Kronos Customers Offer Their Perspectives

This review source for software solutions features validated user reviews from Kronos® customers. You can check out reviews at G2.com.

Before you do that, read a sampling of what our customers are saying on G2 about Kronos solutions on the topics of implementation, usability, employee engagement, reporting, and compliance. Keep reading to see their thoughts.

Reviewers may have received a nominal incentive for their endorsement.

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I like the team of individuals that we have had the opportunity to work with as we have implemented a few of their [Kronos] modules. Centralizing our timekeeping and hours calculation across all departments within the city has been very helpful. We will be seeing more accuracy in the calculations of our hours worked and payroll rules with easier management and oversight than we had previously.

Dan O.
Employees: 1,000-plus

Customer service is second to none! The Kronos Implementation Team continues to help us through it, every step of the way. Kronos has far more functionality than our previous provider and the modules work well together. No more blackout periods for processing, [and we have] great reports that we can fine-tune on our own and auto generation of reports, so I can take a vacation without the stress of month-end report scheduling.

Nancy M.
Employees: 50-1,000

We use Kronos for rapid deployment of HRIS and time tracking for our new business unit in Mexico, which has complex wage and hour rules. I like that it is SaaS-hosted, has flexible configuration, has easy deployment, has shown high ROI on investment, and has excellent service and support. Overall, Kronos is an excellent platform suited for many customers.

Rick W.
Employees: 1,000-plus
It’s great to use on a mobile device, and I’m able to get all the reports that I need for my business in a timely manner. I’m able to see where my business is at for the week and the month and can make adjustments as needed.

Melody R.
Employees: 1,000-plus

There hasn’t been anything that we need to do that Kronos doesn’t have some way to handle. Use the implementation services from Kronos. The system allows us to bring all our data together and more easily report on our workforce as well as administer benefits. Also, our manufacturing supervisors now have real-time access to their employees’ information and have many more tools available to manage timesheets and timesheet exceptions, schedules, pay rates, performance reviews, etc.

Wes M.
Employees: 50-1,000

Kronos is a very user-friendly platform that allows all human resources and payroll needs to be easily met. We have been using the product for three years, and we continue to build off it, allowing us to create customizable workflows that work for our organization. We use most of the modules, including recruitment, FMLA, paperless open enrollment, and many others.

Shari N.
Employees: 50-1,000
Kronos is very easy to navigate and if you cannot figure something out, the Kronos Community is a great help. That is probably what I like best, the ability to reach out to other clients and discuss problems and resolutions. We have also just started using the mobile app for our employees, and it has been a great hit. Some of our employees do not have computers at home, but almost all of them have smartphones. They can receive and adjust their schedules right from home.

Courtney N.
Employees: 1,000-plus

Overall, Kronos is an incredible tool containing a wealth of functionality, all with just enough customization for small or midsized businesses. Employee application to COBRA now happens within one system. All modules talk to one another, and the system knows every aspect of the employee life cycle. ACA tracking, benefits enrollment, hiring, terminations, etc. — all HR functions — have been made incredibly easier thanks to the implementation of the system. We are also now tracking data we never had access to before, i.e., turnover, overtime by cost center, and scheduled vs. actual hours. All of this appears at a manager’s fingertips or simply is delivered to their inbox on a schedule they customize.

Chris M.
Employees: 1,000-plus

I love that all the tools are at my disposal to receive the help when needed. That is very important with payroll deadlines. With the use of the scheduling module, management is better able to track hours versus club usage and adjust the schedule accordingly. Associates are better able to manage their time off by using the time-off workflow, scheduling in Kronos, and using the shift-swapping feature that has just come out. Managers are better able to get coverage for shifts as well. Time spent on payroll has reduced dramatically with the use of importing spreadsheets for large volume departments. I love that I can schedule reports to go to specific managers at specific times so that I’m not having to run the same reports all the time.

Theresa M.
Employees: 1,000-plus
Kronos works well for HR management. The ease of creating ad hoc reports (linking tables, cells, etc.) helps meet manager/employee reporting needs and day-to-day business management.

**Natalie N.**
Employees: 1,000-plus

I like the ease of use of the system. The reporting is very user-friendly. You can tweak a report and not have to jump from screen to screen. The mobile app is a great tool for employees and managers. Time off can be requested on the app and managers can approve time while at home. We now use Kronos to track FMLA claims. This has been extremely helpful because we are able to add updates and upload documents to each employee’s FMLA case. They also gave us a solution to our ACA reporting dilemma. Everything would have been done by hand and we would have spent weeks figuring out the 1095 reporting requirements.

**Jennifer M.**
Employees: 50-1,000

I like the fact that I have access to data needed to run reports for reporting purposes. We have carriers that need data all the time and it is great to have easy access to those reports without recreating the wheel.

**Deborah B.**
Employees: 1,000-plus
The system allows the most frequent cost-coding information to be saved for quick selection daily. I like the cumulative calculation for each day, which allows you to double-check entries and avoid key errors. Also, having biometric punching ensures the true employee is punching their own timecard and no one else’s. There is no disputing absences and hours worked with this system.

To read more reviews from Kronos customers, visit G2.com.
Awards

Kronos Product, Innovation, and Customer Service Awards

**2019 Stevie Awards for Sales and Customer Service**
In 2019, Kronos was honored for new developments within the Kronos Community that enabled the company to more effectively meet customer needs, increase satisfaction, and improve loyalty. The Kronos Community is a thriving online collaborative platform where customers, partners, and product experts across all industries answer questions, share ideas, and provide product insight in real time.

**Best in KLAS: Software & Services 2019**
KLAS research has named Kronos Workforce Timekeeper a KLAS Category Leader in the 2019 Best in KLAS: Software and Services report. Award winners are those with the highest customer ratings in their segment.

**Workforce 100 2019**
Kronos was included in Workforce magazine’s Workforce 100 list, which recognizes organizations for best practices in HR over the previous year.

**2019 Excellence in Customer Service Award — Business Intelligence Group**
The Business Intelligence Group recognizes Kronos’ Executive of the Year, Jennifer Dearman.

Kronos Corporate Culture and Employee Engagement Award

**Fortune 100 Best Companies to Work for 2019**
In 2019, for the second consecutive year, Kronos was named one of the FORTUNE 100 Best Companies to Work for by Fortune magazine and global research and consulting firm Great Place to Work.

To learn more about Kronos awards, visit [Kronos Awards and Recognition](#).