



# Moveworks Professional Services

Moveworks Professional Services brings together the world's most experienced AI professionals to help customers build and execute their enterprise Copilot strategy for their employees.

Customers will maximize their return on investment by leveraging Moveworks' best-in-class AI professionals to accelerate their journey with the Moveworks Platform.

# Range of services offered

## Implementation services

The Moveworks Implementation team collaborates closely with our customer's team to ensure a smooth and successful launch of the Moveworks Platform. With support, our agentic-AI powered Copilot will quickly become a trusted, easy-to-use solution for your employees.

Moveworks' Implementation Consultants are experts in integrating the Moveworks Platform with various enterprise systems, including but not limited to Active Directory, Okta, ServiceNow, Workday, JIRA, Microsoft 365, Google Workspace, Teams, and Slack. They will help configure your existing systems and transform your processes to be compatible with genAI.

## Services & support packages

The Moveworks platform provides an opportunity to transform the way your business operates, and the journey doesn't end after implementation. Recurring services are designed to accelerate the benefits you receive from your Moveworks implementation. With a Moveworks Services & Support Package, you can continuously engage with Moveworks experts to solve specific challenges and keep a Moveworks Expert on retainer to help guide you on your journey. Our genAI experts provide expert technical guidance and coaching to support your journey on the Moveworks platform throughout the term of your contract. With our Plus or Premier plans, you'll receive a fixed number of service hours each month to ensure your continued success.

## Migration services

Migration services aim to support customers undergoing major technology transitions that impact their Moveworks implementation. Whether it involves switching from one IT Service Management (ITSM) provider to another or from one Moveworks data center to another, Moveworks Migration Services are designed to facilitate a smooth transition through these projects by ensuring you have a Moveworks Expert to help you through the reconfiguration.

## Developer labs

Developer labs are onsite or virtual events led by Moveworks' genAI professionals, aimed at providing

for the customer's developers on Moveworks Creator Studio in a live setting. These labs enable developers to build and launch a select number of use cases.

## Consulting services (time & material, a.k.a staff augmentation)

Consulting services provide expert guidance on choosing use cases powered by agentic-AI and workflows, in addition to developer support from seasoned Moveworks professionals. These services help our customers overcome challenges, optimize operations, and achieve their goals. Our professionals leverage insights from the customer's Moveworks Platform and provide innovative solutions to drive growth, improve performance, and create a sustainable competitive advantage.

## Custom services

Moveworks Professional Services can scope and fulfill other custom requirements from customers. These could range from building specific use cases in Creator Studio to supporting the overall rollout and adoption of the Moveworks Platform within a customer's organization. Additional custom services include new ticketing integrations, new knowledge integrations, support for new domains, and setting up a sandbox environment.

## Moveworks support

We understand that service interruptions can hinder productivity and disrupt workflows. That's why we set a high bar for service uptime. You should be able to depend on your Moveworks Copilot and run your business without worry. Our team can assist you with:

- **Diagnosis:** Analyze error messages from the Moveworks Copilot, identify and isolate root causes, and track existing problems.
- **Resolution:** Receive solutions for issues with the Moveworks Copilot, as well as guidance on avoiding problems without compromising performance.

# Implementation services options

## Designated implementation team and engineering support

Moveworks provides a dedicated Implementation team carefully selected to address your specific goals and project scope. The team includes:

- **An Implementation Manager** who handles all project management-related tasks and provides best practices to optimize the adoption and impact of your Moveworks Copilot.
- **An Implementation Engineer** with deep expertise in your enterprise systems, responsible for facilitating the configuration of the Moveworks Copilot. This engineer is allocated a set number of hours per week to support troubleshooting, use case design, and to expedite responses to your specific requirements.

## Project planning & management

Moveworks provides project planning and management for the implementation, depending on the selected package:

- Project tracking: Moveworks provides a Moveworks Success Portal for tracking project progress.
- Recurring meetings: Weekly or bi-weekly meetings are scheduled, in addition to ad-hoc meetings utilizing the Implementation Engineer's allocated hours.

