



# XXX Professional Services

Turbocharge your ROI

You've already done the difficult work of evaluating different human resource solutions and wisely chose XXX. Now maximize your investment by working with XXX Professional Services to turbo charge your return on investment. XXX's Professional Services team can help you reach your goals by developing and executing strategies related to:

- Change management and communications
- Analyzing your organization to turn insights into action
- Extending your internal resources and expertise to support your most critical projects

Would that benefit your company? Of course! You would be joining thousands of companies of all types and sizes that rely on XXX technology to help unlock the potential of their people. Those very same companies invest in XXX's Professional Services to help implement, integrate and optimize their organization's processes and data to ensure the optimal use of your XXX XXX technology.

**XXX's Professional Services makes it easy to get out of the starting gate and reach your finish line faster.**

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## A snapshot of Professional Services

XXX's Professional Services team works with organizations that are understaffed, under-resourced or don't have the in-house expertise to leverage their investment in XXX XXX. We support you in several specific ways:



### Advisory Services

Our Advisory Services team consists of seasoned human capital management (HCM) consultants that will help you align your XXX XXX technology to your day-to-day processes so you can focus on more strategic items for your organization.

These services include, but are not limited to helping you:

- Understand and interpret your data so you can confidently make real-time, accurate and informed business decisions
- Automate business processes to increase operational efficiencies
- Reduce the burden of HR and benefits administrative tasks
- Maximize utilization of XXX XXX to improve ROI



### Strategic Services

Through our Strategic Services division, we've partnered with some of the industry's top HR, payroll and consulting companies to give you a full suite of services that support XXX XXX. Partners like Foster Thomas, Res Nav Solutions, IDI, enhance HCM and HR Knowledge. Our partners are thoroughly vetted, have access to the latest version of XXX XXX and are trained by XXX to deliver outstanding service with every request.



### Integration Services

Maintaining and accessing data from multiple systems (i.e. HR, payroll and finance) is a daunting prospect. Your Professional Services team works with you to identify the type of data that should integrate with XXX XXX, how that data flows and the expected outcome. Once we've worked together to establish your best-case scenario, XXX can do the heavy lifting through all stages of implementation.

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# XXX corporate overview

## One world. One XXX.

For more than 70 years, XXX has served as a trusted human resources, payroll and benefits partner to employers around the world. Our mission is to provide insightful solutions that drive value and success for our clients by allowing them to focus on their business.



Today, we serve approximately 740,000 companies, ranging from small start-up businesses with a handful of employees, to large, multinational companies with thousands of employees spanning the globe. From our humble beginnings as a local New Jersey business in 1949, we have expanded internationally to become one of the world's largest business-to-business outsourcers with 58,000 associates worldwide.

Each day, we play a vital role in connecting our client organizations with their employees. Our clients entrust us to help them more effectively manage, deploy, compensate and serve the human resource needs of their people, while also handling and protecting their most sensitive data. With this trust comes great responsibility — a responsibility we take very seriously.



## Did you know that XXX...

- Pays approximately 40 million workers worldwide; one-in-six U.S. workers Electronically moved \$2.1 trillion in
- client tax, direct deposit, and related client funds in fiscal 2020 within the U.S. Within the U.S., XXX processed
- nearly 68 million W-2s and 10 million ACA Forms 1095-C in 2020

## Other interesting facts

- One of the largest providers of HR services in North America, Europe, Latin America, and the Pacific Rim
- Exceptionally strong AA/Aa3 credit ratings from Standard and Poor's® and Moody's®
- Annual client revenue retention rate of more than 91% and an average client tenure of about 10 years



# Professional Services overview



Investing in your HCM systems and strategy is crucial to your business success. To drive your business and maximize your ROI, you need to integrate and optimize your technology, data and processes. Our team of XXX Professional Services experts will help you set up your business for success.

Many organizations don't have the staff or in-house expertise needed to keep up with changing regulations, new innovations or to ensure that your XXX XXX system is configured to maximize its productivity. That's where we come into play. We act as an extension of your internal team. With XXX Professional Services, you select and invest in those services that extend the breadth and expertise of your team. We've helped more than 2,000 clients optimize their use of XXX XXX. Our enhanced support and services are a critical part of your investment.



## Under the guidance of XXX Professional Services, you'll be able to:

- Understand and interpret your data so that you can make stronger, more accurate, real-time decisions
- Increase operational efficiencies by automating business processes
- Reduce the burden of HR and benefits administrative tasks
- Maximize usage of XXX XXX to improve ROI across your organization
- Minimize risk and address HR compliance needs

Let us work with you to create seamless HR experiences that transform how great work gets done.

