



Enterprise eTIME.

***Major Accounts
Client Guide to Enterprise eTIME
Implementation and Support***

Enterprise eTIME Implementation Services

The Enterprise eTIME Implementation is a set of services performed by the ADP Major Accounts Time and Labor Management Group (or TLM) to ensure a quality and timely completion of the Enterprise eTIME system implementation. It is provided to all clients who have purchased the Enterprise eTIME product.

The implementation is a 16-20 week remote implementation with a focus on the functionality that directly supports time collection necessary for payroll production. ADP's role in this offering is to provide project management, system and configuration requirements, analysis and application configuration, interface to payroll, training, guidance and direction to the client throughout the project.

The success of this implementation approach will depend on the client's ability to staff the implementation with the appropriate resources for requirement definitions, testing and training. Unqualified or unavailable staff may delay the Enterprise eTIME implementation.

Scope:

- Implementation of Enterprise eTIME to be interfaced with Payroll
- Pay policy analysis and configuration of Enterprise eTIME application
- Time entry method to include the web collection methods and/or data collection device methods (Timeclocks and/or eTIMEphone)
- Configuration and testing of payroll interface
- Assistance with parallel and first two live payrolls
- Enterprise eTIME System Administrator training (up to 2 attendees) via *Using Enterprise eTIME* virtual training
- A tutorial for Employee and Department Manager/Supervisor training will be provided. ADP can provide instructor-led Department Manager/Supervisor training as an add-on service

Standard Assumptions and Prerequisites

Before getting started with the implementation, it is important for both ADP and the client to understand some key assumptions and prerequisites on which the implementation is based.

✓	Assumptions
	Scope Changes: During the course of the implementation, the client will minimize changes to the current scope. If changes are made, they will be provided to the ADP Project Manager or Implementation Consultant in writing. If these changes materially impact the original scope of the project, ADP may need to increase the implementation set up fee of the Enterprise eTIME system
	Centralization of HR/Payroll: Analysis work will be performed at one central location. It is assumed that HR and Payroll administration is centralized and that the client operates under the same policy and procedures for all divisions and locations. If HR and payroll administration is de-centralized and impacts the project scope, ADP may need to increase the implementation set up fee of the Enterprise eTIME system
	Training: ADP will provide training for up to 2 participants plus web based training for employees and managers. On-site training is available at an additional cost. The ADP Project Manager can assist the client if a different training program is required; additional fees will apply
	Schedule Cancellations: The client will provide a minimum of at least a one-week notice when canceling any previously assigned work schedules. In the event that scheduling cancellations occur in less than the one-week requirement, ADP reserves the right to bill a cancellation fee
	Test Environments: The implementation scope is to implement a production environment only.

Enterprise eTIME General Policies

In order to ensure quality service, the client must adhere to the following policies.

Topic	Policy
Daily or Pay Period Backups	Client-run backups of the Enterprise eTIME database are required to minimize down time and processing delays in extreme circumstances
BomGar access	Remote software must be installed to provide optimal support during implementation and on-going support of the Enterprise eTIME product
Clock Replacement	Each request for service will require extensive troubleshooting by ADP prior to dispatching any service request
Clock Moves or Transfers	Clients must contact ADP
Software Service Packs	Client will be notified, when needed, by ADP of new service packs. ADP will assist the client with the installation of software service packs

Implementation Phase Timeline:

- Project Start Up: 1-2 weeks
- Analysis: 3-4 weeks
- Configuration: 4 weeks
- Conversion: 2-3 weeks
- Validation: 2-3 weeks
- Production: 4 weeks

Resource Requirements:

ADP:

- Implementation Manager
- Project Manager
- Implementation Consultant
- Technical Consultant
- Training Specialist

Client

- Executive Sponsor
- Project Manager
- Enterprise eTIME System Administrator
- Payroll Subject Matter Expert(s)
- Human Resources Subject Matter Expert(s)
- MIS (Database Administrator) Representative
- Facilities Representative

Phases of Implementation Services:

Responsibilities	ADP	Client
Project Startup Phase		
Select core project team	✓	✓
Participate in Startup Call (1 hour)	✓	✓
Participate in Planning Meeting (1-2 hours)	✓	✓
Analysis Phase		
Document pay policies by completing client analysis documents	✓	✓
Prepare site for data collection device(s) installation		✓
Issue memo informing employees of upcoming system implementation		✓

