



# Our Story

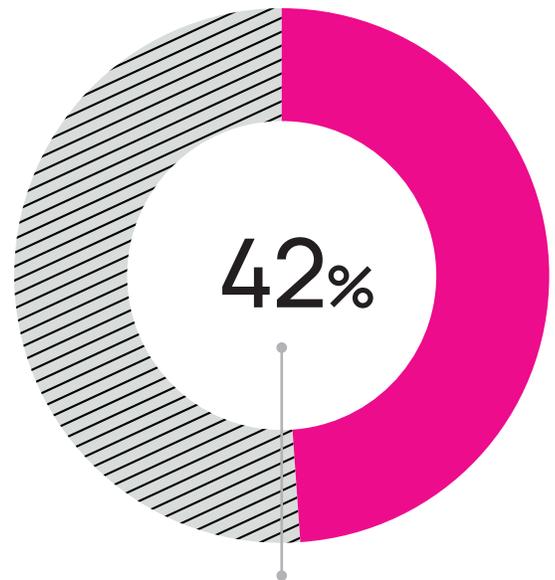
Transforming employee experience for  
a better today and a better tomorrow.

**isolved**<sup>™</sup>

# The Evolution of Human Resources

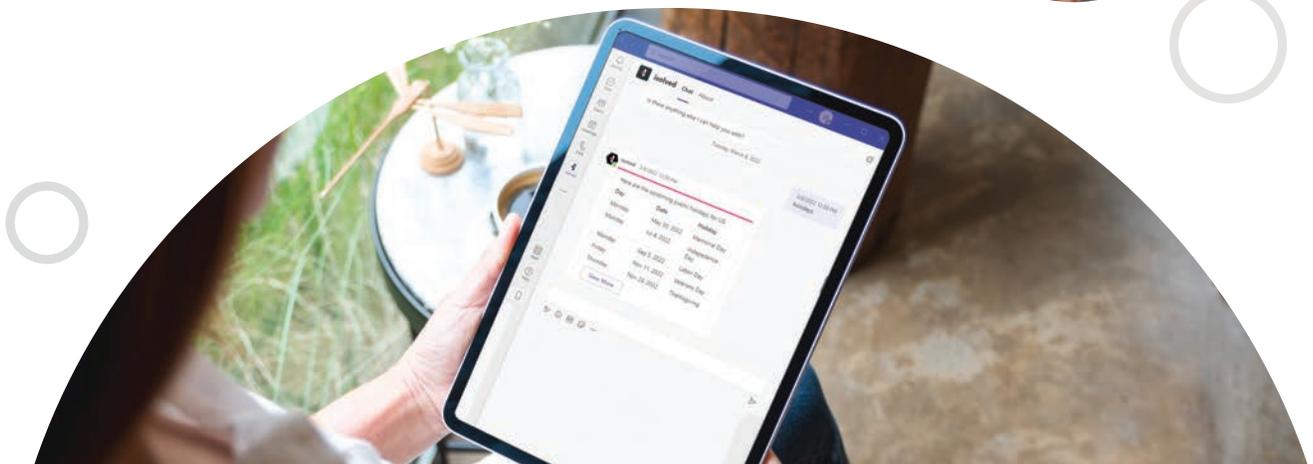
What kind of company do you want to work for? What kind of life do you want to live? What do you expect from your employer at work? **Employees everywhere are asking themselves these same questions** – leading to what you may have heard described as The Great Resignation or The Great Reevaluation. People have resigned from their jobs at unprecedented levels based on how they answer questions like these – reevaluating what work means for them. Maybe that's why you're here now, reading isolved's story and considering if you want to be part of it.

Where we come in from a software and services perspective, is to help organizations navigate the evolution of human resources (HR). Once looked at as a function to ensure compliance and manage core business responsibilities like scheduling, benefits and payroll, **HR departments are now also playing a critical role in elevating employee experience** to align with employees' core values, support their wellbeing (financial, emotional, physical, spiritual, professional), grow their professional careers, and give them the right tools and resources to feel and perform their best. Enter isolved – and, like the HR leaders we support, our story has evolved too.



**42%**  
of companies have been negatively impacted by The Great Resignation

Source: isolved's 2022 survey of HR leaders



## Who We Are

Let's start at the beginning, shall we? isolved originally entered the market in 1986 specifically to help businesses navigate the advent of the Consolidated Omnibus Budget Reconciliation Act better known as COBRA, which gave workers and their families who lost their health benefits the right to choose to continue those benefits for a period of time. **More than 35 years later, isolved is still one of the largest providers of such benefits nationwide.**

Then, in 2012, the first version of the isolved human capital management (HCM) platform came to market initially focused on payroll and time clock solutions and has grown in

sophistication and scope ever since

– while keeping true to a simple vision we've never deviated from: helping customers exceed their goals through transforming employee experience.

**Today, that vision has never been more important, as we and our customers, and our partners, navigate the future of work – together.**

We do this by providing an intelligently connected HCM platform called isolved People Cloud – directly to our customers as well as via our extensive partner community. Our software is complemented by a range of HR, insurance, financial wellness and benefit services. Combined, we serve about **145,000 employers** and **over 5.4 million employees** nationwide.



