



## PeopleFluent Customer Center of Excellence

Through PeopleFluent's global Customer Center of Excellence our customers are maximizing the value of their PeopleFluent Talent Systems to engage employees and drive business outcomes. The investment in software is only step one. To drive an implementation that supports organizational change and growth and to help your team to increase value year over year, PeopleFluent provides our Customer Center of Excellence with unparalleled customer support, membership in the Customer Community, access to Video Education and product updates, and access to the PeopleFluent Research Institute. Our expert support consultants are former customers, HR practitioners, and HRIT analysts who bring their average 12 years experience to help you to continually improve your talent management practices. Our proactive approach to push new functionality, system enhancements, changes, and notifications allow you to focus on the strategic value that you can provide to your organization.

### PeopleFluent Support



*Premium Support*



*New Releases*



*Educational Videos*



*Customer Community*



*Product Experts*





## Analyst Recognition

Analysts hear directly from our customers that our support Center of Excellence is a leader in the Talent Management industry:



“ PeopleFluent continues to innovate and received high client ratings due to its feature-rich products, customer service, and reporting and analytics. ”

*From: IDC MARKETSCAPE Worldwide Integrated Talent Management 2014 Vendor Assessment*

“ Customer references cited PeopleFluent among the leaders in overall vendor and product satisfaction. ”

*Gartner Magic Quadrant for Talent Management Suites, June 2014.*



## Innovative Approach

Through the multi-faceted approach to providing exceptional support our customers are engaging, collaborating, and improving their Talent Management practices through the Customer Community with:





### Value of Exceptional Customer Support

Through the PeopleFluent Customer Center of Excellence, you have access to the customer community providing collaboration with other customers, networking, opportunities to learn and discuss best practices. From both PeopleFluent product experts and colleagues you will gain advice on how to improve your business processes for increased employee engagement.

PeopleFluent Support offers a Premium Support package in addition to the Standard Support. This offering provides you with a dedicated Support Consultant that will not only be your direct contact when a Support issue arises, but will also be familiar with the support needs of your business as we work with your administrators through regular meetings regarding outstanding tickets, to preparing for upcoming upgrades to the product.

### The choice of support is yours – Standard or Premium



Benefit	Standard	Premium
Direct access to best consultants, product experts and former HR practitioners with average of 12 years' experience	✓	✓
Online access to Customer Community	✓	✓
Direct access to support professionals and former HR practitioners	✓	✓
New releases and functionality	✓	✓
Educational product videos	✓	✓
Dedicated account manager to help you accomplish your talent management goals	✓	✓
Access to PeopleFluent Research Institute of PhD consultants who can provide in-depth analysis of workforce analytics to pro-actively address and resolve potentially discriminating talent practices	✓	✓
Proactive bi-weekly review and assessment of support activity including prioritization of key issues and plans for upcoming system changes		✓
Data analysis – advise on and review data files and feeds with test feeds prior to cycles		✓
Provided updated data file layouts and review any significant changes to prepare for feature adoption		✓
Review of upcoming releases, features, changes and assess impact to data feed changes		✓
Post upgrade site validation		✓
General application security set up and user creation configuration consultation		✓
Form, workflow change consultation to meet evolving business needs		✓
Dedicated support consultant		✓
Individualized customer support libraries - documented client's current configuration allowing for more overall awareness of client's current configuration for faster issue resolution		✓
Reporting and analytics consultation including defining standard reports, scheduling, configuration settings		✓



## Our Customers Say it Best

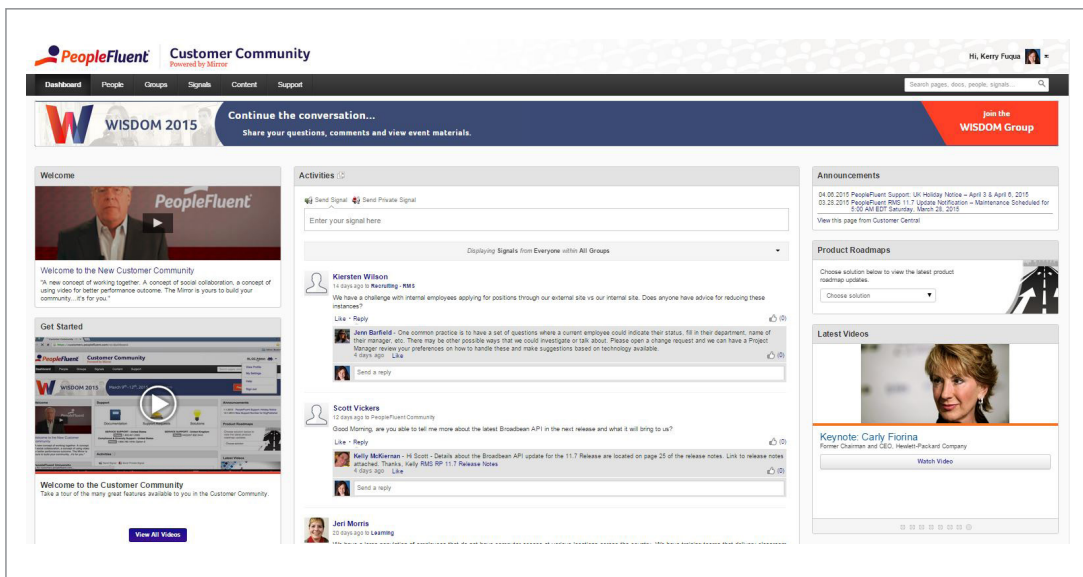
Our customers are driving change in their organizations leveraging PeopleFluent Support, Education, the Research Institute, and Customer Community Collaboration. They are realizing value every day with quickly resolved issues, collaboration with other talent leaders, best practices, and system consultations to ensure they are getting full value of their PeopleFluent talent systems.

*“The service you provide me is exceptional!”*

*“My problem was resolved super fast!”*

*“My support consultant is always a superstar.... We're extremely happy to have her on our account. Thank you”*

*“I am so grateful for the excellent service I receive from Support! As a new employee at HR Training, I really feel that they are doing their utmost to assist me and provide me with pertinent information.”*



**For more information on how PeopleFluent products and exceptional customer support can help increase employee engagement to drive business outcomes, please contact us at 1-877-879-8807.**



## About PeopleFluent

PeopleFluent, the leading total workforce HCM technology company, redefines Talent Management with an innovative Talent Engagement Cloud that is built around people and not HR processes. By deeply integrating pervasive video, strategic analytics and collaborative social technologies into its complete suite of Talent Management applications, PeopleFluent redefines employee engagement to address productivity loss and diminished financial results due to an increasingly disengaged workforce. With PeopleFluent, companies can change at the speed of business without costly IT interventions through intuitive, highly configurable software that is built upon the right data. Spanning across an organization's entire global workforce with one talent cloud, PeopleFluent equips leaders with the meaningful talent data and strategic analytics necessary to make better business decisions.

PeopleFluent has worked with over 5,100 organizations in 214 countries and territories to engage employees to drive better business results. Today, 80% of the Fortune 100 relies on PeopleFluent as part of their talent management delivery strategy, helping them successfully achieve their talent aspirations.

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