Responsibilities	ADP	Client
Configuration Phase		
Attend <i>Using Enterprise eTIME</i> training class(es)		✓
Install data collection device(s) and submit hardware installation checklist		✓
Install server(s), operating system, database and submit Installation Checklist		✓
Setup and configure Enterprise eTIME software parameters and payroll interface	✓	
Install Enterprise eTIME, data collection, and interface software (virtual/on-line – 1-2 days)	✓	✓
Implement a backup recovery solution for Enterprise eTIME		✓
Conversion Phase		
Call to Prepare for System Overview (2-3 hours)	✓	✓
Discuss and plan training for employees and managers	✓	✓
Finalize employee load into Enterprise eTIME	✓	✓
Participate in System Overview (virtual - 1-2 days)	✓	✓
Validation Phase		
Enter sample timecards into Enterprise eTIME to start testing	✓	✓
Review results from User Acceptance Testing and Complete Final Software Configuration (1-2 hours)	✓	✓
Production Phase		
Provide training to employees and manager		✓
Start the parallel test of Enterprise eTIME software	✓	✓
Submit test payroll with Enterprise eTIME	✓	✓
Employees begin using Enterprise eTIME live and exclusively	✓	✓
Process, preview, and submit first live payroll using Enterprise eTIME data	✓	✓
Process second live payroll	✓	✓
Transition to on-going support team	✓	✓
Complete Implementation Survey		✓

Enterprise eTIME Support Services

Once you have been implemented on Enterprise eTIME, you will be turned over to the Enterprise eTIME Support organization. The Enterprise eTIME Support organization is your primary contact for answering questions and resolving issues concerning the Enterprise eTIME application and data collection devices. The mission statement for Enterprise eTIME Support is as follows: **ADP's Enterprise eTIME Support team is committed to delivering World Class Service and seeks to exceed expectations of service by resolving issues in a timely, efficient, professional, and courteous manner.**

To deliver on our mission, we are committed to employing responsive, well-trained and dedicated associates. You may contact your Enterprise eTIME Support team by telephone or via our email address enterprise_support_team@adp.com. For all high priority level inquires, we encourage you to contact us directly. Emails should only be used for non-urgent matters. Response time to emails might take a couple of days. Please be assured that your Enterprise eTIME Support team will respond to your call promptly and professionally. Our internal call tracking system allows our Enterprise eTIME Support associates to follow-up on your calls, ensuring that you receive a timely response and an appropriate resolution to your requests.

Normal Hours of operation for Enterprise eTIME Support are 8 a.m. to 5:30 p.m. in each time zone Monday through Friday. ADP's offices are closed in observance of the following holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day.

Your Enterprise eTIME Support associate team is your first point of contact for all issues relating to the Enterprise eTIME application and data collection devices ADP provides. Your Support Team has four levels:

Inbound Resolution	Our goal is to answer 80% of the calls that come into the team within 20 seconds
Technical Specialist	Issue Resolution within 1-2 hours
Corporate Technical Support	Database and network related issues, or issues requiring research
	Initial Escalation point

Enterprise eTIME Standard and Specialized Services

The Enterprise eTIME Support team offers a variety of standard services. Standard services are services that are available to all clients and are included in the base processing fees with standard turnaround timeframes. Additional charges may be applicable for services required outside the standard turnaround. Specialized services are value-added services that are offered to all clients at additional cost. Your Enterprise eTIME Support associate or Manager is available to work with you on a variety of special projects, such as those suggested in the table below.

Standard Services	Specialized Services
Provide day to day phone support.	Enhancements or changes exceeding 3 hours
Educate on procedures and policies	Adding additional devices to configuration
Backup Recovery if available	Reinstall or reconstruct software installation
Punch Recovery when needed	Change/Add Department Labor Levels
Edit Punches when needed	Specialized programming outside original setup
Assist with file import/s	Third-party application interface support
Troubleshoot Enterprise eTIME software/hardware errors	Support or assistance with a backup, training, or test environment of Enterprise eTIME
Provide ongoing education of application	
Place hardware, supply requests	
Assist with running Enterprise eTIME Reports	

The fee for specialized services provided by Enterprise eTIME Support is \$175 per hour. For each project, your Enterprise eTIME Support associate will perform a complete analysis of your business requirements and prepare a time and cost estimate for your approval. Once an agreement is reached on the work to be performed, the time frame for completion, and the associated fees, the project will proceed to completion.