“Let XXX's Professional Services team help you close your gap”



# Professional Services offerings



## Advisory Services

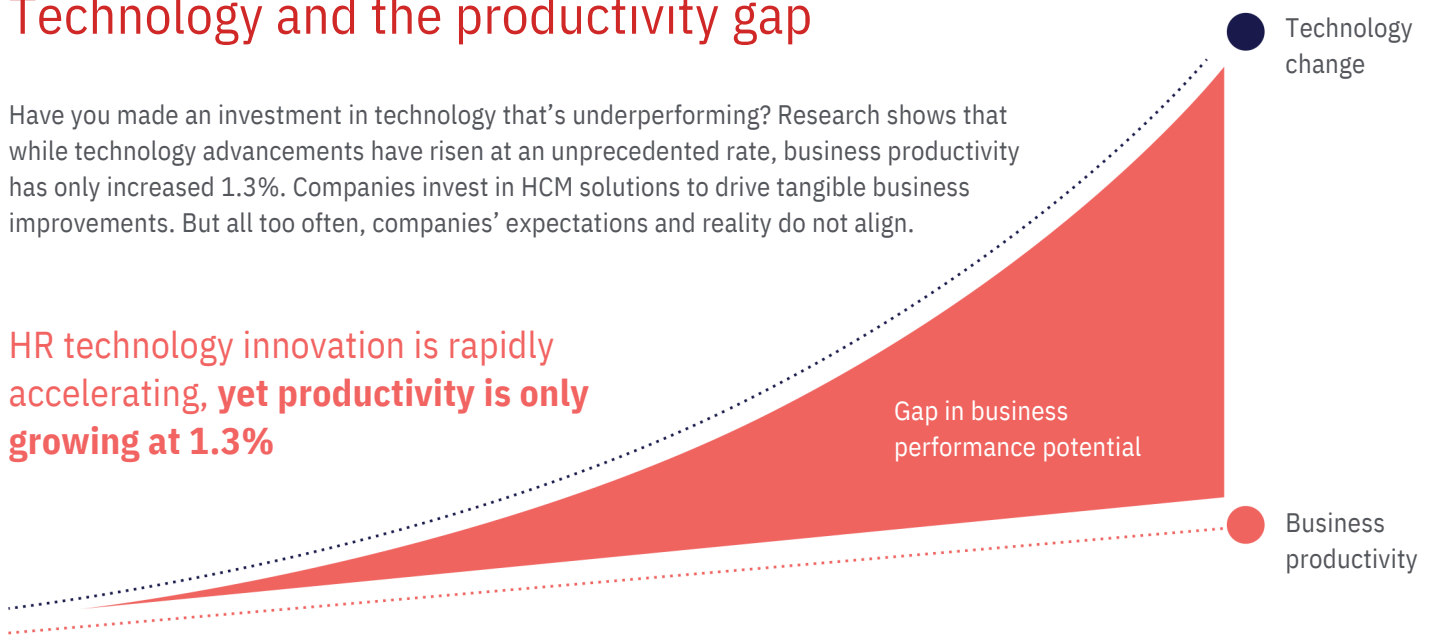
Technology and the productivity gap  
Optimization HR excellence Open enrollment  
support Utilization metrics scorecard review  
XXX XXX content buildout support Compliance  
Services

*\*All of the above services can be customized to fit your needs*

# Technology and the productivity gap

Have you made an investment in technology that's underperforming? Research shows that while technology advancements have risen at an unprecedented rate, business productivity has only increased 1.3%. Companies invest in HCM solutions to drive tangible business improvements. But all too often, companies' expectations and reality do not align.

HR technology innovation is rapidly accelerating, **yet productivity is only growing at 1.3%**



Source: Global Human Capital Trends, Deloitte, 2017

We researched this industry-wide issue — interviewing and surveying mid-size businesses, both XXX users, non-XXX users and consulting experts like McKinsey and our own XXX Professional Services team on why so many technology adoptions fail to fulfill their potential. We found four problems preventing companies from fully utilizing their systems:

- Problem #1: Lack of historical data
- Problem #2: Minimal system customization
- Problem #3: Insufficient practitioner, manager and employee training
- Problem #4: Inadequate ongoing support, communication or HR best practices

Not achieving expected results is a costly problem — and we've figured out how to solve it.

## The XXX Advantage\*

Customized system configuration



Utilization scorecard development and review



Customized reporting and analytics dashboards



On-site practitioner training

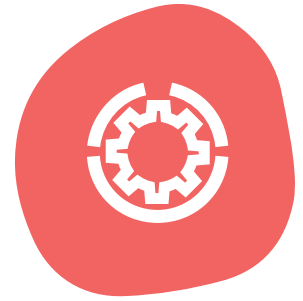


Tailored employee and manager training



# Optimization

XXX's Optimization service pairs one of our highly experienced HCM consultants to be on site to help you find ways to accelerate employee engagement through enhanced portal buildout, customized templates and workflows, all with an eye toward giving you a better understanding of how to use XXX XXX tools to improve your overall HCM operations.



