

Plus Support delivers dedicated Technical Account Manager

Upgrade to Gold *Plus* or Platinum *Plus* and you'll receive the benefit of a Technical Account Manager (TAM) to help you get the most from your Kronos® solution.

The TAM is a senior-level technical resource assigned directly to your account, providing technical support expertise gained through years of experience supporting Kronos products and working in the software industry.

They serve as your single point of contact for in-depth technical support expertise, coupled with a deep understanding of your business. Among the services they provide:

- Pretest software patches and service packs on our copy of your database
- Facilitate rapid case resolution to maximize system availability and efficient business operations
- Offer insight into support issues experienced by other Kronos customers, helping you avoid the same situations
- Serve as your internal Kronos advocate, representing your interests so that your unique needs are met
- Conduct regular status calls to review issues lists
- Work with your team to keep the Kronos environment set for optimum efficiency

“My TAM is extremely knowledgeable and engages with me on any and all Kronos issues that arise. They are pleasant and have the knowledge needed to dive into our application — find the issue, find the resolution, test, and deliver clear instructions to me on how to proceed with my users in a timely manner.”

Kronos Customer



The advantages of *Plus* Support

Your team can log support issues using the method you prefer:

- Email or call your TAM directly
- Log tickets via our customer portal (eCase Management)

Your TAM is notified of incoming support tickets as soon as they are logged into the Kronos system.

Your team saves time by explaining a technical issue once:

- No need to work through different tiers of support teams
- Additional technical resources will be brought in to resolve the issue as needed
- Your TAM gets to know you and your business so they are one step ahead of the problem resolution process

The payoff

With *Plus* Support, system issues are resolved promptly. Your Kronos applications run at peak performance. Workforce management proceeds smoothly. And your employees stay productive and satisfied.

Plus Support can be purchased with the Gold or Platinum Support plans.

Features	Gold	Gold Plus	Platinum	Platinum Plus
Technical Account Manager (TAM) assigned	N	Y	N	Y
Software assurance – patches, service packs, upgrades, legislative updates	Y	Y	Y	Y
Unlimited case (incident) generation and management	Y	Y	Y	Y
Case escalation, resolution, and confirmation	Y	Y	Y	Y
Online access to Kronos Customer Portal	Y	Y	Y	Y
Support coverage	8:00 a.m. – 8:00 p.m. local time	8:00 a.m. – 8:00 p.m. local time*	24/7	24/7
Your contacts designated to work with your TAM		2		5

* TAM availability after normal business hours for emergency situations offered for an additional charge.

Frequently asked questions

Q: Is Plus service exclusive or does the TAM support other clients?

A: TAMs are dedicated resources for the customer, but not exclusive.

Q: How many customers does a TAM support?

A: A typical TAM supports five Kronos customers.

Q: If I do not want to use Kronos standard remote access tool (GoToAssist), will the TAM use our preferred method for remote access to our system?

A: Yes, this is another feature of the Plus service. We support whatever method of remote access you require.

Q: Do I contact standard Global Support if my TAM is out?

A: No. Every Plus customer is assigned a backup TAM in addition to their primary TAM. Your backup TAM will be familiar with your environment and well positioned to assist during those times when your primary TAM is unavailable.

