

Kronos Support Services at a Glance

Support Services

	Software				Equipment	
	Platinum Plus	Platinum	Gold Plus	Gold	Depot Exchange	Depot Repair
Plus Services Features						
Technical Account Manager 24x7	•					
Technical Account Manager 8am – 8pm local time (M-F)			•			
Proactive Preventive Support	•		•			
Complete Issue Tracking and Management	•		•			
Site Visit	•					
Phone Support						
24 hours/7 days a week	•	•				
Senior Specialists	•	•				
8am – 8pm local time (M-F)			•	•	•	•
Web-based Expertise						
Technical Advisories	•	•	•	•	•	•
Service Case Studies	•	•	•	•		
Learning Quick Tips	•	•	•	•		
Brown Bag Sessions	•	•	•	•		
HR and Payroll Answerforce™	•	•	•	•		
Interactive Forms	•	•				



	Software				Equipment	
	Platinum Plus	Platinum	Gold Plus	Gold	Depot Exchange	Depot Repair
Software Assurance						
Patches	•	•	•	•	•	•
Service Releases	•	•	•	•	•	•
Upgrades	•	•	•	•		
Legislative Updates	•	•	•	•		
Web-based Information						
Knowledge Base	•	•	•	•	•	•
eCase Management	•	•	•	•	•	•
Documentation	•	•	•	•	•	•
Customer Forums	•	•	•	•	•	•
Remote Support	•	•	•	•	•	•
Equipment Services						
Depot Exchange — Next Day					•	
Depot Repair						•



Workforce Innovation That Works™

www.kronos.com