# Our Mission and Vision

**Mission:** To provide the modern workforce with a futureproof platform to deliver awesome outcomes fast.

**Vision:** To enable customers to exceed their goals through transformational employee experience.



## Who We Support

Our solutions, including our detailed knowledge of tax and compliance matters, reach every state, county, city and, we like to think, every strip mall in America. **Our customers, or as we like to call them our People Heroes**, and our partners range from small businesses to household names that you are likely familiar with such as Burger King and Panera Bread, franchise customers in hospitality you may have eaten at. Other customers include:

- **Bridgestone** locations you may have bought tires at.
- The **National Women's Soccer League** you may have watched.
- **Foodliner** which has certainly delivered your food ingredients (even if the name doesn't ring a bell).
- And the **State of California**, which we can guarantee you've heard of. Yes, they are a customer too.

No matter an organization's size, whether they have 10 or 10,000 employees, or their industry, **we help our People Heroes exceed their goals through transformational employee experience.**



**Foodliner**

**BRIDGESTONE**



NATIONAL WOMEN'S SOCCER LEAGUE



## A Win As One culture

At isolved we also drink our own champagne, meaning **we use all of our own HCM technology internally** and we've used it to grow our company more than 50 percent in 2021-2022. We now have close to 2,000 employees with eight offices across the United States – and the growth continues. We'd love for you to be part of it.

**We believe our experience starts the minute you apply – providing a modern, consumer-like application process and all the way through the onboarding experience.**



We welcome new employees with the resources needed to accelerate their professional development. **Employees have access to individualized career development plans** and career mapping as part of our core belief that individual growth directly contributes to our ability to meet and exceed our company-wide goals. This of course has also led us to adopt our “Win as One” philosophy internally, because together we share in each other's accomplishments through teamwork and shared purpose.



### Customer Centric:

We go above and beyond at exceeding customer expectations. We believe customers and partners are the driving force of our business and we always put them first.



### Integrity & Trust:

Our culture is built on integrity and trust. Internally and externally we can count on one another to do the right thing.



### Results Focused:

We step up to any challenge and face it head on. We adapt to change quickly and use it to ensure our results.



### Teamwork:

We support one another and are always willing to help each other meet our goals through teamwork.

## Awards & Accolades

Externally we work to help our customers and partners achieve these same goals, and they reward us through their loyalty as well as their advocacy. As mentioned, they are called our People Heroes. We are their Sidekicks. Check out the cool mascots: Sam Solvers (in the middle), Charlie Champion (in the lower right), Robin Records (flying high) and Jo Just (in the lower left). The industry has taken notice! And because we focus on customer satisfaction, we continue to earn top accolades across the very sites where buyers are conducting their research when looking to purchase new HCM solutions.

Every quarter, we're a Leader for HCM software with G2 Crowd, have continuously earned Leader positions with SoftwareReviews and were even a Most-Loved company with TrustRadius. Industry analysts recognize isolved too. Staunchly independent, firms like Gartner, Forrester, IDC, Brandon Hall Group, NelsonHall, Nucleus Research, 451 Research and more include isolved in their evaluations and research. For example, isolved was included in Gartner's Market Guide for HCM Vendors, named a Major Player in IDC MarketScape for Talent Acquisition and was recognized as a Leader in NelsonHall's evaluation of HCM providers.



Industry recognition provides isolved with even more credibility in the market and validate **our amazing customer experience**. We support this customer experience with our isolved People Heroes Community, a vibrant online resource where customers can source advice, socialize with their peers and share their isolved experience.

One of our most important accolades and advantages is how our own employees feel about isolved and the employee experience that we provide them, People Heroes Sidekicks. One of our proudest achievements is being **certified as a Great Place to Work** and this is a distinction achieved based on feedback from our own employees. We also earn city-based employer awards such as a **Top Work Place by The Charlotte Observer**.

Wherever you work, we believe that a great employee experience is how we deliver a great customer experience. **Every employee has access to isolved People Cloud including a catalog of over 20,000 learning courses** for on-demand development, engagement tools for connecting with your colleagues, performance management dashboards for tracking goals, and access to giving and volunteering opportunities so that you can easily engage with the causes you are passionate about.



SHORTLIST



## How We Go To Market

### So, what kinds of solutions do we provide exactly?

isolved People Cloud features four comprehensive software suites: talent acquisition, HR, payroll and benefits, workforce management and talent management – or another way to look at it is HCM processes that support the entire employee journey.

On the employee side, isolved People Cloud improves experiences by offering **self-service tools that empower individuals** to independently elect their benefits, review their pay history, collaborate with their colleagues and engage with **online learning as well as participate in giving and volunteering opportunities**. On the administrator side, we differentiate ourselves with these four pillars:



**Accelerate Results**  
with Intelligently Connected HCM



**Boost Performance**  
by Engaging the Workforce of the Future



**Increase Productivity**  
with Employee Experience by Design



**Reduce Risk**  
with Regional, Relevant & Responsive Service

We surround People Cloud with a range of value-added services from HR outsourcing to third-party administration (TPA) services such as retirement, insurance and benefit services. All of this makes isolved one of the **most comprehensive HCM and employee experience technology** companies in the market.

