

Ultimate Software Customer Service — A Continuing Passion for Perfection

At Ultimate Software, we won't rest until you agree 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 human capital management (HCM) and 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 21 years has earned us a solid customer service reputation. In fact, Ultimate is a recognized support leader for many reasons, including:

- **Long-Tenured HCM Experts.** With an average 12 years of experience in UltiPro and HCM, 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 encouraged to become a Certified Payroll Professional (CPP), a designation endorsed by the 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 team 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 named service representative acts as the first point of contact for all of 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.
- **Recognized and Accredited Support Standards.** Every year since 1998, Ultimate's Customer Support Center has received the prestigious Service Capability & Performance (SCP) certification for meeting stringent standards of high-quality customer support and representing best practices in the industry.

24-7 Support Access

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 call the service representative assigned to your account. During regular business hours in any U.S. time zone, you have direct-line, immediate access to your support representative, who can help you resolve issues and serve your needs in a friendly, convenient manner. Your support representative's goal is to answer your questions fast — so you can get back to focusing on your business.

For issues that require immediate attention after business hours, you can dial after-hours support. Designated support professionals respond to your call quickly to help you resolve your issues with minimal disruption to your business. You can rest easy knowing that you have 24-7 access to UltiPro customer support.

Rapid-Response Support

When you have a question or concern regarding UltiPro, your representative works through your inquiry 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. Ultimate's focus never changes. The goal is always to provide high-quality professional service to meet your needs in the fastest, most effective way possible.

Leveraging Technology for Fast Response

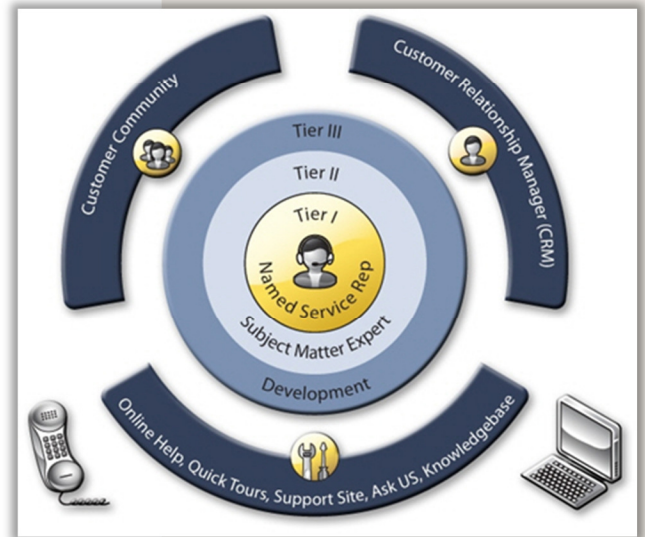
Equipped with valuable tools and resources, Ultimate's support representatives are able to handle service requests quickly, frequently providing solutions to a concern at that moment.

- **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 scour Ultimate's databases for 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 product training classes. The search results are ranked by relevancy and can be saved for future reference. What's more, convenience features, such as "Most Popular Searches," guide you to information most commonly queried by other UltiPro customers. Having such a wealth of information at your fingertips 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, your support representative can connect to your UltiPro system and share your screen, mouse, and keyboard to experience firsthand any issues you are encountering. Throughout the process, you retain control of your computer — all you have to do is move your mouse. The result is faster resolution of your concerns.
- **Call-Tracking System.** Ultimate utilizes a comprehensive customer information and call-tracking system to track help desk problems, suggest solutions, resolve problems based on past history, and produce meaningful reports to help Ultimate manage its support center efficiently. Calls are classified according to urgency and categorized to ensure that the highest priority issues are handled in a timely manner.

Comprehensive Online Support

Convenient support options help you get your UltiPro questions answered right away. Ultimate's comprehensive support Web site is a vital resource for product and company information, recent updates, access to support representatives, and more. A single source that addresses all of your UltiPro needs, the support Web 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 training and Web events
- Access UltiPro documentation



Ultimate service representatives have the tools and resources necessary to quickly handle service requests.

Ultimate
SOFTWARE
People first.

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Product Quick Tours

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, Quick Tours 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.

Collaborative Communication

When you partner with Ultimate Software, you gain an instant network of peers who not only use the same HCM solution, but share similar interests, goals, and concerns. It's the UltiPro community, one that Ultimate takes seriously and works very hard to nurture. Ultimate Software firmly believes ongoing, two-way communication is essential for building successful partnerships with our customers. That's why we've created the UltiPro community, a number of communication channels for sharing information and obtaining your valuable input, such as:

- **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.
- **Interactive Blog.** Ultimate's "Connect with US" online collaboration blog is a valuable tool to keep you informed with UltiPro news. A comments feature enables feedback 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 HCM 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.



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