



Implementation  
Services

Educational  
Services

Support  
Services

## **Cloud Services**

Optimization  
Services

Let Us Host and  
Manage Your Application  
So You Can Focus on  
Your Core Business



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# TAKE THE STRESS OFF YOUR IT STAFF: LET KRONOS MANAGE, MONITOR, AND HOST YOUR SOLUTION

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You invested in a workforce management solution to automate tedious, error-prone workforce management tasks and deliver bottom-line value. But do you have the in-house resources to manage it efficiently — without overburdening your IT staff? Most IT teams are already stretched to the limit keeping existing systems up and running. Given this reality, how can you make sure your Kronos solution is managed properly so it delivers measurable results?

Kronos Cloud Services can help. We take the stress off your IT staff by handling the technical issues of managing, monitoring, or even hosting your Kronos solution. So no matter how you choose to deploy your application — on your own site at Kronos or another hosting provider — we have flexible solutions to meet your needs. Kronos Cloud Services takes care of your system, so you can focus on growing your business. It's just another way that Kronos delivers the experience you expect.

## Cloud Hosting

Facing tight budgets? Kronos can host your workforce management solution at one of our secure remote facilities with guaranteed availability. You get 24x7 access to your solution without having to purchase additional hardware, operating systems, or RDBMS licenses. And you gain peace of mind knowing that experienced Kronos technical consultants are managing your system.

Experiencing delays in the hardware procurement process? Kronos can have a temporary environment available for your test upgrade. There's no long term commitment, and when you no longer need it, the environment simply goes away — along with the associated expense.

**Software as a Service (SaaS)** With Kronos Software as a Service (SaaS), Kronos hosts and manages your solution in the cloud, where users can access the application(s) over the Web at anytime, from anywhere — all for a fixed per-employee monthly subscription fee. It's the ideal choice for organizations seeking to achieve their workforce management goals without exceeding their capital equipment budgets or placing additional demands on their in-house IT staff.

## Managing Your Application

Let Kronos Cloud Services proactively manage your Kronos application so your IT department doesn't have to. The size of your organization, the complexity of your needs, the availability of your IT support staff, or the number of license agreements you hold isn't an issue when you have Kronos Cloud Services on duty. We'll work diligently to understand your business and proactively meet your needs. We can provide:

**Application Updates** This offering provides installation of Kronos application updates, service packs, new software versions, and legislative updates (if applicable) and allows you take advantage of the latest software features and enhancements while minimizing your risk of noncompliance.

## KEY BENEFITS

- Reduce the burden on your IT staff while retaining complete control over workforce management functions
- Optimize system performance and reliability
- Stay one step ahead of system issues
- Avoid hardware, operating system, and RDBMS license expenses
- Enjoy predictable monthly costs
- Manage risk and promote long-term success of your workforce management solution

# CLOUD SERVICES

**Application Configuration** Kronos will make, test, document, and implement a predefined number of changes to your existing configurations, including interfaces, Workforce Genies®, HyperFinds™, and labor levels on a quarterly basis. The number of configuration changes included can scale over time to accommodate increases in employee population or configuration complexity.

**Database Management** With this offering, Kronos installs database-level patches and service packs and performs regular system health checks with tuning recommendations that can proactively identify potential issues before they affect system users.

**Application Management** For organizations that need a more comprehensive solution, this offering provides essentials services such as updating applications and installing services packs and new software versions. And we provide a dedicated program manager who'll work with you to proactively review productivity indicators, performance trends, and adherence to service level agreements.

