

Workforce Dimensions

Signature Success Plan

Amplify business outcomes with tailored success paths and technical expertise

One-on-One Success Management and Technical Assistance

Workforce Dimensions™ Signature Success is focused on helping you uncover the full value of your Kronos® solution by teaming you with expert-level resources. You'll experience rapid results from reliable partnerships with your customer success and technical account managers (CSM and TAM). The Signature Success Plan will help you take optimisation to the next level and establish an outcome-driven, long-term plan for realising the success you expect.

Signature Features	Description
Support Services	
Local Time Zone Support	24-hour x 7 support, 1-hour response time
24x7 Mission-Critical Support	Immediate and ongoing support for a critical issue with no available workaround, where the system or a module may be down, major system degradation or data corruption is experienced, or other related factors are present
Proactive Support	Monitoring of your environment and usage with proactive notification and resolution of potential issues
Technical Account Manager	Named industry and/or product expert providing dedicated technical support for your Kronos solution
Integration/API Support	Enhance and update existing integrations and customisation
Success Services	
Kronos Community	Always-on access to rich content, how-to articles, discussion boards, and a direct connection to other Kronos customers in your industry
Kronos Onboarding Experience	Step-by-step guidance from the beginning of your Kronos journey to help you reach your business goals and know what to expect along the way
Kronos KnowledgeMap™	Industry-leading online education portal providing anytime, anywhere access to your learning resources
Kronos KnowledgeMap™ Live	In-depth classroom training by certified Kronos instructors with deep industry expertise to ensure your functional and technical teams are fully prepared for deployment and future releases
Named Success Manager	
Live Check-In Meetings	Regular touch-base meetings with your success manager
Personalised Success Paths	Tailored guidance to help you realise value from your Kronos investment based on your business goals
Success Reporting	Personalised reports providing insight into your key performance indicators, including user adoption, compliance, productivity, and efficiency
Executive Business Review	Strategic review of relationship, engagement, and future direction
New Feature Review and Activation	Quarterly product release review and new feature recommendations based on your business goals, and assistance activating in your Kronos environment
Optimisation Assessment	Optimise use of your Kronos solution quarterly based on your usage patterns
Industry Best Practices Audit	Review solution configuration and use of your Kronos solution against industry peers and provide best practice recommendations to drive additional value