency,
Reduced TCO

Operational
Automation of
housekeeping
activities

Tactical
RCA, Permanent Fixes,
Automate everything

Service Classes

Silver, Gold,
Platinum
Custom
Packages

Standardized Services

Process
Standardization
Adoption to TechM
NAD Platform
Tool Modernization

Catalog Based Services

Core Support Services
Add-on Services
Consulting

Dashboard Interface

Front end single point
of Access
Built in Automation and
Role based Reporting
Branding Guidelines
based Theming

Service Offerings

Focus on increased efficiency and reduced TCO



Core Services

- Pay per Use - Service Catalogue & Class
- Incident Management (L2, L3)
- Access Management
- Enhancements
- Kronos Releases / Upgrades

System Value Adds

- Proactive Monitoring
- Test Automation
- AI & RPA
- Single Access Dashboard

Extended Services

- Health Check
- Security Vulnerability
- Roadmap & Consulting
- App Rationalization
- Bi-Annual User Role Config.
- LTS Incident Analysis
- Quarterly Training (Legislative/Patch updates/etc..)
- 50 extensions covered annually

Governance

- Reports
- Business KPI & IT SLAs
- Continuous Improvements

Service Offerings (Replace with This)

Core Services



Pay per Use - Service Catalogue & Class

- Catalog, Coverage, SLA driven pricing models
- Core + Flexi Teams



Kronos Releases and Upgrades

- Patches
- Service Packs
- Upgrades
- Legislative Updates



Incident and Enhancements Management (L1.5, L2 and L3)

- Administration & Ticket Resolutions
- Access Management
- Task-flow Executions
- **Design & Extend Components**
- **Reusable Best practices**
- Clock and Terminal Fixes
- Timesheet Config.
- HRMS User Identity Sync
- Incident Tracking Dashboards

Service Offerings



Systemic Value Adds

- Taskflow Automation
 - System availability checks
 - Performance measurements
 - Auto-Prioritised tickets
 - Payroll Integration Maintenance
- Service Dashboard
 - RPA based allocation of tickets
 - Point in need help through NLP and FAQs
 - Config. path suggestions through bots

Governance

Reports

- Ticket Trends & Findings
- Transition Monitors
- Dashboards

Business KPI & IT SLAs

- Measurement of transaction flows and business KPIs
- RCA & Remediation Stats
- SLA Analytics

“Workforce
Innovation
That Works”

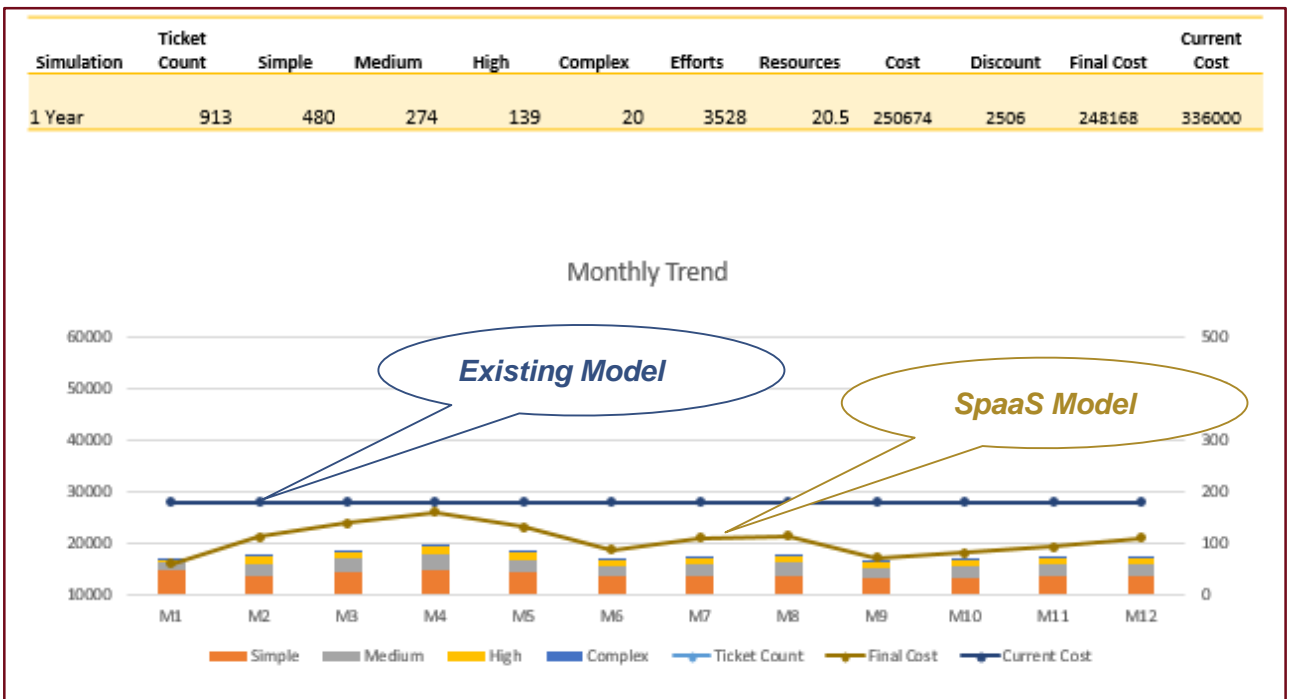


> BENEFITS

Reduced Total Cost of Operation (TCO) through Pay per Use Proactive Monitoring, Automation & AI



Kronos – Pricing Benefits



Extensions & Value-Adds) for Improved **Business Focus**

Improved **Service Availability** monitored through real-time Command Center

Compliance & Standardization (AGILE) through

Tech M's New Age Delivery (NAD) Platform Routine Health Checks & Timely Hassle free upgrades ensure a Healthy instance, enabling **Time to-market**

24 * 7 * 365 Global Coverage through established and highly secure Dev Centers

Additional Pricing Parameters



Location

Onsite vs. Offshore
(if asked for specifically)



Catalog Distribution

Occurrence / frequency of items
Threshold & beyond threshold



Service Offerings

Service class based
Service catalogue based
Count of applications



Volume Discounts

Based on new
additional instances /
applications



Instance Count

< 3; 3-6; 6-10; >10



Coverage

8 x 5 ;16 x 5
24 x 7 ;Custom



Tickets

Small (<150/month)
Medium (150 – 300/month)
Large (> 400/month)



Additional Services

Operations
Health Check
Performance Optimization



User Base

< 1000; 1000-5000;
5000-10000; > 10000