## Application Monitoring

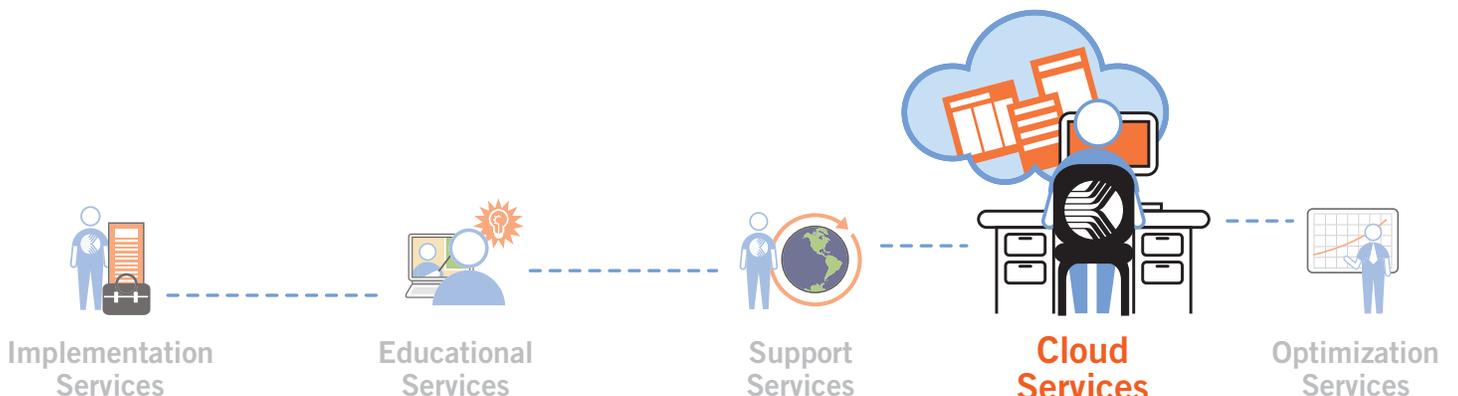
Kronos Application Monitoring services provide continuous monitoring of your system, making sure that common errors like actual license usage and data import/export failures are caught before they impact your users. Automated reports and alerts pinpoint problems — right down to the employee

level — eliminating the time your valuable IT resources spend troubleshooting common issues. You can even receive reports and proactive text alerts via email and selected mobile devices to stay on top of issues as or even before they occur. We can also design, test, and deploy custom-built monitors in your application environment to alert you to error conditions in your system and workflows, providing the critical information you need to resolve the issue quickly and easily. With Application Monitoring, you stay one step ahead of problems so your solution continues to deliver value — day in and day out.

Kronos can also take care of tasks related to routine maintenance, emergency response, and disaster recovery. We even provide services to analyze usage patterns and system resource utilization to help you gain insight into how and when your organization is leveraging your Kronos solution.

## Flexible Choices, Predictable Costs

Our flexible Cloud Services offerings enable you to achieve higher performance and system availability so you can unlock the value of your workforce management solution while focusing on your core business. Take the pressure off your IT team by leveraging the expertise of Kronos technical professionals. And control your costs with predictable monthly expenses. When it comes to application management, monitoring, and hosting, you can count on Kronos Cloud Services to deliver the experience you expect.



No matter where you are in the lifecycle of your workforce management solution, Kronos Services is here to help. For more information on Kronos Cloud Services and how to free up your IT resources to focus on your core business, please visit [www.kronos.com/services](http://www.kronos.com/services) and click on “Cloud Services.”

Kronos helps organizations across a variety of industries manage their most valuable, and expensive, strategic asset — their workforce. How? By giving them the tools and services they need to help them control labor costs. Minimize compliance risk. And improve workforce productivity. The easy-to-own workforce management solutions and services from Kronos make complete automation and high-quality information a reality and deliver the experience our customers expect.

Our time and attendance, scheduling, absence management, HR and payroll, hiring, and labor analytics solutions, along with strategic services, give Kronos customers the edge they need to compete in the global marketplace. With thousands of installations in organizations of all sizes — including over half the Fortune 1000® — we’re proving **workforce management doesn’t have to be so hard.**

Put Cloud Services to work for you:  
[kronos.com/services](http://kronos.com/services)



TIME & ATTENDANCE

SCHEDULING

ABSENCE MANAGEMENT

HR & PAYROLL

HIRING

LABOR ANALYTICS