## Common challenges of organizations who choose this service:

- Poor utilization of client technology in general
- Chronic service issues
- No self-service rolled out
- Adding new modules and limited bandwidth to execute
- Adding new modules and need existing modules aligned
- New users who prefer custom training or onsite training
- New users who would not have implemented the way the prior users did

## Our capabilities include:

### Evaluating payroll and core HR administration processes

- Holistic overview of XXX XXX set-up
- New hire entry, terminations and employee maintenance
- Deductions, taxes and other data collection
- Time and attendance tracking
- Pay data input and other data collection
- 401(k) administration
- Accounting/general ledger practices
- Validation tables and time-off processes
- Performance management and recruiting/onboarding
- Time-off policies and processes

### Providing benefits administration support

- Deploy and automate benefits open enrollment
- Modify benefits plans and assist with communication
- Set up and support recruiting and performance management

### Reviewing time processes

- Pay class review
- Shift calculations
- Overtime, double-time, special pay rules
- Timecard entries and processing
- Audit reports

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**Helping to create an employer-of choice environment** by allowing employees direct access to their information and improving their interactions through XXX XXX

**Evaluating additional business processes** for security, benefits programs, compliance tracking and additional reporting

**Providing customized training** and best practice recommendations in your XXX XXX account

**Offering hourly consulting** that is flexible to help build your HR Analytics skills so you can gain insights about your people

**Ensuring analytics optimization** with analytics and enhanced insights by ensuring your system is set up correctly



# Open enrollment support

Every year during open enrollment, you offer employees the opportunity to review their current benefits elections and make changes for the year ahead. How can you get out from under the paperwork and free your time from tedious, manual processes that take away from spending time on the bigger picture?



With XXX Professional Services, our benefits professionals can help you reduce open enrollment administrative burdens stemming from manual processes and be more strategic, while taking full advantage of your XXX XXX platform.

## Service features:

- Create an open enrollment profile in XXX XXX for an automated, yet customized employee experience
- Input benefits plan rate changes
- Assist with employee self-service benefits communications
- Upload customized benefits content and plan documents
- Develop training decks for open enrollment stakeholder meetings
- Optional: Support benefits plan set up, including:
  - Creating or modifying benefits plans based on plan documentation
  - Copying or importing employee enrollments
  - Mapping new plans to payroll

## How you benefit:

- Increase employee engagement in the annual enrollment
- process Improve employees' understanding of their benefits
- Reduce administrative burden for your HR and benefits teams by automating the open enrollment process
- Improve ROI on your XXX XXX platform

Scope and pricing of project determined upon speaking with your Professional Services Advisor.

### Did you know?

Just 14% of employees are very knowledgeable about their employer-sponsored benefits and only about 20% of HR professionals said their company is very effective at informing employees about their benefits.<sup>1</sup>



1. Society for Human Resource Management (SHRM) 2016 Strategic Benefits Assessment and Communication of Benefits report.

# Utilization scorecard review

Companies invest in HCM solutions to drive tangible business improvements. But all too often, companies' expectations and reality do not align. Too many technology adoptions fail to fulfill their potential, because they don't address key elements to conquer the productivity gap and drive business outcomes. XXX has the key to unlocking the full potential of your HCM investment — and we're ready to put it to work for your organization.

XXX begins by understanding your executive priorities. Are you looking to drive sustainability? Are you focused on controlling costs and mitigating risk? Are you planning for increased efficiency across processes and platforms? Once our team understands your unique goals, they can help you to meet them through ongoing review of the Utilization Scorecard.

## What you can expect:

Your HCM consultant will complete a thorough Utilization Review of all aspects of XXX XXX. We review the snapshot of where you are and provide recommendations for a roadmap of where you want to go.

This comprehensive scorecard examines system usage from multiple angles:

- Executive priorities
- Current product set
- Utilization of portal resources
- System utilization strengths and opportunities, such as portal setup, percentage of registered users, workflows and training resources

Here's an example of the metrics the Advantage Scorecard would contain:



## What you can achieve:

The results of our review include detailed suggestions for increased utilization of your system investment, improvements to functions, such as approval paths, onboarding and new hire processes, and additional resources and support options.

With clear focus, progress benchmarks and recommendations from our system experts, you can start to create efficiencies within your HR and payroll teams, reduce administration to focus on your strategic initiatives, become more sustainable, drive increased employee adoption and engagement and more!

