



PEOPLEDOC PREMIUM SUCCESS SERVICE

PRODUCTIVITY AND PEACE OF MIND

Dedication to our customers' success has earned PeopleDoc by Ultimate Software the highest loyalty rating in the industry. Our track record is primarily due to the outstanding Standard Care we provide every customer with every purchase. For clients who want a deeper partnership to reliably navigate complex HR transformation and achieve expected ROI and adoption, we offer Premium Success Service. Premium Success Service provides an ongoing dedicated Customer Success Manager, exclusive access to experts and information, and additional technical resources such as an unlimited access to a staging environment.

The Customer Success Manager Partnership

Premium Success Service customers partner with a long-term designated Customer Success Manager (CSM). Your CSM brings strong HR experience and business acumen along with technical understanding to proactively ensure your investments achieve your HR KPIs and business outcomes. Your Customer Success Manager works closely with you to:

- ▶ Invest in understanding your goals and expected ROI from day 1 as a client
- ▶ Help develop reporting and analytics to track your ROI and adoption
- ▶ Conduct an in-depth Quarterly Business Review (QBR) to review your analytics and insights from your last 90 days of activity, identify and address the root causes of any technical or operational issues, and collaborate to create your next 90-day strategic plan to meet your goals
- ▶ Proactively access and apply all resources and services available at PeopleDoc to reliably achieve your goals
- ▶ Facilitate Change Management including training programs, when you are introducing new technology and when your HR tech landscape or priorities change
- ▶ Serve on your HR Governance team as needed

Expert Advice and Exclusive Access to Knowledge

Benefit from the knowledge and collaboration of HR tech experts in the PeopleDoc network, including:

- ▶ Four custom expert sessions, tailored to the topics and goals you choose
- ▶ Four PeopleDoc University Passes for unlimited online training
- ▶ Peer-based learning and networking with other Premium customers



Additional Technical Resources and Priority Support Handling

Premium Success Service customers receive a greater level of technical resources and support, including:

- ▶ Unlimited access to a Staging environment for testing and "what if" scenarios
- ▶ Direct line for providing product feature requests to the development team
- ▶ 24/7 phone support for Level 1 issues and priority handling of tickets
- ▶ Regular monitoring of your system and any support tickets by your CSM





	Standard Care	Premium Success Service
Customer Success Management		
Customer Success Manager		✓
Business Reviews	Case by case	Quarterly
Standard Reporting	✓	✓
Advanced Custom Reporting		✓
Annual Government Forms Update (for the US only)		✓
Building Expertise With PeopleDoc		
PeopleDoc Online Knowledge Base & Release Notes	✓	✓
PeopleDoc Training	✓	✓
PeopleDoc University e-learning passes	2	4
New Features Presentations		✓
Custom Sessions w/Experts (4/yr)		✓
Peer Expertise Access		
PeopleDoc Community online	✓	✓
PeopleDoc events	✓	✓
Premium customer peer learning		✓
Technical Resources and Support		
Staging environment (post go-live)	Available for 6-months only	Available for contract life
Early Access Beta program		✓
Support during Business Hours	✓	✓
24x7 phone support for Level 1 issues		✓
Priority Ticket Handling		✓

PeopleDoc by Ultimate Software

PeopleDoc by Ultimate Software is committed to putting people first. The PeopleDoc HR Service Delivery platform helps HR teams upgrade the employee experience, improve HR agility, and ease compliance management.

PeopleDoc's cloud solutions provide employee case management, knowledgebase, process automation, employee file management, and eVault capabilities. PeopleDoc is part of Ultimate Software, a leading global provider of cloud-based human capital management solutions serving thousands of customers worldwide.

More information about PeopleDoc by Ultimate Software is available at www.people-doc.com.



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