

A close-up photograph of a man and a woman smiling and looking at a tablet together. The man is in the foreground, wearing a black cap and glasses, and the woman is behind him. The background is blurred, showing an indoor setting with warm lighting.

Delivering an Elevated Customer Experience

Building trust through dedicated services and support when and where you need it most.

isolved[®]



Prioritizing a smooth customer journey is key to building lasting customer relationships and success. You need a partner that provides you with the support and services you need, when you need it.

isolved® provides comprehensive support and services designed to deliver a best-in-class experience. From smooth implementation, expert customer support, and strategic customer success programs to HR services and data-driven optimization, we provide a customer journey that fosters loyalty and drives value.

Implementation Services for Rapid Deployment

Moving to a new human capital management (HCM) platform should be smooth. isolved's implementation team handles these transitions to empower your workforce and streamline HR processes from day one.

isolved will configure your solution, isolved People Cloud™, to perfectly match your organization's needs. We handle everything from data migration to training, ensuring a seamless transition and immediate access to the tools your employees need to succeed.

Key Benefits

- Ensure a smooth onboarding by planning and scoping your project with isolved. We'll work with you to understand your goals and create a clear roadmap for a successful transition.
- Minimize disruption with our seamless data migration service. We'll expertly transfer your employee data from your existing HR system to isolved People Cloud.
- Boost efficiency with configuration and customization expertise. We'll tailor isolved People Cloud to your specific workflows and needs driving employee adoption.
- Empower your employees with comprehensive trainings. We recommend specific trainings to help you get the most out of the platform from day one.



Customer Support for Business Efficiency

When it comes to technology, you need access to experts that can deliver fast, accurate resolutions so you have more time to focus on what matters most. At isolved, our team of specialists is ready to assist you with everything from the simple to the complex; whether that is reconfiguration, supporting growth and acquisitions, and more.

Our small, regional teams foster long-term relationships with customers, leading to a deeper understanding of your business and delivering faster resolutions, which translates to increased productivity, reduced downtime, and ultimately, a successful and thriving business.

Key Benefits

- Quick and accurate resolutions from our knowledgeable support teams.
- Maintain peak performance and continuity with proactive system monitoring.
- Get support the way you choose with omnichannel options including phone, email, chat, and a help center.
- Ensure smooth and efficient operations with timely and accurate data file delivery and essential back-office function handling by our team.
- Boost your knowledge through self-service resources including monthly live webinars and on-demand trainings.

In 2023, our response time was **24 seconds**, many in the industry have wait times that exceed minutes.

Top Notch Performance:

Availability:
24-second average response time

Responsiveness: 85% of requests resolved in under 8 hours

Customer Success for HCM Transformation

Maximizing your investment in human capital management (HCM) software is key to improving the employee experience and further increasing business efficiency. isolved is committed to helping you meet and exceed your long-term, strategic goals through our Customer Success team.

You can rely on our experts to stay on top of industry trends, understand your business, and ensure that you are leveraging isolved People Cloud™ to its fullest potential. Our goal is to act as your isolved advocate to ensure a seamless experience, so you can focus on what matters the most.

Key Benefits

- Unlock and achieve your HR goals with a collaborative partnership that spans tactical all the way to strategic guidance.
- Analysis of your specific needs to help you navigate the platform to optimize your usage and drive results.
- Get started quickly with a smooth onboarding process. We'll personalize training recommendations to ensure your team is up and running fast.
- Ensure your needs are addressed promptly with a direct point of contact who acts as your isolved advocate, creating a seamless experience.
- Stay ahead of the curve with updates on new features and product enhancements, and maximize the value you receive from our offerings.
- Partner with isolved to develop a long-term plan aligning our solutions with your business goals.

