

# 4 REASONS WHY APS Support Is Top-Rated



With a focus on the **client experience**, our support team has been top-rated since 2014.

A flashy system with all the bells and whistles can seem very promising, imagining all the goals you'll accomplish with a brand new payroll and HR solution. However, even the most sophisticated workforce management platform can become an albatross around your neck if it's under-implemented and poorly supported.

For APS, it's about what we can do to make payroll and HR tasks easier for our customers. Focused on the user experience, we continually listen to our customers' changing needs and help them achieve their business goals with easy-to-use technology and responsive support. Each customer is assigned a dedicated four-person account team whose purpose is to provide a more personalized support experience.



Why should you trust APS to support your payroll and HR needs?

Here are the top 4 reasons why APS Support is top-rated:

## REASON 1 KNOWLEDGEABLE STAFF

It's frustrating to speak with a customer support team member who leaves you with more questions than answers. Our promise is that someone on your account team will be there to help get the answer you need when you need it.

Our dedicated account teams approach every support interaction with the mindset to find a solution that works for you. Customers receive advice and support based on their configured instance of the system. Your support team members are APA-certified and receive continuous training in the APS platform so you will always speak with someone who can assist you, no matter what the question may be.

## REASON 2 ACCESSIBILITY

Wouldn't it be nice to call your account manager and actually talk to them? With APS, you can call, email, or submit a support request and reach any member of your account team. No more call centers, waiting days for a response, or repeating yourself to a different person each time you reach out.

Our unique support model ensures you always talk to someone who understands the nuances of your business. We believe that as our solution offerings grow, the support we provide our customers should grow, too.

## REASON 3 RESPONSIVENESS

Our dedicated account team approach allows our customers to benefit from quicker response and resolution times. You shouldn't have to wait for days to receive an answer to your question. In fact, we include industry-leading answer and response times in every customer agreement as an SLA. With a focus on the client experience, it's important to us that we provide highly responsive support behind our software.

## REASON 4 SUCCESS

We often hear from customers who switched from another payroll and HR solution that they struggled to use all the features they paid for. What started as a plan to streamline business workflows turned into a situation where services were oversold and support was nonexistent.

That's why APS has a dedicated success team that is committed to understanding your business, challenges, and goals so you can maximize your investment. A success coordinator will proactively work with you to ensure you're utilizing all features within the platform. We want to be your strategic partner, setting you up for success and growth.

How APS Compares	APS	Paylocity	Paycor
Dedicated Four-Person Account Team	✓	✗	✗
Lifetime Training at No Additional Cost	✓	✗	✗
100% of Support Requests Responded to Within an Hour	✓	✗	✗
98% Customer Satisfaction Rate	✓	✗	✗
Dedicated Success Coordinator	✓	✗	✗

Curious about how we compare with other payroll and HR vendors? See for yourself.

### Your Workforce Partner

When you choose the right solution for your business, you also gain a partner who continually works to meet your needs. There's no better time to switch to a workforce partner who's ready to make payroll and HR easier for you.



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