



EMPLOYEE EXPERIENCE TOTAL CARE

***Enhanced support & training to drive
your business forward***

EMPLOYEE EXPERIENCE *TOTAL CARE MEMBERSHIP*

Net at Work unleashes the power of our clients' businesses through the digital enablement of Human Resources. We believe it's not only about the HCM solution you have (one size does not fit all!), but the support and advisement to drive strategic business objectives in your organization.

Net at Work's Employee Experience Practice is proud to offer the Total Care Membership. Total Care is the result of requests from our clients for enhanced support, training and educational materials which will maximize their HCM while driving strategic initiatives, all while delivering frictionless services.

Membership Benefits:

» **Unlimited Training Classes** – We know how critical it is to truly understand the capabilities of your HR/Payroll Application. Net at Work will provide a training calendar with at least four training events per month. Topics will range from HR basics to advanced report writing.

» **Unlimited Tier 1 Help Support** – Need immediate assistance with an issue or question? Net at Work's helpdesk provides unparalleled support when the need arises. We will work with you to address most issues and questions that business day, and in case of emergencies within an hour.

Direct access to senior Net at Work System Analysts via email and voice

» **Monthly Consultant Check-Up** – Net at Work's professional services group will provide a proactive, scheduled, and prescribed advisement session. A senior HCM consultant will meet with you monthly to answer questions and provide advisement and support as to ways to improve business processes.

» **HCM Express Video Subscription** – There are times when you need training on a specific task or configuration, but do not have time for a full training class. Net at Work will provide access to recorded express training videos on a variety of modules and topics. These how-to videos provide immediate support when you need it.

» **Quarterly Business Review** – Net at Work will schedule quarterly conversations with your HR and Payroll teams to strategize on successful business outcomes.

» **10% Discount** – Discount on all consulting services provided by the Employer Experience professional services team.

» **Access to Our Total Care Member Only Peer Network** – Net at Work will provide a platform for annual conversations with professionals and peers related to HR and Payroll.



Interested in learning about our Product Update Service Annual Subscription?
Please contact your Account Manager for details.

- Quarterly Updates - up to 6 updates per year (four quarters and two revisions)
- Application System Maintenance and Logs

Employee Experience Total Care Membership Payment Terms

Total Care Membership Costs: Cost for the program tier based on number of employees.

_____ annually

Quote Expiration Date: _____

Net at Work requires three months' notice of termination of Total Care Membership (prior to renewal date).

Please complete the credit card payment authorization form: <https://www.netatwork.com/cc-form>

I agree to the terms of payment for the option selected above:

Print Name: _____

Title: _____

Company: _____

Signature: _____

Date: _____

This document, along with the Standard Terms and Conditions (the "Standard Terms") available at <http://www.netatwork.com/nawterms> (collectively, this "Agreement") sets forth all governing terms of this agreement and supersedes all prior negotiations, understandings, or agreements of any nature, whether oral or written.

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Sales tax if applicable are estimates only and are subject to change