

Workforce Administration and Support Desk Services

Leverage our expertise to administer your workforce management solution and fulfill your internal support desk needs

Your workforce is your most valuable asset. Pay policies, processes, and procedures are often complex and can frequently change. In today's competitive environment, you can't afford to allow inexperienced system administrators or support desk staff to have a negative impact on the efficiency and engagement of your employees — rather, you want to make them more efficient by giving them a place to go for help. Let them lean on Kronos® Advisory Services to provide a wide range of strategic services and optimization engagements that help customers leverage their investment in people, processes, and technology. At Kronos, workforce management is what we do. We understand your business needs, so you can capitalize on our years of industry and system experience to gain the value you're seeking.

Scope and approach

The scope of our workforce administration and support desk services is flexible and can be tailored to meet your organization's needs with full- or part-time support resources. However, the quality of the support you receive will not vary. We are committed to providing value-based services to achieve the highest levels of customer satisfaction and drive measurable results while eliminating your system administration and support-desk headaches.

Typical duration

Your Administration and Support Desk Services agreement will be active for one year. At that time, you can choose to renew your contract for ongoing support.

Partner with a trusted leader

Kronos is a leading provider of workforce management and human capital management cloud solutions. Kronos Services provides a wide range of strategic services that help customers achieve smart value fast and a rapid return on their workforce solution investment — all while delivering the experience they expect. Learn more at [kronos.com/services](https://www.kronos.com/services).
Kronos: Workforce Innovation That Works™.



Key Benefits

- » **RECEIVE EXPERT GUIDANCE AND SUPPORT** from Kronos experts on administering your solution for the application that touches all your employees
- » **ELIMINATE THE TIME AND COST** to recruit, hire, train, and retain support resources
- » **FREE UP YOUR STAFF** to focus on more strategic tasks
- » **IMPROVE YOUR OPERATIONS** by leveraging our experience
- » **OPTIMIZE** your employee engagement

Services and support provided include:

- Use and usability issues
- Issue troubleshooting and resolution
- Configuration changes
- New business rule/policy configuration
- Interface execution and support
- Clock programming and support
- Dedicated toll-free phone number
- Assigned Technical Account Manager
- Assigned Technical Program Manager
- Biannual Executive Operational Assessment