

CRG emPerform™ Professional Services

emPerform is dedicated to providing industry-leading support and services. Our proven methodology enables customers to realize and surpass the return on their investment. Our experienced team of professionals works with you from the very beginning to ensure that you are able to take full advantage of what emPerform can deliver.

emPerform's Professional Services offer everything needed to get your talent management system up and running quickly and easily.

-  Custom implementation packages
-  Personalized training
-  Dedicated support packages
-  Experienced consulting advice



"The emPerform implementation staff was superb - they kept us on point, helped us to work through solutions, and they know the product exceptionally well. We were in the midst of several implementation projects with other on-line tools and I must say that of all our implementation consultants, emPerform was hands-down our best". Sandy Pizarro, Alexander Youth Network.

Implementation

Proven Approach - emPerform is relatively quick and easy to implement. Our proven, systematic, and structured implementation framework is dedicated to meeting your goals and allowing you to realize the maximum return on your investment. Our methodology encompasses a step-by-step process designed to understand the unique business goals to be achieved through people. emPerform implementations include an optimal mix of pre-implementation analysis, on-site consultation, and post-implementation support.

Traceable Progress – Our motto is to be transparent in our interaction with clients in every step. Customers are given a secure, online repository of project management documents that outline the status of their implementation.

Personalized Service - Our implementation team believes in the importance of personal, face-to-face interactions. Unlike many other vendors, emPerform does not subcontract services to external parties. Post-implementation support is often handled by the exact team member who implemented – resulting in the personalized service and attention that customers need and deserve.

"We want every implementation to be successful and meet client needs. We work alongside customers from the beginning to assist, encourage, support, and champion users. Many organizations have realized great value in executing a proper implementation plan and we intend to see this trend continue by maintaining an industry-leading level of support and customer service." John Smith, Director of Enterprise Business Solutions – CRG emPerform.








There are several proven and affordable implementation packages to fit the size and requirements of any organization. Contact us at info@employee-performance.com to get a quote.



Support & Training:

The emPerform team prides itself on dedicated and helpful customer support. Our friendly and knowledgeable support staff is committed to providing the one-on-one, personalized support necessary to ensure that you feel 100% comfortable using your instance of emPerform. We offer ongoing support by phone, over the web, or on-site.



-  **Tailored Support:** Tailored support plans can be crafted for each client to reflect their training needs.
-  **Online Support:** HR administrators are granted access to the *emPerform Customer Self-Serve Portal* accessible through the www.employee-performance.com website. This portal contains downloadable user guides, update links, and support request forms.
-  **Support Representatives:** emPerform support representatives are fully committed to providing fast and reliable support to customers. Clients are able to reach support during regular business hours via phone or email and can expect a prompt reply.
-  **User Guides:** HR administrators are provided with emPerform user guides to use for quick referencing and product instructions. Tailored documentation is also given to each client. This custom information ensures that users are able to reference information on their particular instance of emPerform.
-  **Administrator Training:** Admin. Training is included with any implementation package. Our team of qualified staff ensures that you are able to configure your instance of emPerform.
-  **User Training:** Customized user guides and slides are included with every emPerform implementation package.
-  **Additional Resources:** emPerform clients receive customer newsletters, customer-specific best-practice webinars, and are guaranteed to receive the latest news, offers, and updates from emPerform.

Training is included with all emPerform implementation packages. Additional training services can be obtained as needed. Contact us today to get a quote for a training & support package to suit your organization's needs. info@employee-performance.com

Consulting Services:

emPerform's team of experts consultants are available to offer best-practice advice and helpful tips to ensure that you get the most from your talent management system.



emPerform consulting staff are never subcontracted – ensuring you receive the help and advice of someone who is highly familiar and experienced with the product and the industry.

Expert consulting services are included with most implementation packages or can be obtained as needed.

Contact us today to get a detailed quote for emPerform's industry-leading professional services. info@employee-performance.com or 1-800-576-6215