


INDUSTRY LEADING CUSTOMER SUPPORT



“With Netchex you can expect great customer support, timely feedback and a good support community to connect with other clients. Their employees truly care about their customers.”-- Evan Hunter, Enos Pizza Tavern



97% Client Retention Rate



4.7 out of 5 Stars
CSAT Score



Award-winning support
recognized by the Stevie[®]
Awards

Dedicated Service Rep vs. Devoted Service **TEAM**

Other payroll companies may promise you a “dedicated” representative which sounds great at first. But what if that representative gets promoted, goes on vacation, is out sick or is even terminated. What happens to your call then?

Netchex is one of the only Human Capital Management (HCM) companies to offer you a devoted team of individuals that are familiar with your business.



- ✓ Teams are lead by experienced, insightful Client Advocates whose main goal is to provide a consistent level of proactive, professional support to our clients.
- ✓ Service issues are handled by team members that are familiar with your industry and specific Netchex account.
- ✓ Over 50% of our service team members are FPC certified and 25% are CPP certified
- ✓ Three direct lines: Dedicated Phone Number, Team Email, and Online/NetCommunity Request Direct to Team