- Weekly status updates: Moveworks will send a weekly status update via the Success Portal to relevant parties.
- Monthly steering committee meeting: Moveworks will facilitate a monthly meeting to provide executives from both sides with updates on progress, blockers, and next steps.

The Moveworks Implementation team supports you through and beyond the launch to ensure a smooth, issue-free rollout. Depending on the package selected, Moveworks can also support a hypercare period or a limited release.

## Change management

Moveworks has extensive expertise in launching machine learning products and offers assistance in developing a strong change management plan. Depending on your chosen package, Moveworks can conduct live sessions to facilitate this process. Additionally, Moveworks provides templates and best practices to enhance your communication campaign for the successful launch of the Moveworks Copilot.

## Contact your Moveworks Account team for more information.

"The Moveworks Team was with us at every step, establishing clear expectations, answering questions, and keeping us informed from the very beginning."

— **Donald Small**

Director of IT Service Management, loanDepot

"Moveworks ran one of the best implementations I've had in my 30-year career. Having a well-laid plan that we all signed off on showed how Moveworks is willing to be flexible and push themselves to make their customers happy."

— **Melissa Dunham**

Director of IT Support and Experience, Jamf

Customers using  
Moveworks  
Professional  
Services

Medallia

NUTANIX

Verisk

loanDepot

BROADCOM

APPDYNAMICS

Wellstar

jamf

Consumers Energy

paloalto  
NETWORKS

# Success services options

	Life (Copilot Only)	Essential	Expert	Premium
Estimated Timeline	6-8 weeks	10-12 weeks	10-12 weeks	10-12 weeks
Implementation Engineer Support	2 hours/week for up to 12 weeks	2 hours/week for up to 16 weeks	4 hours/week for up to 16 weeks	8 hours/week for up to 20 weeks
Designated Implementation Team	☑	☑	☑	☑
Bot Configuration, Testing, and Launch Support	☑	☑	☑	☑
2-Day Solutions Workshop				☑
Project Planning & Management	Weekly Meeting Moveworks Success Portal Weekly Status Update	Weekly Meeting Moveworks Success Portal Weekly Status Update	Essential + Monthly Steering Committee Meeting	Expert + 2x/week Meetings
Change Management Support	Moveworks Academy	Moveworks Academy	Change Management Session	Change Management Workstream
Administrative Tool Onboarding and Bot Design Consultation	Moveworks Academy	Moveworks Academy	Moveworks Academy	Live Training and Enablement
Rollout and Post-Launch Support	Single Launch Support 1 Week Post Launch Support	Single Launch Support 1 Week Post Launch Support	Single Launch Support 2 Weeks Post Launch Support	Limited Release Phase Supported 2 Weeks of Hypercare Support
Copilot Avatar	Copilot Avatar Library Launch Kit Library	Copilot Avatar Library Launch Kit Library	Copilot Avatar Library Custom Color Avatar Launch Kit	Copilot Avatar Library Expanded Launch Kit Copilot Intro Video
Custom Configuration or Integration	-	-	-	-

	Select	Plus	Premiere
<b>Professional Services</b>			
Expert Consultation & Configuration		10 hours/month	20 hours/month
Named Customer Success Engineer			☑
Bot Configuration, Testing, and Launch Support	☑	☑	☑
<b>Support</b>			
Support Hours	12/5	24/7	24/7
Support Ticket Submission	Support Portal	Support Portal	Email, Support Portal
Support SLA	Basic	Standard	Premium
Support Contact Licenses	2	4	8
Monthly support case reviews with Support Account Manager	-	-	☑

## Packaging Options for Consulting Services

Consulting hours are available in blocks of twenty (20) hours and additional block of hours can be purchased to support Customers on the Gen AI Moveworks Platform including Creator Studio, Hours are available at \$300 per hour.