Our ongoing support ensures you get the most return on your investment, every step of the way, so you can achieve your objectives. The scorecard uses the following data elements, but is not limited to:

- |                                    |   |
|------------------------------------|---|
| • Employee access                  | • Time utilization                                      |
| • Employee adoption                | • Manager edits   |
| • Mobile adoption                  | • Percent of enrollments that occurred via self service |
| • ESS personal and pay transaction | • Hiring to enrollment days                             |
| • Direct deposit                   |   |

## XXX XXX content buildout support

Following a technology implementation, HR administrators need to focus on re-defining and implementing new HR processes to gain efficiencies in employee administration. The focus shifts to asking employees and managers to stop doing things the old way and start using a new process. These priorities unfold over time based on the different HR events and user priorities. Beyond the typical trigger events like open enrollment, performance, recruitment, compensation etc. many clients also look to stop using paper, XL other data silos etc. The XXX Professional Services team is excited to offer you support options for implementing new HR processes.

The Professional Services Consultant will first complete a XXX Utilization Review for the areas of focus and provide up to 10 hours in virtual support per module (Benefit buildout, Performance, Recruitment, Compensation Management). The focus will be partnering with clients to clarify content and that user access has been configured, and they're ready to train managers and employees on the new HR process. Your focus can be on one or all areas and would be 10 virtual hours per module.

Examples of possible considerations:

- Verify employee and manager access is configured to support the new process
- Generate reports so client can audit current employee data accuracy and missing fields
- Offer recommendations for how the system could be used to support client process
- Support testing and training for managers and employees

## Compliance Services

Gain a deeper understanding of how your system configurations and data can impact compliance regulations and year-end reporting. Our team works with you, one-on-one, to proactively help you keep up with changing labor regulations, like the Affordable Care Act (ACA), the Fair Labor Standards Act (FLSA), the Payroll-Based Journal and more — ensuring that XXX XXX is configured correctly for your organization and helping you make informed decisions to protect your business. We can also help you improve employees' understanding of their benefits:

- Partner with an HCM consultant who is proficient in the ACA to help assess compliance requirements and your readiness
- Stay a step ahead with look-back analysis, affordability calculations, waiver reason tracking and measurement method options



# Integration services



Financial system integration

HRIS system integration

Application program integrations (APIs)

Automated Export Services

401(k) 360



## ► Financial system integration — Outbound

**Best fit:** Clients who use the XXX's General Ledger Interface module and are looking for automation into their respective financial program system of record.

Have you always wanted to integrate your general ledger information from XXX XXX into a defined financial vendor such as Intacct, Financial Force, Microsoft Dynamics or CDK? Well now you can, thanks to the new Integration Insight Real-Time Integration platform. Journal entries are seamlessly consumed by vendors sent from XXX XXX directly into their platform.

**Partners:** CDK, Financial Force, Intacct, Microsoft Dynamics

## ► HRIS system integration — Inbound

**Best fit:** Clients who are looking to automate data flow between XXX XXX and another HR system of record outside of XXX.

XXX XXX Universal Import is functionally rich software as a service middleware that supports the configuration and controls the flow of employee data from your ERP or HR system into XXX's XXX solution.

XXX XXX Universal Import alleviates the burden associated with maintaining data integration between your ERP or HR system and XXX's payroll services. XXX XXX Universal Import saves your company valuable time by eliminating manual data import processes by reducing and or eliminating the need for manual data entry and the keystroke errors that commonly occur with them.

With XXX XXX Universal Import you can:

- Schedule the secure transfer of transactional employee data
- Maintain control over processing frequencies (daily, weekly, monthly, etc.)
- Manage the data mappings to XXX XXX that fit your specific needs
- Configure and invoke validation rules needed for accurate and timely payroll processing
- Eliminate and or reduce the need for manual keyboard entries and reduce error rates

**Partners:** The following vendor's format are also available: iCIMS, Silk Road. Any other vendor would need to get the data in XXX's format (templates available at your request)





## ▶ Application Programming Interfaces (APIs) – Bidirectional

**Best fit:** Clients who need real time integration and are technologically savvy with API integrations.

XXX XXX provides registered users a library of APIs that support point to point interaction of different systems. XXX APIs serve as another door for you to work with your data in XXX XXX and allow for developing real-time extractions to update your other systems with information from XXX. Those other systems could be ERP systems, CRM systems or other systems that contain employee information.

## ▶ Automated export services – Outbound

**Best fit:** Clients who have an existing custom report or general ledger in XXX and are needing that report to be securely transferred electronically to another location.

