

The APS Client Experience

At APS, we understand that customer support is one of the most challenging components of the Payroll/HRIS partnership. Our solution is to provide a reactive support team with our success initiative. This unique support model offers our clients the day-to-day assistance they need, partnered with a proactive resource that ensures adoption and satisfaction.

Our Approach to Customer Support

Our customer-centric philosophy enables us to provide a personalized client experience. As a result, customers stay with APS for an average of 10 years.

For day-to-day requests, we assign each customer a dedicated account team. This approach ensures we provide responsiveness and quick assessments of your needs, so you receive timely resolutions.

With your dedicated support team, you'll experience the following:

Responsiveness: Our support SLA means we respond to your request within an hour, so you quickly get the answer you need.

Knowledge: Your support team's goal is to understand your concerns and provide a timely resolution.

Satisfaction: We have a 99% customer satisfaction rating because of our dedication and attentiveness to our clients' needs.

Relationship: Our support teams build strong relationships with their customer accounts to ensure quality service and an optimal experience.

Our commitment to our customers has earned APS the #1 spot on G2's Mid-Market Relationship Index. **Our customers have rated us with an overall relationship score of 96%, making us an elite vendor for workforce products.**

Ranked Best Relationship in the Mid-Market



“Our success initiative ensures the best client experience possible. We understand that each client is different and has different needs. We connect one-on-one with the client once they transition from implementation. We engage the client and work collaboratively with them to create a roadmap for success – setting goals, providing best practices, and creating opportunities for efficiencies and continued growth.”

April Remedies, APS Vice President of Client Services

Your Partner in Success

Our success initiative provides a proactive approach to the customer experience. APS customers who subscribe to our HR solution receive resources designed to help them achieve system adoption, usability, and return on investment. Our customers realize ROI in their first 12 months compared to the 16-month industry average.

Our goal is to engage our customers regularly in these ways:

User Training: We offer instructor-led training using your data and self-paced videos and content to build your knowledge of the APS platform.

Platform Adoption: We continue to work with you to ensure you can utilize all aspects of the system, enabling you to reach your goals.

Client Outreach: We conduct quarterly surveys to ensure satisfaction. We use that valuable feedback to maintain our focus on the client experience.



Tired of dealing with unresponsive and unreliable support?

Want to get the full client experience you deserve?

MAKE A CHANGE TODAY

Work with a provider that is rated best client relationship and support.



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