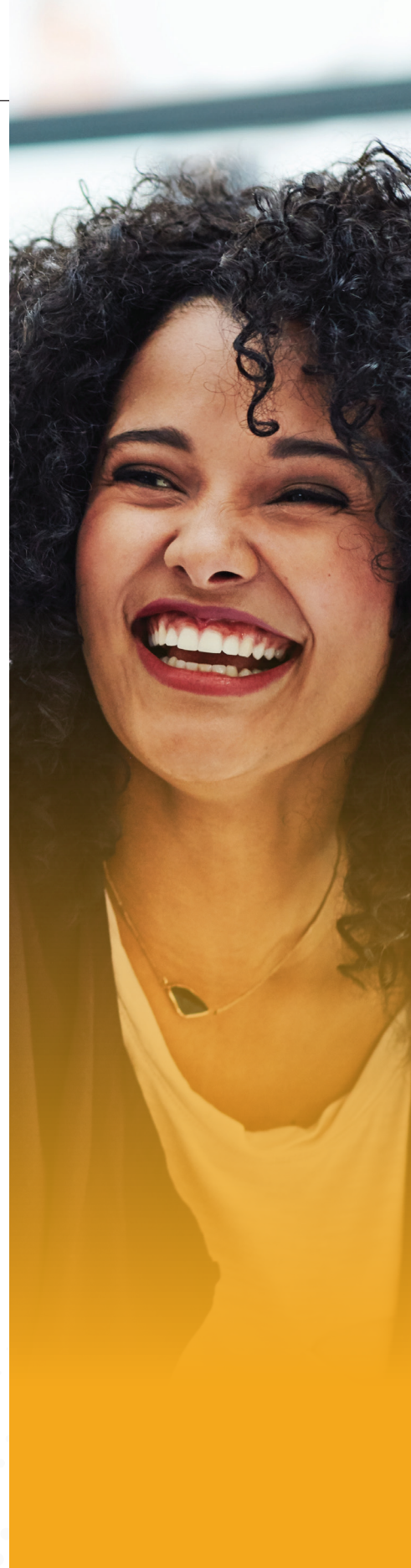


HR Services Delivered to Drive Business Impact

Get HR assistance while freeing up your time to focus on strategic initiatives that drive your business success. isolved's team of HR-certified professionals act as a natural extension of your team, to help enhance and streamline HR process and manage HR compliance. Whether you need to augment your existing HR team, or you've never had HR help before, isolved HR Services has scalable solutions for businesses of all sizes and industries.

Key Benefits

- Free up your time for core business activities by letting our experts monitor HR compliance for you.
- Meet regularly with HR experts and receive relevant, easy-to-understand guidance when you need it.
- Empower your managers with the HR help they need, enabling them to lead a more engaged and productive workforce.
- Become more data-driven with insights and regular reviews to help you optimize your HR strategy and achieve your goals.



Optimization Services for Maximizing Your Investment

Organizational change is inevitable and we guide you through this change, ensuring a smooth transition for your team. isolved Optimization Services helps you amplify the impact of your HR strategy by addressing your unique workforce challenges through the power of isolved People Cloud solutions.

We work closely with you to understand your situation and objectives, and use those insights to craft tailored solutions to get the greatest return on investment. Let's work together to streamline processes and upskill your team, maximizing your workforce's efficiency and effectiveness.

Key Benefits

- Personalize the employee experience with services and solutions tailored for any employee lifecycle stage.
- Maximize your return on investment with guidance and best practices.
- Deliver post-implementation updates to ensure continued success.
- Optimize manual processes with automation for improved efficiency.
- Identify and map gaps between current state and desired outcomes.
- Align organizational goals with your HR strategy.



People Heroes University for Mastering People Cloud

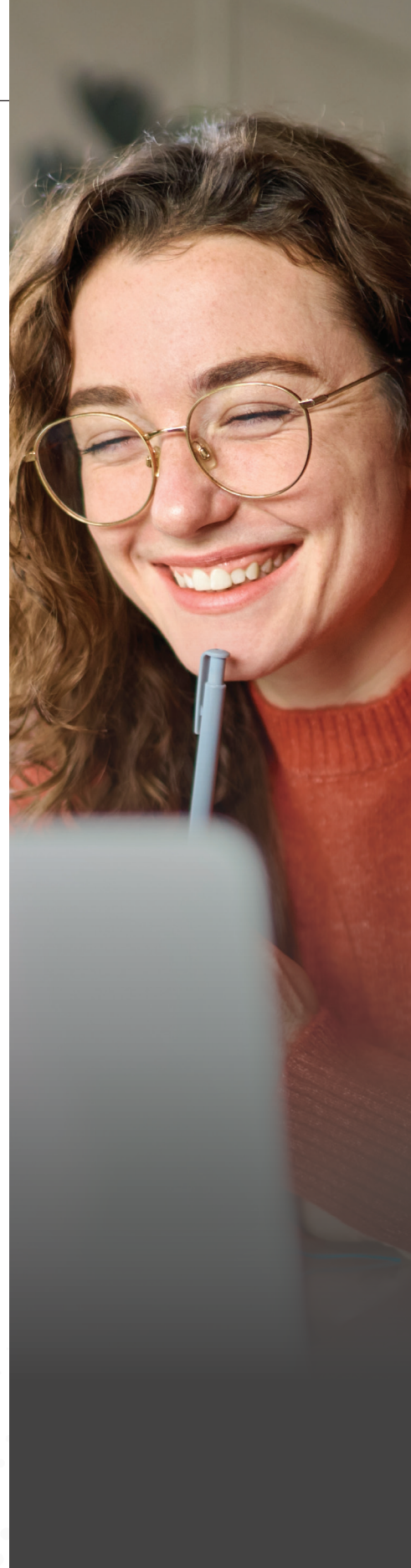
isolved People Heroes University isn't your typical software training program. This comprehensive Learning Experience Platform (LXP) serves as your one-stop shop for mastering isolved's functionalities.



This robust platform offers a treasure trove of resources to empower you to master isolved People Cloud quickly and efficiently. Explore a variety of learning formats, including bite-sized online courses, informative articles, and even live training sessions led by isolved experts. This flexibility empowers you to learn at your own pace, whenever it's most convenient.

Key Benefits

- Assign courses directly to your employees and empower them to learn independently. This frees up your valuable time and ensures consistent training across your team.
- Equip your team with the knowledge they need to find information easily, utilize self-service features, and navigate isolved with ease.
- Provide focused training from annual benefit enrollment to managing year-end tasks, ensuring a smooth and efficient experience for everyone.



