



EmployAide

Where Expertise Meets Efficiency
In Employee Support



COMMONWEALTH
PAYROLL & HR



Jeff Plakans
President
CommPayHR



Ryan Redfield
EmployAide Specialist
CommPayHR



Susannah Forbes
External People Ops
CommPayHR

Today's Presenters

What is Employee Self-Service?

The ability for an employee to use tools to access, view, and manipulate their own employment data in a secure manner, while streamlining this process and communication for and with their employer.



The Problem

Employees need help with:

- Timekeeping
- Onboarding
- Deploying Self-Service
- Benefit Enrollment
- Leveraging Self-Service



Adaptive Employee Experience

View and manage pay information, including pay history, taxes, and direct deposit

Clock in and out of shifts, view schedules and manage time off requests



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Access HR Documents, change I-9 and update personal and tax info, receive messages from employer

Multilanguage Support using Google Translate®

Adaptive Employee Experience

Employees can acknowledge and sign documents, complete forms and complete new hire requirements with ease

Step-by-step Employee Onboarding

Eligibility rules based on open enrollment and life event triggered benefit updates

Adaptable to any device, IOS or Android and available in their app stores

The screenshot displays the 'isolved' onboarding interface. On the left, a progress list under 'Onboarding' includes: 1. Welcome (Getting Started), 2. Your Information (Personal, Contacts, Pay check, Taxes), 3. Federal Reporting (Form I-9, EEO self-identification, VEVRAA self-identification, Disability self-identification), 4. Education and Employment (Education, Employment), 5. Certifications and Skills (Certifications, Skills), and 6. Additional Information (Additional Information, Supporting Documents). The main content area shows 'Your Information' for Candace Jamieson (Status: In progress), with a 'Profile Picture' upload section and 'About You' and 'Your Contact Details' fields. The right sidebar contains navigation links: 'Messages', 'Pay History', 'Schedule', 'Manage' (Tasks, Employees, Calendar, Schedule), 'Time and Attendance' (Time Card V2, Time Card, My Calendar, Time Off), and 'Pay and Tax'. A top navigation bar includes the 'isolved' logo, a help icon, and a user profile icon (MW).



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88% of U.S. Workers at small and medium-sized businesses express preference for DIY HR Tools, which include Employee Self-Service apps and portals...

...yet the overall adoption rate of these tools is less than 40%

Common Employee Self-Service Adoption Obstacles

Lack of support and communication from employer

- Not enough Bandwidth
- Not enough Expertise
- Yet Another 'Tech' Tool

Cultural/"Technologically Challenged" employee populations

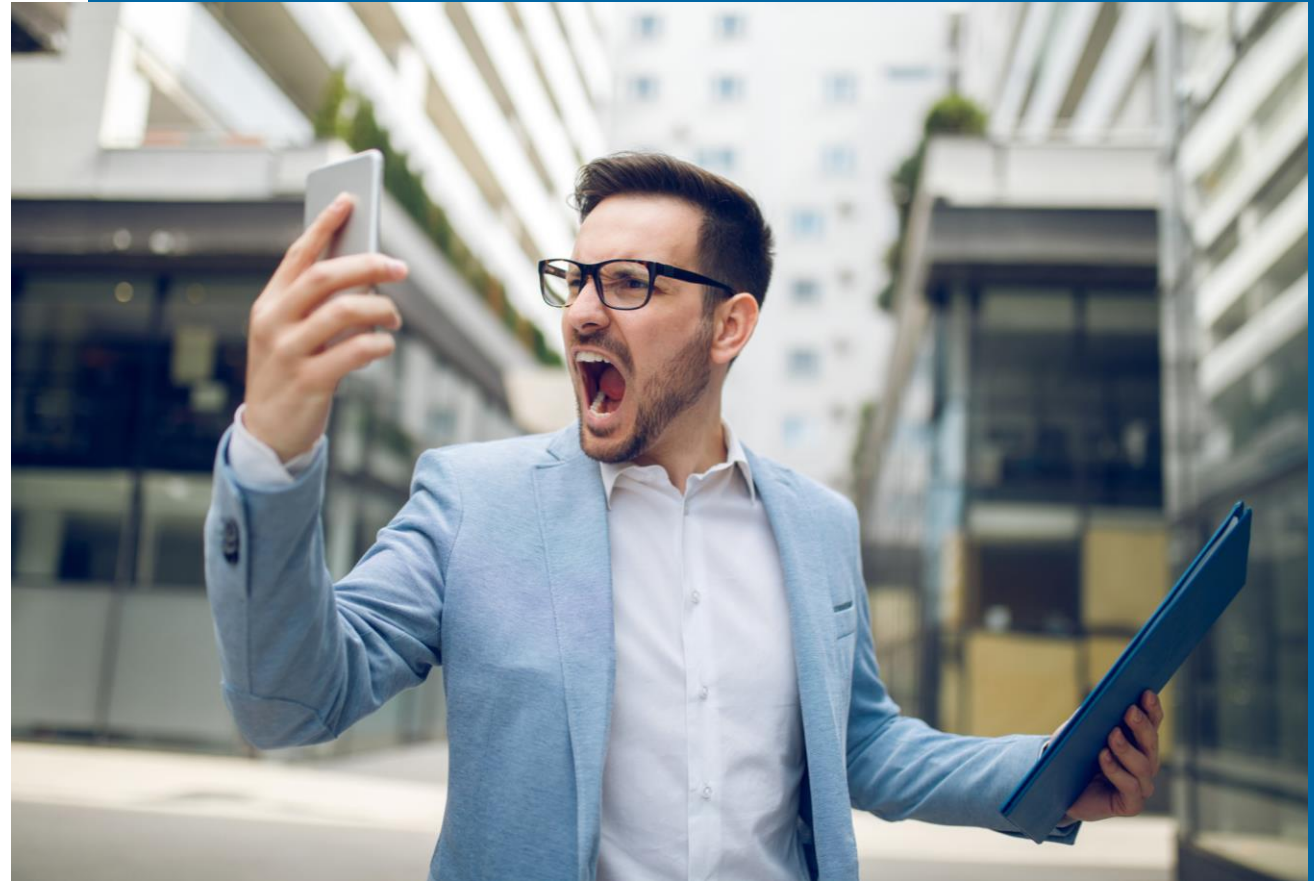
- Non-English speaking
- Lack of experience with popular and common tools