Automated Export Services is an outbound data integration offering that provides for the automatic scheduling and transmission of a client-created XXX XXX report or general ledger. The offering includes work associated with configuring and scheduling the transfer of an existing report or general ledger output.



## ▶ 360 401(k) integration with XXX XXX® – Bidirectional

**Best fit:** Clients who are looking to automate bi-directional data flow between XXX XXX and another 401(k) provider outside of XXX

The 360 401(k) INBOUND portion of the integration automates the ingestion of 401(k) deferral and loan changes directly into XXX XXX. This process saves your company valuable time and alleviates the burden associated with manually maintaining 401(k) data between your 401(k) provider and XXX's payroll services. Ease-of-use reconciliation, along with straightforward messaging, is available within XXX XXX for your convenience.

The 360 401(k) OUTBOUND portion of the integration automates XXX 401(k) payroll-related data to your 401(k) provider. With this solution, a customized file from XXX, conforming to your provider's specifications and client's plan particulars, is generated and securely transmitted to your provider.

# Strategic services



Implementation support Integration support Historical data  
conversion Temporary or emergency payroll support (for  
XXX clients) Position control eTracker Salary allocation  
Contractor Central Custom integration CollegeTime  
YMCA/YWCA reporting

# Implementation support

There is nothing more important than ensuring that you have an exceptional implementation experience. A positive experience results in you getting the return on investment you expect and realizing all the great benefits to XXX XXX. XXX realizes that some clients need a little extra help to ensure their transition to XXX XXX is as smooth as possible. Our Implementation Support team can provide support that will:



- Help validate your data by comparing your legacy information to the converted XXX XXX data
- Provide parallel testing of your payroll data in preparation of the payroll go live event
- Assist with managing data during data conversion
- Ensure all deliverables are met for your on-time payroll go live date

That's where we come in. We have offerings to help support you at various levels. Some are, but not limited to:



## **Go-live assistance program — 50 hours of implementation support**

This level of support will help you complete your implementation successfully. We will provide a client-side project manager to ensure all deliverables are met for your on-time launch date. Support is virtual and the available services are listed below. We'll work together to determine how the 50 hours will be allocated and remember that you're only billed for the hours used. Additional hours can be purchased as needed.



## **Client project manager full implementation support**

This engagement provides expert support for you during your XXX XXX Implementation. This support can be virtual, onsite or combination of both. You'll be assigned a project manager to help organize deliverables from you and your internal client groups and who will serve as a bridge between your company and XXX.

Your project manager can assist you with document collection, module configuration, analysis review, entering employee changes once the master file is created, developing test payrolls, review and validation of results, determining reporting requirements and assisting with report creation. Your project manager will also work with your team on each milestone to ensure accountability and to keep key players engaged in the process.



# Historical data conversions

Do you require historical data from a prior vendor's systems and/or prior XXX system? Our historical data conversion service is just what you need to recover critical information.



## Check history

Multiple years of prior check history can be converted from a single vendor source to a central point within XXX XXX for ease of look up and reporting by practitioners.

- Gross-to-net data will include hours, earnings, employee taxes and deductions
- The data is easily viewable and reportable within XXX XXX
- The practitioner can run combined reports accessing both new check data and the converted historical check data
- Forms W-2 are not part of check history conversion

## Employment history

Multiple years of prior historical employment, benefit and time and attendance and can be converted for ease of look up and reporting. The data is easily viewable and reportable within the History Viewer.

History Viewer is a Microsoft Azure Database that has been customized with the look and feel of XXX XXX and is fully secured and SSL compliant. Joint reporting of active employee data and historical employee data can be reportable from History Viewer with the Automated Export Services (AES) solution\*.

### Historical data that can be converted\*:

#### Employment profile elements

- **Pay rate:** Rates, rate types, pay frequency, standard hours
- **Status:** Hire, termination, rehire, LOA, LOA return
- **Positions:** Job title, department, business unit, location, assigned shift, FTE, pay grade, job class, salary structure, allocation, union, FLSA, workers' comp, scheduled hours, hours period, EEO, job class, cost number

#### Benefits elements:

- Employee benefits selections
- Dependents, enrollments and beneficiaries

#### Time and attendance:

- **Punch detail:** this would include ONLY the codes a client uses in their time clock system such as time zone, pay rule, punch date, in/out punch, in/out code, totaled amount, cumulative total amount, reason/detail (does not include overtime since that is calculated in payroll). ONLY if the client has a PTO code in their clock system, would PTO be included.

\* All information for data elements must be available via report extraction, no PDFs or documents.





## Temporary or emergency payroll support

Do you have a payroll practitioner who left on short notice, took an emergency leave, or do you need an expert resource during the interim period of hiring someone new? We can help!

