

Onboarding Made Simple

Three steps to success

The Kronos® onboarding process sets the stage for a successful journey. You'll receive step-by-step training, tools, and resources that will comprehensively guide you through each phase of our three-phase onboarding process. The experience begins the moment you become a Kronos customer and ends when your solution is running successfully.

1. Welcome

Set your objectives and prepare your team for a smooth start by getting acquainted with the tools and techniques designed to ensure you realize value from your Kronos solution.

2. Deployment

Review your business goals and project success criteria with your Kronos team. Receive best practice recommendations from your Kronos consultants. Develop your communication and training plan to prepare your team for deployment.

3. Customer Success

Once you've accomplished your initial goals, you'll receive continued guidance and support from Kronos Global Support, your Customer Success, and more than 30,000 customers and subject matter experts in the Kronos Community.

Welcome Phase: Set your goals

You've signed your Kronos contract. Now it's time to get acquainted with the resources you'll rely on throughout the onboarding process and complete the key steps necessary to ensure you're ready for deployment.

Our Customer Success team will get you started and communicate the actions you need to take leading up to your first meeting. In this meeting, you and your Kronos team will discuss your business objectives and post success criteria, outline roles and responsibilities, and provide details on the deployment process. Our focus is to make sure you know what to expect from Kronos every step of the way and understand what actions you can take to ensure your success. A series of emails will guide you to:

- Read the Thank You message from Kronos CEO Aron Ain and review information on what's ahead
- Register for the Kronos Community and bookmark the Product Resources designed for the solution
- Set up your project team members with their training and education resources and begin your first courses



"There is value in having a Customer Success manager. We have someone within Kronos who values our success as much as we do. Our Customer Success manager is not just someone we deal with on occasion. She is an advocate we turn to for guidance or a fresh perspective."

– Kronos Services Industry customer



Deployment Phase: Initiate. Collaborate. Adopt.

Your project will kick off once we've established your objectives and you've completed the readiness activities prescribed for your team. Kronos will navigate you through the Initiate, Collaborate, and Adopt phases of our iterative Kronos Paragon™ deployment approach designed to guide you toward a fast deployment and rapid time-to-value of your workforce solution.

 INITIATE	 COLLABORATE	 ADOPT
<ul style="list-style-type: none"> • Collaboration with your Kronos team equals <i>less effort</i> for you and a better experience • Change management, testing, and strategy conversations occur <i>early and often</i> to ensure preparation and success • A baseline solution containing our recommended practices provides for <i>meaningful</i> conversations in alignment with <i>desired outcomes</i> 	<ul style="list-style-type: none"> • Solution Development covers the <i>who</i> and <i>how</i> of solution use by persona • <i>Plan, strategize, and execute</i> User Acceptance Testing to ensure the solution meets desired outcomes • Kronos team supports your Change Management and User Training efforts to optimize success • Collaborative Deployment Preparation ensures readiness to adopt the Kronos solution 	<ul style="list-style-type: none"> • Collaboration with your Kronos team equals <i>less effort</i> for you and a better experience • Change management, testing, and integration strategy conversations occur <i>early and often</i> to ensure preparation and success • A baseline solution containing our recommended practices provides for <i>meaningful</i> conversations in alignment with <i>desired outcomes</i>

Customer Success Phase: Leverage our continued support

Congratulations! You're live on your Kronos system and using it to accomplish the goals you established during the Welcome phase. During the Success phase, we'll ensure you know how to leverage the resources that will support you during this stage of your journey and beyond, including our award-winning Kronos Global Support and our Customer Success teams, offering technical and strategic guidance.

We encourage you to stay up to date with your solution by attending product release and best practice webinars, user meetings, and KronosWorks — the world's leading workforce information exchange; networking/engaging within the appropriate groups in the Kronos Community; and subscribing to the *Workforce Matters* newsletter and the Working Smarter Café blog.