Customer Experience

We're different.

When it comes to customer service, what some HCM vendors promise and what they actually deliver are not the same. As former customers, consultants and admins of legacy HR and payroll systems in our prior professional lives, we found that unacceptable. We decided to do something about it. **Something different. Something *better*.**

Implementation

Rapid System Set-up and Early Access
Because SyncHR was built from the ground up for the cloud with a next-generation, centralized data core, we can implement our platform in a fraction of the time of traditional vendors. In most cases, we can give customers access to their own data in the system within 2-3 weeks from their implementation kick-off. This helps admins begin learning SyncHR sooner and gives them the opportunity to contribute to early configuration decisions.

Pristine Data Conversion
Data conversion issues are often the #1 reason implementations fail or get delayed. Whether upgrading from older systems or purchasing your first enterprise solution, ensuring the integrity of your HR and payroll data is critical. SyncHR leverages proprietary technologies to filter and clean your data at several stages throughout the implementation process.

We also provide screenshare support and navigation guidance to help transition data from legacy systems into upload-ready file formats for SyncHR.

Transition Management

Transition Management & Communications
Successfully implementing a new system is only half the challenge. The other half is to make sure employees, managers and executives make the transition from your old system and processes to your new one. As intuitive and easy-to-use as SyncHR really is, we fully recognize that it's still a "change."

That's why our dedicated transition team provides enterprise customers a fully customized change management plan as part of the implementation program. This includes presentations, detailed documentation, videos, internal email templates, talking points and more.

GO-LIVE Assistance and Support
SyncHR is also available to be at your location or headquarters as you go live to provide additional transition assistance and support as needed. Every situation is unique, but this often involves everything from helping answer employee-related questions to providing additional training to admins and managers of the system.

Ultimately, our success is tied to your success. You can count on us being there if or when you need us.

syncHR

Ongoing Care

Personalized Service & Ongoing Support

Most vendors promise dedicated account managers who are often juggling anywhere from 25 to 50 unique companies. SyncHR limits the number to seven to 10 per Customer Success Manager. This allows our Customer Success Managers to not only gain a deeper understanding of your day-to-day business and system set up, but also allows them to form a stronger personal relationship with you.

Yes, we believe relationships matter. Furthermore, all our Customer Service Managers come with strong educational and professional backgrounds, averaging 10-plus years working in enterprise software and technologies.

Quarterly System Reviews & Continued Optimization

SyncHR's success is built around the success and loyalty of our customers. Therefore, implementation is only the beginning of our proactive engagement with customers. Instead of waiting for customers to call us, we proactively conduct quarterly business reviews with all our enterprise customers. This is typically done in person with key members of your team.

We identify opportunities and projects to further streamline your processes, connect SyncHR with new systems, or help you make better decisions using the powerful data within SyncHR.

Don't just take our word for it.

If you'd like to talk to one of our enterprise customers, please contact your SyncHR sales rep or call us at 720-893-2000.