Strategic Services has options to offer clients who find themselves requiring temporary payroll support for XXX XXX. We can offer virtual or onsite support.

**Long-term temporary payroll support (at least four payroll periods):** An assessment of your payroll process will be scheduled to review the nuances of your payroll, schedule, modules used within XXX XXX, review prior payroll registers, etc. We will also review who will be responsible for the new hire, employee change and termination process. A comprehensive payroll processing Standard Operating Procedure (SOP) is created based on this assessment to be used by your team to assist in the on-boarding of your next payroll practitioner.

**Short-term temporary payroll support:** Temporary payroll support services can range from one time to multiple months of payroll events. This support focuses on the processing of your payroll only and ensures it is completed correctly and timely.



# Position control

Is managing budgets important to you? Yes, of course it is! Now, you can remove the guesswork from budgeting for your employees. With Position Control, your organization can budget by position, not just by employee. This system is designed to serve as an inventory of human resource requirements for your organization, describing each position — current, planned, filled and vacant. We even provide staffing reports that enable managers to evaluate staffing needs over time and ensure that positions are required and available prior to being filled. Actual hours worked are tracked after each payroll to allow for an ongoing comparison of budget to actual costs.



## Position Control features:

### Budget planning and monitoring

Project preliminary budget figures, balance workloads and model program budgets

### Efficient and compliant

Eliminates mistakes and funding claw backs forever with effective, compliant budgeting

### Employee talent

Identifies key skills, providing a framework for future employee training

### Non-profits

Non-profits can better manage their budgets, compliance and complex reporting needs

### Regular staffing reports

Provides full detailed reports of all positions within an organization

### Flexible by design

Employees can be fully or partially assigned to a single position or to multiple positions

### Compensation

Monitors salaries and wages in support of the organization's budget

### Municipalities

Steps and grades tracking to address union requirements, plus prevailing wage and fringe benefits

**This is the only program you'll need to track positions and related costs. It integrates with XXX's XXX and XXX Vantage HCM platforms.**



## YMCA/YWCA reporting

The YMCA and YWCA have more than 100,000 employees between them in locations across the world. Many of their employees work in several different positions at varying rates of pay. Our solution is being used by many of these locations and is considered a best practice for their organization for reporting, budgeting, position control and payroll.

The software features:

- Accurate budgeting and forecasting
- Simple pay-as-you-go pricing
- Ability to track and tie employees to positions
- Easy reporting to funding sources
- Integration with XXX time, attendance and payroll
- Ensures accurate time tracking

We support your mission of building a healthy spirit, mind and body. In the same vein, we can help your YMCA/YWCA location be healthier by operating more efficiently and effectively.

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## CollegeTime

Are you an administrator at a college or university that struggles with grant tracking and monitoring contracts that are outside the standard payroll schedule? XXX has the solution — CollegeTime, a proprietary software program designed to address the unique challenges faced by higher education institutions.

CollegeTime provides an effective workflow process for both faculty and student populations that controls grant time and amount limits. It generates standard state, federal and a private institution's grant status reports and manages tax treaties.

Among its many features are:

- **Adjunct professors:** Monitors contracts ensuring that adjuncts are paid properly over the life of the contract
- **Staff:** Keep track of regular staff and staffing needs through position control
- **Stipends/overloads:** Maintain an unlimited number of earnings categories that can tie to benefits and timing of payments
- **Teaching contracts:** Allows for proper allocation of salary to be paid over non-standard time spans (i.e. 9–11 months)
- **Report writing tool:** Generate reports in CollegeTime with actual payroll data
- **Students:** Ensure that students do not go over the 20 hours per week while in session. Keep track of awards and grants through dollar amount
- **Unions:** Keep track of steps and grades for any union employee to ensure proper payments
- **Webtime:** Integrated time and labor system to keep track of hours worked. Multiple time sheets available based on specific employee entry and PTO tracking
- **Mobile access:** Whether full-time, part-time, temporary and adjunct both staff and students can get the information they need, when they need it on any mobile device

CollegeTime integrates with XXX XXX, XXX Vantage HCM and the most commonly used college software systems. Take a lesson from our textbook. Get CollegeTime to make your school operate more efficiently.

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# eTracker

Drowning in paperwork, data and outdated processes? Would using an electronic, automated system solve some problems? May we introduce you to eTracker?



