

Workforce Dimensions

Customer Success Plans

Leading you along the best path to your workforce management and human capital management success is our No. 1 priority. You can count on us to go the extra mile to deliver a proactive, personal and proven experience by providing you with the training, thought leadership, tools and data you need to succeed.

Our three Customer Success Plans offer you the flexibility to choose the one that best meets your unique organisational needs, and all our plans are designed to help you maximise the full value of your Kronos® solution.

Standard

» **ENHANCE VALUE** through a digital, self-service, community-based approach

Premium

» **DRIVE SUCCESS** with personalised guidance designed for your solution

Premium Plus

» **AMPLIFY BUSINESS** outcomes with access to one-on-one success planning and technical support

	Standard	Premium*	Premium Plus*
24x7 Support for Infrastructure Outages	Yes	Yes	Yes
Kronos Community Access	Yes	Yes	Yes
Local Time Zone Support	9:30 a.m.-6:30 p.m. Electronic Callback Support M-F 2-hour email response time to cases M-F	8 a.m.–8 p.m. Live Phone/ Electronic Support M-F 2-hour email response time to cases M-F	24-hour Live Phone/ Electronic Support 1-hour email response time to cases
In-Context Support	Yes	Yes	Yes
KnowledgeMap™ Learning Portal	Yes	Yes	Yes
Access to Customer Success	Yes	Yes	Yes
Success Reporting	Yes	Yes	Yes
Named Customer Success Manager	—	Yes**	Yes
Success Planning	—	Yes**	Yes
Executive Business Reviews	—	Yes**	Yes
Proactive Issue Resolution	—	Yes	Yes
Best Practice Audit	—	—	Yes
System Health Check	—	—	Yes
Integration/API Assistance	—	—	Yes
Technical Account Manager (TAM)	—	Fees Apply 8 a.m.–8 p.m.	24-hour Live Support

*Available in select countries.

**Level of detail and method of engagement may vary. Contact your Account Executive for more detail.