"WIIFM?"

- What benefit does it give them to use it?
- Is the data contained in the portal relevant to them?

Not rolled out properly/bad tech

- Not intuitive or easy to use
- Hard to install and adopt





Best practices for high adoption rates by Employees

- User-friendly design and interface
- Mobile accessibility and multiple device
- Personalization
- Comprehensive Functionality
- Effective Communication & Marketing
- Training and Support
- Up-to-date and relevant content
- Integration with existing systems
- Addressing employee needs and preferences
- Leadership Support



What is EmployAide?

A pay-per-use direct employee support session to help employees with use of Employee Self-Service during onboarding, deploying technology, using timekeeping, or during benefit enrollment.

EmployAide - Your Solution to Employee Self-Service Support

- Efficiency declining? Help is here!
- Regain valuable time previously spent helping employees with administrative tasks
- Reduce the burden of doing so manually, and enhance employee satisfaction in the process
- Quick, reliable support directly to your employees
- Increase overall operational efficiency with and for your employees
- Assist with a wide range of tasks and provide better support for that key part of your business, your team.
- Call, Text or Email
- Transform HR operations and empower employees



EmployAide Methods

	Phone	Text	Email
<i>How?</i>	Call the EmployAide Line 978-599-1599	Text request to 978-599-1598	Email employaide@commpayhr.com with request
<i>What's the issue?</i>	"I am requesting a pay stub"	"I am having an issue logging into my self-service account"	"How can I change my address and phone number?"
<i>Resolution</i>	Our EmployAide representative will send your employee their document securely	With EmployAide, our representative can assist employees with re-activating or unlocking their self-service through text messaging or SMS	We can setup a virtual meeting via email to assist, or provide screen shots for step-by-step instructions





Employees are the beating heart of your organization



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Before moving to EmployAide...

- Are your employees struggling with self-service on a regular basis?
- How important is self-service to your HR department?
- Do most employees utilize self-service platform?
- Is there a burden on your day-to-day responsibilities?
- How do employees enroll/interact with their information?
- Is employee empowerment important to you?

With EmployAide, CommpayHR will:

Eliminate Employee Dissatisfaction



- Provide direct, US-based support for your employees
- Promote how to access help from our EmployAide team
- Demonstrate the ease of use of interacting with CommPayHR's EmployAide team
- Ensure your employees are properly and fully leveraging the benefits of Employee Self-Service
- Make sure you continue to get the most of your choice of CommPayHR
- Promise you have happy, productive employees and demonstrate your commitment to supporting them



EmployAide Participation Pricing

Company Size (Headcount)	Monthly Session Minimum	Per Session Charge
1-10	2	\$85
11-25	3	\$75
26-75	6	\$65
76-125	10	\$55
126-300	20	\$45
301-500	30	\$35
500+	40	\$25



How to get started

- Indicate your interest to your CSSS or Account Manager
- Sign an EmployAide Customer Agreement (6-month minimum commitment and discounts for longer commitments)
- Ensure email, demographic and contact information for your employees is up-to-date in isolved
- CommPayHR will issue you an EmployAide ID number to provide to your employees
- Let CommPayHR roll out the program to your employees
- Watch your employees (and you in the process) become more efficient





GOT QUESTIONS?

If you have questions now, use the 'Questions' tab at the bottom of your control panel.

If you would like speak to a specialist directly about your company's needs, use the QR code to contact us.