We're committed to helping organizations design better ways to work by linking your systems together. All we need to know are your objectives, your current paper-based processes and any relevant data that needs to be imported. After that, eTracker takes over. It merges data into the correct fields on the forms you use the most. Here are just some of the key features:

- Each user has a unique login and tracking page
- Each user only sees the workflows they are allowed to see
- Users enter data but the program validates it
- Data entered can be mail merged into a variety of forms and documents
- Users can keep track of their processes through the entire workflow

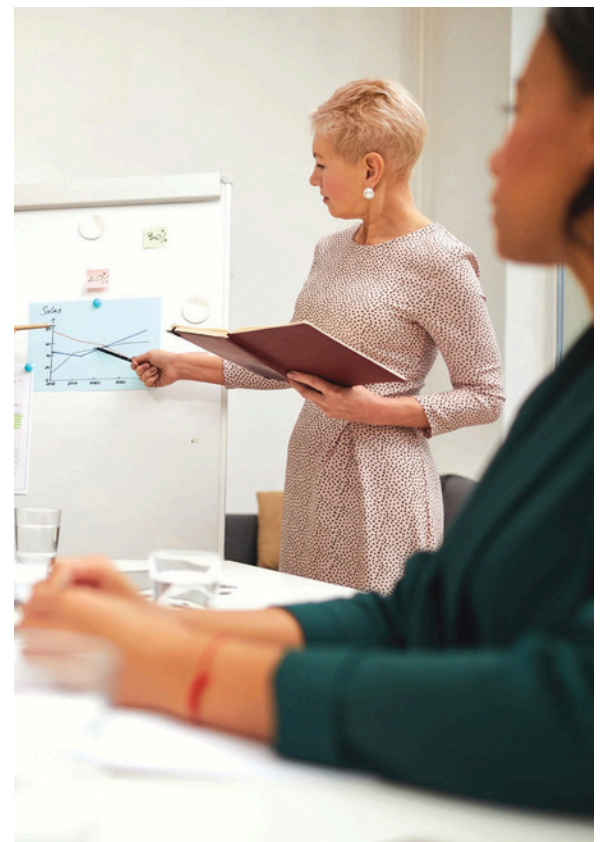
Say goodbye to incorrect forms and redundant processes. Say hello to automation that helps you do what you do, better.

## Salary allocation

The Salary Allocation solution is designed for salary exempt employees that work over or under standard pay period hours and need to have their earnings allocated proportionally across different labor codes worked (e.g. department, project, grant, fund). This solution also has the flexibility to allocate the exempt employee's PTO earnings proportionate to the worked time labor distribution or to a fixed account.

Other common uses include:

- **Allocating non-exempt/hourly overtime or PTO by percentages worked:** Reassigning employee overtime or PTO hours by labor codes worked (instead of to the department/job when 41st hour occurs in the week).
- **Retro/Prior Period Fair Labor Standards Act (FLSA):** Calculating overtime adjustments based on a non-discretionary payment (e.g. bonus or commission) paid in current month but applied to prior month's overtime earnings to comply with FLSA guidelines.
- **Bonus/incentive solutions:** For companies with complex bonus or other incentive policies (e.g. commissions), Time Bank can be further customized to automate calculation of incentives based on hours worked or other production information (e.g. sales).



## Contractor central

Contractor Central is a web-based application designed for construction companies that want to outsource payroll/HR. It ensures that employees are paid correctly, automatically certifies payroll, has reporting functions and exchanges data with leading ERP/Job Cost systems.

By automating pre-payroll rate decision logic, Contractor Central ensures that all employees are paid according to Davis Bacon, Service Contract Act, and union contracts. It also provides post-payroll reporting and data transfer to the ERP accurate and on time. Contractor Central also:

- Ensures employees working on a mix of private, public and union jobs are paid correctly through automated wage decisions
- Prove compliance on government-funded projects through automated creation of certified payroll reports
- Eliminates the need to enter new project information two to three times in different systems

## Custom integration

Companies lose both time and money due to inefficiencies in their business. Whether it's systems, resources, processes or even disconnected interfaces, just "making do" with your current applications and systems isn't the answer. Our integration experts help you jumpstart success with XXX XXX by helping you:

- Analyze your current set up to be sure you're getting what you need to be efficient and productive
- Identifying integrations that support your goals
- Configuring and validating those integrations

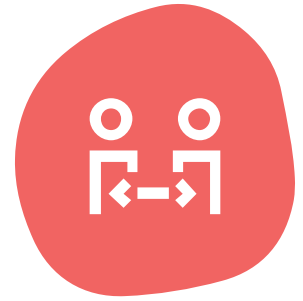
XXX offers solutions to integrate third party systems to XXX XXX that solve the problems of entering data in multiple systems or manually tracking to manage your complex pay policies. The integration helps extend your XXX investment with reliable data exchange between hundreds of systems and automating business rules of what can be configured into XXX XXX.





