Eightfold's **Managed Services**

One valuable offering you may not know enough about is managed services, one that's proved very popular among the customers opting to use it.

This is not an implementation of the Eightfold platform, or implementations of new modules. Managed services is a dedicated post-delivery team available to support customers in the day-to-day operation/management of their Eightfold platform. This includes repeatable, ongoing work that can be executed for a customer, such as career-site updates, system configuration optimization, and small changes or improvements.

Some examples of customers using Eightfold's managed services include:

> A financial-services company getting help from managed services to conduct recruitment-marketing/ nurturing campaigns. It lets Eightfold know who it wants to reach out to, and Eightfold helps support with the pixel implementation to track activity and report.

> A nutritional-products company using Eightfold's managed services to add a large group of recruiters and hiring managers as new users to the platform.

> Multiple customers using managed services to make sure Chrome extensions are continually working and up to date as third parties update their website URLs.

Other examples of managed-services activities include:

> Creating and managing hiring events

> Improve synchronization between an ATS and Eightfold

> Working on an LMS integration and integration of courses

> Creating and updating email templates

> Resume import tool assistance (resume books, CSV imports)

> Career-site updates

> Additional training in the platform as needed

> System health checks/optimization

A managed-services relationship works well when a customer doesn't have the time or the expertise on staff to conduct day-to-day work on the platform, work listed above such as recruitment marketing campaigns. Typically, the way managed services works is similar to a retainer arrangement, where the customer purchases a certain number of hours of time over a given period, often one year.

Who's Who

There are three main types of people on a managed-services team:

1) **The managed services engagement manager** serves as the project manager and liaises with the functional and technical consultant and the customer to ensure the activities take place on time and within the budget. They hold weekly meetings to summarize activity from the week and budget and timing deliverables.

2) **The functional consultant** works closely with the engagement manager and the technical consultant to ensure they are providing what the customer needs and will help visualize/communicate the needs of the customer.

3) **The technical consultant** provides hands-on configuration and technical guidance to the customer. There could be an instance where the technical and functional consultant could be the same person.

A Managed Services Success

Managed services began working with an Eightfold customer in February 2022. It was a European company operating in more than 30 countries.

At a typical company, the hiring process might involve a handful of steps, such as a screening interview, a couple of additional interviews, and maybe an assessment. This consulting firm had a more involved, 10-step hiring process.

The company needed to develop a workflow for that hiring process, making sure job candidates correctly moved from one step to another.

Managed services helped the company pull it off. It developed a plan outlining what it can do and in what amount of time. It began a deep dive into the work, which involved tweaking the Eightfold talent-acquisition platform the customer was using to ensure it worked in this 10-step hiring process. Eightfold met with the customer twice weekly to answer any questions and to make sure the customer was satisfied with the progress being made. Eightfold was also available in every time zone – around the clock – to tackle any customer questions.

Along the way, Eightfold's managed services team would make all the system changes in a sandbox, for Eightfold and the customer to test. Eightfold created "scripts" to test each change, essentially seeing what would happen if a candidate applied for a job and moved to different stages in each part of the process. Then, once the customer was happy with the modifications it could view and test in the sandbox, the customer would send each improvement live.

Managed services was able to meet the company's needs in two months. After that time, the company asked to re-up its work to add 40 additional upgrades to its Eightfold platform.

Part of what the customer got was peace of mind. It knew it would get rapid responses to any questions or requests. It knew the timing of any changes to the platform, and had documentation it could turn to any time it wanted to check on the status and expected delivery date of any request. Managed services was about a deep level of communication and care.

Post-implementation Go-live Options

	Customer Experience				Managed Services
	Customer Success	Calibration Center of Excellence	Change Management Center of Excellence	Premium Support	
Provide long-term steady state program management	X				
Capture and track enhancement requests	X				
Serve as strategic advisor on talent strategy (e.g., provide industry insights, offer guidance to use Eightfold as a strategic enabler)	X				
Prepare for and facilitate Quarterly Business Reviews	X				
Priority case handling				X	
Escalation management				X	
Broken configuration Items to be fixed				X	
Post-implementation configuration and integration changes					X
Create and manage campaigns, events, forms					X
System health checks / optimizations					X
Change management			X		
Calibration of roles (Jobs Intelligence Engine, Talent Acquisition, Talent Management)		X			

The Scope of Managed Services

DO

SAMPLE MANAGED-SERVICES-OWNED ITEMS, BY CATEGORY

IN-PRODUCT EXECUTION:
Talent Acquisition
> Assign followers to a requisition
> Create and manage campaigns, events, and forms
> Jobs Intelligence Engine (Role Library and maintenance)
> Changes to career paths & sub-segments
> Talent acquisition Internal Mobility
> Import resumes or resume books
> Create/update email templates
> Map a new position field

Talent Management
> LMS Integration
> Course launch
> Jobs Intelligence Engine (Role Library & Maintenance)
> Data ingestion
> Realign on job architecture
> Project creation in Career Hub

System Admin Execution
> Create new user accounts
> Assign roles and updating permissions
> Create custom reporting
> Career site blog, video, static content updates

CONFIGURATIONS
Illustrative examples
> Configure additional career-site questions
> Push new data from Eightfold > ATS
> Enable select new modules (e.g. Jobs Intelligence Engine Premium; WhatsApp messaging)

DON'T

NON-MANAGED-SERVICES-OWNED ITEMS ALIGNED TO OTHER DEPARTMENTS

PROFESSIONAL SERVICES:
> Implement new modules/product
> Manage leftover items that roll over from HyperCare and Implementation. Close them out before fully rolling off the project
> Jobs Intelligence Engine management via change request or Scope of Work, if customer does not have managed services contract
> Scope out any new change requests from customers

CUSTOMER SUCCESS:
> Manage and submit enhancement requests *(Enhancement requests are product requests and additions that require product analysis to add to future product roadmap. Submitting an enhancement request is not a guarantee that this will be picked up/created by product.)*
> Develop and maintain a shared "source of truth" documenting all open items, including high-priority support tickets, enhancement requests, and general requests (i.e., demos, trainings)
> Identify new project work, which Professional Services will scope
> Help client understand the main difference between enhancement requests and configuration changes. *(If configuration changes are needed, the customer service executive sends to managed services if they have a managed services contract, or submits a change request for delivery work, which requires additional cost.)*

CALIBRATION CENTER:
> Calibration of Roles (Jobs Intelligence Engine, Talent Acquisition, Talent Management)

PREMIUM SUPPORT:
> Priority case handling
> Escalation management
> Broken configuration items to be fixed