**Our dedicated Network partners**, which include payroll bureaus, administrative service organizations and professional employer organizations expand our reach even further, exclusively offering isolved People Cloud to their clients who also use it to transform their employee experience too.

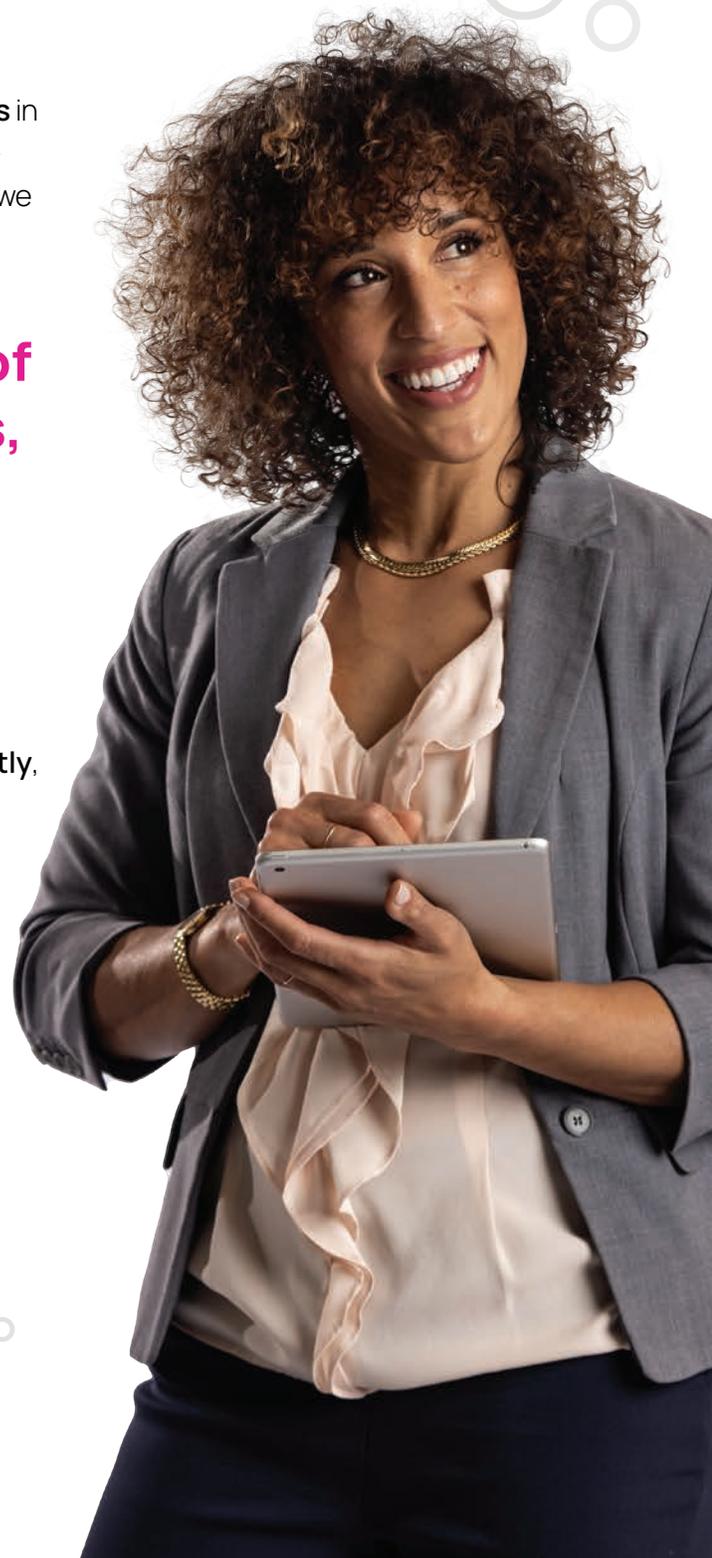
We even offer industry-specific versions of our software today to better support our customers in our target industries, such as healthcare services, professional and business services, hospitality and manufacturing.

# People Are At the of What We Do

isolved is one of the **fastest growing and most exciting brands** in the market today. From our People Heroes mascots giving high-fives at customer roadshows or industry events, to the awards we continue to earn, there's a palpable buzz about isolved.

**We're prepared for the future of work today – for our customers, our People Heroes, and ourselves.**

For more information regarding our culture, values, job descriptions, inclusion programs and career development opportunities or to **reach our talent acquisition team directly**, please visit our website at [www.isolvedhcm.com/careers](http://www.isolvedhcm.com/careers).



A photograph of two people, a man and a woman, standing in a modern office environment. The man, on the left, has dreadlocks and is wearing a blue and grey striped sweater and black pants. The woman, on the right, has long brown hair and is wearing a black top and a grey plaid skirt. They are both smiling and looking at a tablet held by the man. The background is a white wall with a pattern of grey circles and some pink circles. To the right, there is a large black graphic element that looks like the letters 'IS'. The floor is a light-colored, polished surface. A large pink circle is overlaid on the image, containing the main text.

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