## Certified partners

XXX has partnered with industry leaders to help supplement the products and services offered with XXX XXX. We vigorously vet our partners to ensure they have the same standards you have come to know and expect from your human capital management vendor. Our partners are continuously trained on our XXX XXX so they are able to provide the best possible support.



### HR Knowledge

HR Knowledge is an XXX partner who has developed a unique expertise to provide emergency/temporary payroll processing services for XXX clients. Their associates have a depth of experience and knowledge on XXX XXX systems and have delivered stellar service through many successful client engagements.



### FosterThomas

FosterThomas provides clients with solutions in the areas of human resources management, talent acquisition, benefits advisory, systems implementation, temporary payroll support and client-project management support. They deliver tailored cost-containment strategies and improved HR efficiency solutions to easily meet some of the most complex challenges that our clients face on a daily basis. FosterThomas has a strong line-up of subject matter experts who work closely with our clients to provide expert support.



### IDI (Integrated Design, Inc.)

IDI offers custom solutions through their The Time Bank Employee Link that synchronizes XXX HR solutions (XXX XXX HR) employee data with various vendors. The proven Time Bank integration software allows clients to take advantage of the capabilities within XXX's HR System and integrate new hire and masterfile changes with other vendor systems. Time Bank is easy to implement with built-in, system-specific domain knowledge gained through IDI's relationship with XXX. IDI's Time Bank Employee Link helps clients focus on running their business by eliminating time-consuming and error-prone data entry in multiple applications.



### ResNav Solutions

ResNav Solutions provides specialized solutions targeted to save time and automate manual tasks, allowing clients to focus on their strategic efforts and building their business. ResNav Solutions has a partnership with XXX and delivers solutions and industry expertise with effective results and enhances our clients' experience with their XXX XXX systems.



### enhanceHCM

enhanceHCM is a professional services firm that offers strategic consulting, interim payroll and HR support, client-side implementation and mergers and acquisitions assistance. enhanceHCM delivers professional and timely results, ensuring your business navigates complex challenges smoothly.



### Callisto Technology LLC

Callisto Technology LLC provides custom interface solutions and System Integration Optimization, which provides an analysis based on your current HR ecosystem, providing recommendations for optimizing the technology, reducing manual tasks, increasing quality and an overall cost benefits analysis.



### RCM Technologies

As any XXX partner, RCM Technologies provides a variety of support services including areas such as client-project management implementation support, temporary payroll support, and custom report development. RCM has developed a diverse portfolio of services offerings across a variety of vertical markets.



# The future direction of professional services as told by our leaders



## Ed Davis, Vice President, Client Advisory Services

**What's your vision for this group and the clients you serve?**



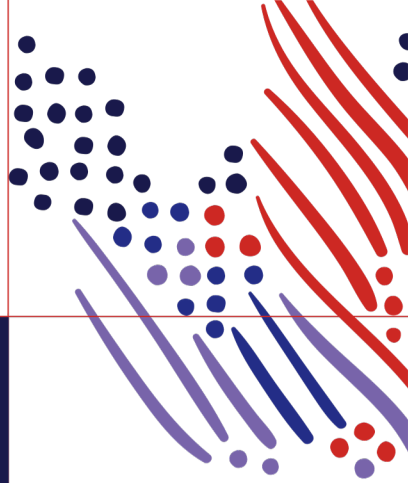
Professional Services has shown very quickly the tremendous impact our consultants have with every client engagement. Our associates and partners are hand-selected, based on their subject matter expertise and consistent ability to deliver world class service. We will continue to look for ways to support our clients in achieving their business goals and ensure that they are using XXX's platforms to their fullest potential. Whether we are called upon to help implement a new service, optimize an existing one or temporarily support a client during a business or HCM event, they can count on Professional Services to offer the expertise, consultation, strategy and execution to get the job done.

## Jason Buban — Sr. Director, Client Advisory Services, PMP

**How has the evolution of Professional Services evolved and changed to the benefit of your customers?  
What's still exciting for you?**



Professional Services has evolved a great deal since its launch and has developed into a service that is focused on the strategic growth of our clients. We continue to help clients tactically with building XXX XXX on their behalf, but we now ensure that aligns to their day to day activities and strategic focus of their organization. What excites me the most is that we are continuing to grow and add more services to help support our clients. We are listening to our clients, sales partners and service partners to ensure we stay close to the ever-evolving industry and client needs. But some things haven't changed. We remain committed to the success of our clients and developing lasting partnerships with them.



## Are you ready to turbo-charge your XXX XXX investment?

Contact us today so we can learn more about your  
needs and how we can meet them.

[XXX\\_cas@XXX.com](mailto:XXX_cas@XXX.com)

[XXX.com/proservices](http://XXX.com/proservices)