



**Today and Tomorrow – helping you today while keeping your interests in mind for the future.**

## Customer Care Philosophy

PeopleDoc’s number one corporate value is to ensure our customers’ success. All of our processes are designed to promote this goal and strengthen the partnership between PeopleDoc and our customers.



## Global

With support offices in the USA and Europe, PeopleDoc product experts are available to help you with your issues and questions. Our aggressive service level agreements ensure a timely response to our customers.

Having a global presence allows PeopleDoc to keep an ongoing pulse of our customer implementations with open communication channels internally and back to our customers.



## Support Methodology

PeopleDoc offers a hybrid approach to Customer Support Services. While there will always be traditional focus reacting to current issues, PeopleDoc also has a proactive layer to work with you to ensure users are getting optimal use from the PeopleDoc products. We will work with you hand-in-hand to develop a deep understanding of your business processes, work toward future growth and proactively identify challenges along the way. By providing a 3 tiered support model, issues are passed quickly to the next resource when necessary.

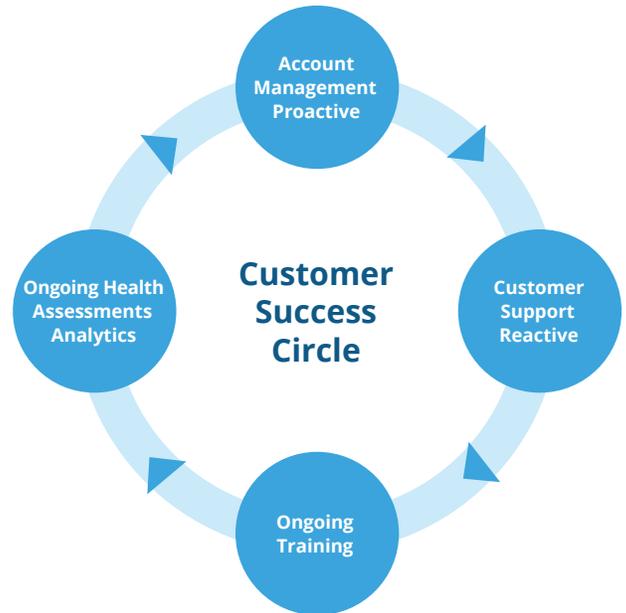


## Hypercare

PeopleDoc understands that the first 30 days of production is a time where additional support may be needed. Hypercare is a dual support function where the implementation manager and an assigned Customer Success Manager (CSM) work together to ensure the transition to a production environment goes smoothly.

The CSM conducts weekly case reviews and communicates back to the PeopleDoc team the status of the production environment. Any issues that are encountered are flagged as a high priority and are worked through by all involved teams.

- ▶ **Dual layer of support**
- ▶ **Implementation knowledge**
- ▶ **Account Management**
- ▶ **Frequent check-ins**
- ▶ **Project team**
- ▶ **High visibility**



## Support Offerings

**Standard Support** - Access to Support Agents during regular business hours.

**Premium Support** - Priority queuing for customer issues. A Customer Success Manager is assigned for the life of the account. The CSM meets regularly with the customer as well as arranges a Quarterly Business Review with the PeopleDoc Executive Sponsor. Customers with the Premium Support package are invited to provide their feedback, share their experiences and use cases with Product Management.

- ▶ **Support level based on your unique needs**
- ▶ **Support access when and where you need it**

## Always Available

The PeopleDoc Knowledge Base is a robust resource that contains information on product releases, known issues, how-to articles and FAQs. In addition, our training library has videos that you can access based on your schedule.

- ▶ **24x7/365**
- ▶ **Documentation**
- ▶ **Training**
- ▶ **FAQs**
- ▶ **Release Notes**

## Overview - PeopleDoc Customer Care

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**Accessible**  
 24 x 7 Assistance to users, managers, and business owners
- 
**Global / Local**  
 Online resources available worldwide with local resources standing by to help
- 
**Trusted**  
 Commitment and delivery against clear service level agreements
- 
**People Networks**  
 Leveraging the worldwide Customer Community