

Kronos solution support made easy with SolutionAssist™



We provide an extra level of support when you need it, how you need it.

We have a passion for client success and delivering maximum value from the Kronos solution.

WE'VE SIMPLIFIED SUPPORT

SolutionAssist is an extension of your internal Kronos support team, allowing you to mix and match support services and resources as the needs of your business evolve. Having a go-to team of Kronos certified experts dedicated for a set amount of time each month brings peace of mind and cost effectiveness for those tasks which may be beyond the reach of your current support team. Our team prides themselves on their solution experience, highly collaborative approach, and sharp focus on the client experience.



KEY FEATURES

Application Management

You depend on Kronos solution support to drive your business, so don't delay in addressing disruptive problems. Our dedicated team delivers on-demand support and proactive guidance to keep your solution performing at its highest level. We can help mitigate risk, keep rules up to date, and solve issues quickly so you can get back to doing what you do best – running your business.

On-call Support

When you make the decision to collaborate with Presence of IT, you gain access to a team of fully certified professionals offering capabilities beyond that of any other provider. Our resources are available both remotely and on-site to support your existing resources.

Flexible Engagements

We understand the needs of your team will vary from month to month. SolutionAssist allows you to select the level of service that is right for your business, then we handle the rest. Whatever you need, we're ready.

SOLUTIONASSIST™

END-TO-END APPLICATION MANAGEMENT



Workforce Management is a critical component of every company's operations and human capital management process. Your partnership with Presence of IT includes our SolutionAssist service, which gives you access to our Kronos certified experts willing to roll up their sleeves to make sure you get the most from your Kronos solution.



A Tailored Approach

Engagements designed to reflect your organizations values and culture.



Advanced Reporting Expertise

Assist in the creation and configuration of custom and global reports



Interface Management

Modify, enhance and maintain existing interfaces for peak performance



Proactive Care

System optimizations, service pack installations, and more



Clock Support

Support, monitor and troubleshoot clocks



Minimize Risk

Visibility and insight to help you maintain compliance

"The Presence of IT consultants made the whole implementation experience much easier. They were able to get the solution to perform all the functionality we needed and we were impressed with their professionalism and expertise."

- Senior IT Application Manager

CONNECT WITH US

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