People Heroes Community for Peer-to-Peer Collaboration

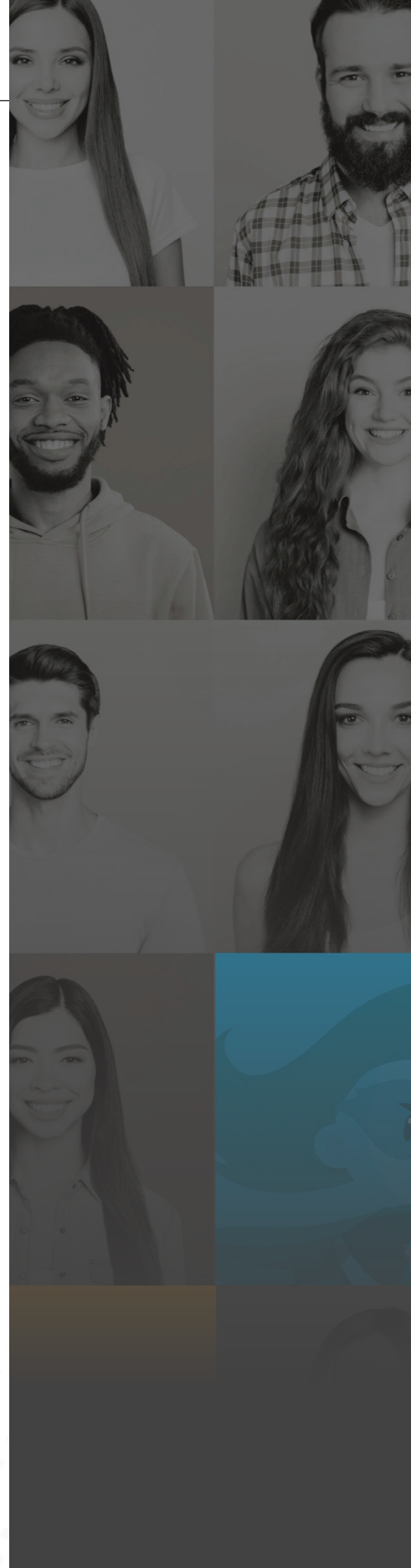
Imagine having a direct line to HR professionals who share your day-to-day experiences. isolved People Heroes Community is a vibrant hub specifically designed to connect isolved customers – the People Heroes – with each other.



People Heroes Community fosters a collaborative environment where you can ask questions, share best practices, get expert advice, and discover innovative ways to leverage isolved's full potential. isolved even integrates the community with People Heroes University, creating a powerful ecosystem where learning and collaboration go hand-in-hand.

Key Benefits

- Get real-world insights and solutions from HR professionals who understand your specific challenges.
- Tap into a wealth of collective experience and best practices from isolved users across different industries.
- Foster ongoing professional development through discussions, shared resources, and exposure to diverse perspectives.



isolved Connect and People Heroes Tour

isolved Connect and the People Heroes Tour offer unparalleled opportunities for direct engagement with isolved and your fellow People Heroes.

isolved Connect is the annual customer and partner conference designed to empower you to achieve your HR goals. Experience the power of in-depth workshops led by isolved product experts, hear from industry thought leaders on the latest HR trends, and connect with fellow People Heroes to share best practices, and discover the latest isolved advancements.

isolved Connect provides a dynamic platform to dive deep into isolved's functionalities, explore best practices, and ensure you're maximizing your investment.

The People Heroes Tour brings the isolved experience directly to your city. These regional events offer a concentrated dose of learning and networking opportunities. Attend a tailored event packed with valuable content, product demonstrations, and interactive sessions focusing on maximizing your isolved usage.

Get hands-on experience with the latest features, connect with local People Heroes, and gain practical insights directly from isolved experts.



Key Benefits

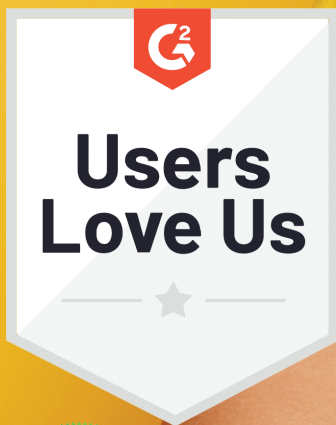
- Connect face-to-face with isolved product experts, customer success representatives, and industry thought leaders.
- Gain practical tips, best practices, and real-world use cases to optimize your isolved implementation.
- Earn SHRM continuing education credits at People Heroes Tour.
- Build valuable connections with People Heroes from various industries and share your experiences.
- Get access to early previews of upcoming features and product roadmaps.

"Having a direct point of contact with our customer service specialist that processes payroll accurately and on-time, every time has made the biggest difference in our success with isolved,"

- Sagar Lakhani,
HR Manager

Feel the difference and achieve your HR goals with isolved award-winning customer experience solutions.

Contact us at 800.733.8839 or visit isolvedhcm.com to get started.



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