CUSTOMER SUPPORT

FREQUENTLY ASKED QUESTIONS

1. SECURITY

Is Our Company Information Protected?

Hackers have cyber-security techs questioning protocols, so of course, this is top of mind. YES, securing data is a top priority. Advanced encryption technology protects employee info and company assets. Our integration and API solutions transfer data securely from one system to the next. We take every precaution to minimize data loss and risk of cyber theft.

2. COMPLIANCE

Am I In Compliance?

The million-dollar question. Quite literally. Non-compliance is like risking bankruptcy by the IRS. And we get it. It's tough. It changes all the time. That's why our dedicated service teams are industry experts that keep up with the latest deadlines and filing requirements so you don't have to. Just pick up the phone, we'll walk you through it. From benefits to labor laws to taxes, together we'll make sure you remain penalty free.

3. REPORTING

How Do I Automate Reporting?

There are several ways you can run analytics, but we promise all are easily achieved. Set a schedule via integrated calendar features. Create visually appealing reports with intuitive tools. Automate archiving - daily, monthly or annually. Get as granular as you need, or have overviews at the ready with automated reporting features that are as easy as point and click.

4. ENGAGEMENT

Why Won't Our Employees Use the Platform?

It's user-friendly and easily accessible - but also under used. Why? Because they don't know it exists. Companies must communicate the benefits of a new HCM solution to employees. Rolling it out should include an introduction to departments, and showing them how to get the information they need without going through HR.

5. UH-OH

What did I do?

This covers the fairly general, yet frequently phoned panic we hear from clients when they may have made a mistake. No worries though. Our platform is oops-proof and our client support teams have heard it all (well almost). You have a direct line when questions arise. From common errors, to "that's a new one," our team is here to help.