

## PLUS SERVICE FEATURES:

### Technical Account Manager (TAM):

A seasoned service professional who will draw upon a vast knowledge of Kronos products and services to provide you with proactive, consultative expertise. For Platinum *Plus* customers, a TAM is available 24 hours per day, 7 days per week; for Gold *Plus* customers, a TAM is available from 8:00 a.m. – 8:00 p.m., Monday – Friday. Platinum *Plus* customers designate five named contacts, Gold *Plus* customers designate two named contacts. Platinum *Plus* customers also enjoy one on-site visit per year.

## EQUIPMENT SERVICES

### • Depot Exchange Service:

A replacement unit will be sent to you via next business day delivery. When you receive it, you send the terminal needing service to your Kronos Depot Repair Center.

### • Depot Repair Service:

You send the terminal needing service to your Kronos Depot Repair Center. Upon receipt, Kronos will repair and return the product to you within ten business days. No replacement unit is provided.

Support Service	Software				Equipment	
	Platinum <i>Plus</i>	Platinum	Gold <i>Plus</i>	Gold	Depot Exchange	Depot Repair
<b>Plus Service Features</b>						
Technical Account Manager <ul style="list-style-type: none"> <li>• 24 hours per day, 7 days per week</li> <li>• 8:00 a.m. – 8:00 p.m. local time (M–F)</li> </ul> Proactive, Preventive Support Complete Issue Tracking/Management Site Visit	• •		• •			
<b>Phone Support</b>						
24 hours per day, 7 days per week Senior Specialists 8:00 a.m. – 8:00 p.m. local time (M–F)	• •	• •	•	•	•	•
<b>Web-Based Expertise</b>						
Technical Advisories Service Case Studies Learning Quick Tips Technical Insider Brown Bag Sessions HR and Payroll Answerforce™ SHRM e-Learning Interactive Forms	• • • • • • • •	• • • • • • • •	• • • • • • • •	• • • • • • • •	•	•
<b>Software Assurance</b>						
Patches Service Packs Upgrades Legislative Updates	• • • •	• • • •	• • • •	• • • •	•	•
<b>Web-Based Information</b>						
Knowledge Base FAQs eCase Management Documentation Customer Forums Remote Support	• • • • • •	• • • • • •	• • • • • •	• • • • • •	•	•
<b>Depot Services</b>						
Exchange – Next Business Day Return and Repair					•	•

### Components of Platinum Support Plan

Platinum customers have access to all service features listed below. They also have the option of upgrading to Platinum *Plus*, thereby gaining access to *Plus* service features. (See sidebar on front page.)

**Telephone Support:** 24 x 7 x 365 access to support engineers via our toll-free telephone number (available from 8:00 a.m. – 8:00 p.m., Monday – Friday, for Gold *Plus* and Gold).

**Technical Advisories:** Technical alerts available via our self-help portal. Check in regularly to be aware of issues before they affect you.

**Service Case Studies:** Studies that provide you with an in-depth understanding of technology and how Kronos applications incorporate that technology.

**Learning Quick Tips:** Prerecorded mini-training modules that provide advice on how to perform specific tasks pertaining to your Kronos application.

**Technical Insider:** Your technology guide for best practices, procedures, and tools.

**Brown Bag Sessions:** Live virtual workshops covering a variety of hot topics.

**HR and Payroll Answerforce:** A resource on our self-help portal that provides instant, authoritative answers to all your HR- and payroll-related questions. Gain access to government compliance data, best practices, pay calculators, and more!

**SHRM e-Learning:** SHRM's online educational environment featuring HR-related mini-courses facilitated by leading industry experts, accessible via our self-help portal.

**Interactive Forms:** Instant access to a comprehensive and easy-to-use library of HR and Employment & Payroll Tax forms and instructions. You can access, fill out, save, print, and maintain over 730 HR forms and 2500 Payroll forms!

**Software Assurance:** The latest available product releases, updates, and patches, including legislative and compliance updates.

**Knowledge Base:** An online database that is tightly integrated with our Global Support Center's case management system. It contains thousands of answers to questions about Kronos products and is frequently updated.

**Frequently Asked Questions:** Before consulting our Knowledge Base, consult our collection of FAQs. The content comes directly from the Knowledge Base, so you can be sure it is frequently updated.

**eCase Management:** Track your open cases, monitor steps taken toward resolution, and provide additional information to help with problem diagnosis and resolution.

**Documentation:** Product manuals and related documentation.

**Customer Forums:** Organized by product platform and using threaded messaging, our customer forums allow you to post questions to other forum visitors or provide advice to someone else's query.

**Remote Support:** A web-based screen-sharing application enabling Kronos support engineers to remotely view your issue and help you solve problems real-time.

### Components of Gold Support Plan

Gold customers have access to all Platinum components except for 24 x 7 TAM access, 24 x 7 phone support and Interactive Forms. They have the option of upgrading to Gold *Plus*, thereby gaining access to *Plus* service features. (See sidebar on front page.) Gold customers receive phone support 8:00 a.m. – 8:00 p.m., Monday – Friday, local time.



TIME & ATTENDANCE

SCHEDULING

ABSENCE MANAGEMENT

HR & PAYROLL

HIRING

LABOR ANALYTICS

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