

At Ultimate Software, we won't rest until you are receiving the most exceptional customer service in the industry. Every element of UltiPro support is designed to maximize customer service levels and Ultimate's responsiveness. When you need assistance, you have 24-7 access to seasoned representatives experienced in all aspects of UltiPro who can respond rapidly to service requests. The goal is always the same: high-quality professional service that resolves customer concerns in the fastest, most satisfactory way possible.

INDUSTRY-LEADING SUPPORT TEAM.

Ultimate's focus on excellence for the last 25 years has earned us a solid customer service reputation. In fact, Ultimate is a recognized support leader for many reasons, including:

LONG-TENURED EXPERTS.

With an average of 12 years of experience in HR/payroll and UltiPro, Ultimate's support team understands the unique issues and challenges facing today's HR and payroll professionals. In addition to extensive industry and solution expertise, each support representative is certified by American Payroll Association (APA). Many team members also have a Professional Human Resources (PHR) designation, as endorsed by the Society of Human Resource Management (SHRM). Involvement in organizations like APA and SHRM helps the support teams stay on top of the latest industry trends.

TEAM OF ACCOUNT REPRESENTATIVES.

To maximize support levels and responsiveness, each customer is assigned a team of account representatives, with each member focused on his or her specific area of expertise.

An appointed account manager acts as the first point of contact for all your HR and payroll inquiries. A team of subject matter experts covers the major functional areas of UltiPro, including talent management, time and attendance, and business intelligence.

High-quality service that resolves customer concerns in the fastest, most satisfactory way possible.

INSTANT SUPPORT ACCESS.

QUICKLY RESOLVE ISSUES WITH MINIMAL DISRUPTION.

Ultimate Software's goal is to provide you the fastest, most convenient support in the industry. At any time, you can submit an online service request, or during regular business hours in any U.S. time zone, you can have direct-line, immediate access to your appointed account manager.

Ultimate also supports customers with real-time, online communication through our 'Live Agent' program. With the click of a button in the Customer Success Portal, customers can chat instantly with an Ultimate representative.

For issues that require immediate attention after business hours, you can dial after-hours support. Our support professionals respond to your call quickly to help you resolve your issues with minimal disruption to your business.



RAPID RESPONSE SUPPORT.

HIGH-QUALITY SERVICE TO MEET YOUR NEEDS.

When you have questions or concerns, your account manager works with you often answering questions and resolving issues on the spot.

When a matter cannot be addressed immediately, Ultimate Software assesses and prioritizes issue severity and its impact on your business, addressing the most critical issues first and escalating your concern to other departments, such as development, the Software-as-a-Service (SaaS) technical team, and even executives, when necessary.

Our focus is always to provide high-quality professional service to meet your needs in the fastest, most effective way possible.



LEVERAGING TECHNOLOGY FOR FAST RESPONSE.

Equipped with valuable tools and resources, Ultimate’s support representatives are able to handle service requests quickly, frequently providing solutions to a concern at that moment.

ASKUS: CUSTOMER SEARCH ENGINE.

Finding information and answering your UltiPro questions is fast and easy with our powerful search tool, Automated Search for Knowledge — Ultimate Software (AskUS). Available on every page of the support web site, AskUS employs a search engine to identify the most relevant answers to your questions and inquiries, ranging from year-end or tax-related matters to questions about how to use specific UltiPro functionality, upcoming UltiPro enhancements, and learning resources for products.

Convenience features, such as “Most Popular Searches,” guide you to information most commonly queried by other UltiPro customers. Having immediate access to information means you don’t have to pick up the phone to get your questions answered.

REMOTE DIAGNOSTIC TOOL.

Ultimate leverages web-based, remote-access customer support technology to enable the support team to troubleshoot and resolve your solution and technical issues fast.

Using this tool, our support representatives can connect to your UltiPro solution to experience firsthand any issues you are encountering. The result is faster resolution of your concerns.

CALL-TRACKING SYSTEM.

Ultimate leverages a state-of-the-art customer information and call-tracking system to track help desk problems, suggest solutions, resolve problems based on past history, and produce meaningful reports.

Calls are classified according to urgency to ensure that the highest priority issues are handled in a timely manner.

IMMEDIATE ONLINE SUPPORT.

ADDRESS ALL YOUR NEEDS WITH THE SUPPORT SITE.

Convenient support options help you get your UltiPro questions answered right away. Ultimate's support web site is a vital resource for product and company information, recent updates, access to account managers, and more.

A single source that addresses all of your UltiPro needs, the support site allows you to:

- Submit and track support and service requests
- Maintain your contact information
- Read about the latest product news and updates
- Answer UltiPro questions fast using a powerful search engine
- Search the UltiPro Knowledgebase
- Register for UltiPro learning resources and web events
- Access UltiPro documentation

COLLABORATIVE COMMUNICATION.

When you partner with Ultimate Software, you gain an instant network of peers who not only use the same people management solution, but share similar interests, goals, and concerns. Ultimate Software firmly believes ongoing, two-way communication is essential for building successful partnerships with our customers.

ULTIPRO COMMUNITIES.

Our customers have one place to access resources for day-to-day tasks, exchange knowledge with other members, as well as interact with fellow customers and subject matter experts. Advantages include instant access to:

- Network of specific interest groups, where you can post messages, share files, and create topics for others to follow
- Social site to create your community presence and follow similar customers, HCM professionals, or subject matters experts
- Peer-to-peer self-service where you can post questions, exchange knowledge, and receive answers and comments

LIVE EVENTS.

Ultimate Software disseminates best practices and relevant UltiPro information to customers through attendance and participation in regional user group meetings, special interest groups, and during sessions at the Ultimate-sponsored annual user conference. These events provide the opportunity to connect with peers, exchange ideas, and learn about UltiPro and Ultimate so you can increase productivity and enhance the value of UltiPro.

ONLINE NEWS SOURCE.

Ultimate's "Connect with US" is a valuable collaboration tool to keep you informed about what's happening with UltiPro. A comments feature and interaction with Ultimate and other customers.

ULTIPRO IDEAS PORTAL.

An online social community built right into the solution, the "UltiPro Ideas" portal lets you submit ideas and communicate best practices with your peers. A search tool allows you to search for postings from other UltiPro customers — you also can comment and vote on suggestions, Popular feature requests help drive UltiPro's product roadmap.

PRODUCT QUICK TOURS.

SHORTEN THE LEARNING CURVE AND BOOST PROFICIENCY.

UltiPro's built-in quick tours shorten the learning curve by providing instant access to informative instructions on the solution's functionality.

Accessible through the UltiPro portal, these quick tour show you how to use the specific features and perform business activities from the screen being displayed.

For example, you can walk through how to process multiple payrolls or adjust pay dates right from the Payroll Gateway.

This convenience feature helps users answer UltiPro questions on their own while boosting proficiency with the solution.