

Workforce Dimensions

Essentials Success Plan

Accelerate value through a digital, self-service, community-based model

Bundled to Meet Your Fundamental Needs

The Essentials Success Plan is the foundational success plan for all Kronos® customers. This level of service provides the support, coverage, and resources you'll need to keep your solution up and running effectively. Optimize productivity and performance with cross-functional support, comprehensive education tools, and outcome-driven customer success management.

Features	Description
Support Services	
Local Time Zone Support	8 a.m. – 8 p.m. M–F support, 2-hour response time to cases
24x7 Mission-Critical Support	Immediate and ongoing support for a critical issue with no available workaround, when the system or a module may be down, major system degradation or data corruption is experienced, or other related factors are present
Success Services	
Kronos Community	Always-on access to rich content, how-to articles, discussion boards, and a direct connection to other Kronos customers in your industry
Kronos Onboarding Experience	Step-by-step guidance from the beginning of your Kronos journey to help you reach your business goals and know what to expect along the way
Kronos KnowledgeMap™	Industry-leading online education portal providing anytime, anywhere access to your learning resources
Success Management	
Customer Success Team	A team of industry experts dedicated to helping you find answers to your questions, navigate challenges, and celebrate success

The Essentials Success Plan also offers the opportunity to purchase additional services to help you enhance your Kronos experience.

- **Technical Account Manager:** Named industry and/or product expert providing dedicated technical support for your Kronos solution
- **Kronos KnowledgeMap Live:** In-depth classroom training by certified Kronos instructors with deep industry expertise to ensure your functional and technical teams are fully prepared for deployment and future releases
- **Help Desk Services:** Frontline end-user support of your Kronos application, dedicated support lines, and proactive system monitoring 24 hours per day
- **Managed Services:** Receive ongoing configuration support, regular analysis, and creative solution suggestions from expert workforce management consultants