



Put our support organization to work for you!

## Level 1 User Support

For your SuccessFactors User Population, 24x7



### Off-load your Help Desk Support to Us

Take the load off your HR department, your help desk, and save money at the same time. Use our global team to deliver Level 1 User Support and increase your user adoption and ultimately the value of your SuccessFactors investment.

Users that cannot get support easily will avoid using even the best tools. Many users complete their performance self assessments after hours and/or on weekends when many companies don't have help that is readily available. Another fact: typically users are bashful about calling a company's help desk in fear that their lack of application knowledge will be relayed to their supervisors and as a result these same employees opt-out of that needed support encounter.

### Increase the ROI on your SuccessFactors software

If your employees are not using your SuccessFactors software properly, you will not realize the benefits of your investment and your ROI will suffer proportionately. Good Help Desk, Level 1 Support, provides the needed support to enable your employees and managers to utilize your SuccessFactors software efficiently and effectively which drives user adoption rates and successful outcomes in the talent management process. This will drive-up the ROI on your investment helping you to create the high performance workforce that you desired when you decided to pursue an automated talent management process.

Studies show that strong software user support provides higher adoption and usage rates across all employee groups which drive significant returns on investment.

### End-User Benefits of Helpdesk Support

- Minimize employee stress and frustration
- Get employee self assessments done faster
- Allow employees to focus on their job, not their HR software
- Provide managers the help they need to ensure prompt performance management cycles

### Corporate Benefits of Helpdesk Support

- Harness more productivity value from your SuccessFactors software investment
- Increase employee satisfaction
- Improve user adoption and usage rates
- Assure expert support/problem resolution across all SuccessFactors applications
- Focus Help Desk staff on mission-critical IT and business systems support
- Expand coverage with 24x7 support to all time zones and regions
- Improve your SuccessFactors ROI



# Our Level 1 End-User Help Desk Support Plan

## Common Questions

### What is Level 1 Support?

Aasonn's SuccessFactors End-User support addresses basic access, navigation and "how to" support requests related to the normal end-user operations of a SuccessFactors application.

### Which modules do you offer support for?

We offer support for Performance Management, Goal Management, 360 Degree Reviews, Compensation Management, Succession Management / Talent Planning, and Recruiting Management.

### Who is considered an End-User?

An End-User is defined as an employee who is a regular, day-to-day user of the SuccessFactors application and is not an Admin User.

### What are examples of support provided to End-Users?

- Validating authorized users
- Troubleshooting basic access issues
- Communicating forgotten usernames and passwords
- Communicating account status (active/inactive)
- Troubleshooting login failures
- Navigation questions/problems such as determining whether a user should be seeing competencies and if so, why they are not; or the display or non-display of report or xyz tabs on a SuccessFactors page and why, or explaining how to cascade goals.
- Referring users to corporate resources, for example IT issues that impact, but are not related to the SuccessFactors software.
- Referring end-users to their corporate admin contact for admin level support.

### Is Admin Support included with Level 1 Support?

Admin support is specifically excluded from this service. Examples of admin support would include, but are not limited to:

- Importing user files
- Transferring a goal from one user to another
- Routing a document
- Modifying a document route map
- Assigning permissions

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### How long does it take to setup and start Level 1 Support?

Generally it takes at least 30-60 days to establish your service. This includes setting up special phone numbers for you and establishing the telephone protocol that you work with Aasonn to decide on.

## Fees associated with Level 1 Support

### Talk-Time Fees

Talk Time is time spent addressing an issue delivered to Aasonn's help desk as an inbound call and worked while on the phone with the user.

### Wrap Time Fees

Wrap time is the time spent documenting resolution steps in a ticket system, performing any other appropriate work, or escalating an issue to an internal or Client organization while still connected to the enterprise phone switch associated with the inbound call. This time will be captured and reported monthly by the Aasonn enterprise phone switch and will be billed per actual minute used.

### Monthly Program Management Fee

The Monthly Program Management Fee is a variable fee based on complexity of the engagement and call volume. This fee are invoiced for services that covers non-ticket-specific administrative support including: ongoing, active project management, regular and as-needed communication with customer primary contacts, ongoing service and process improvements, problem resolution, account management, and domestic outbound phone calls for coordination of support issues with Client.

### Hours of Coverage

The default is 24 hour per day by 7 days per week ("24x7"). Actual coverage hours will be documented in the Service Order and Agreement with Aasonn. You may choose the default or some other custom arrangement. (Since coverage hours may impact the number of help desk resources required by Aasonn to deliver services and may impact the cost of training and implementation for your customized plan.)

### Event and Support Escalations

When users contact our Help Desk for support, their request will be triaged by our professional help desk personnel and then a determination will be made as to whether the request is considered Level. 1 If the request does not qualify as a Level 1 support call then the call will be escalated according to the procedure that has been setup between Aasonn and you.

### About Aasonn

Aasonn knows that performance is never optional since we've implemented the industry leading, "People Performance" solution from SuccessFactors for over 700 SuccessFactors Customers globally. Aasonn is SuccessFactors largest implementation partner in the world with consultants on 4 continents. Aasonn has operations in the United States, Europe, and Asian Pacific. Give us a call today and begin to take advantage of our experience almost immediately.