

5 ADVANTAGES OF THE **isolved** Network



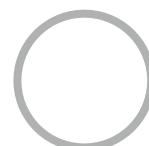
Resources that Support Sustained Growth

After a tumultuous year like 2020, business owners leveraging Professional Employer Organizations (PEOs), Administrative Service Organizations (ASOs) and traditional payroll service bureaus will likely be leaning on their partners more than ever for support as they work toward getting their businesses back to some sense of normalcy in 2021.

The technology that service bureaus use, however, will make a big impact on how they are able to serve their clients. Modern technology infrastructure is necessary to ensure compliance with new and changing laws, to be prepared when the need to start hiring presents itself and to support a hybrid workforce (remote and on-site) with simple tools that improve the employee experience.

The Isolved Network provides PEOs, ASOs and payroll service bureaus with the tools, resources, industry expertise and comprehensive support needed to help clients overcome common HR challenges while future-proofing and accelerating their businesses. This eBook highlights the advantages the Isolved Network provides, which include:

- 1 **A Unified Human Capital Management Platform**
- 2 **Agile, Adaptable and Consistently Updated Technology**
- 3 **Ongoing Training and Collaboration Opportunities**
- 4 **Robust Back-Office Functionality**
- 5 **Sales & Marketing Support for Continued Success**



Challenge:

A Technology Disconnect

Research shows that the **average company uses four to five HR systems** to perform essential tasks. Relying on a hodgepodge of technology solutions can lead to a disjointed workflow for employees and clients. Not only is it inefficient to log in and out of systems to access the tools or data needed, but it also leaves more room for data inaccuracies and makes it even more challenging to remain compliant with frequently changing regulatory requirements.

Solution:

A Unified HCM Platform Built for the Future of Work

An end-to-end human capital management (HCM) platform allows users to manage the entire employee lifecycle and perform all HR tasks within it – from hire to retire. This can increase productivity and data accuracy, as information is in one central location rather than siloed and disbursed across systems. What's more, a unified HCM system keeps common HR tasks like time and payroll in sync, as well as eliminates the need for imports and exports – truly simplifying HR tasks for all users. A unified and comprehensive approach to HCM is one of the reasons why isolved was ranked as a top **payroll** and **scheduling** software provider by Digital.com.

By joining the isolved Network, you and your clients have access to an innovative and unified HCM platform that offers an entire ecosystem of tools, including:



Payroll



Time and attendance



Compliance



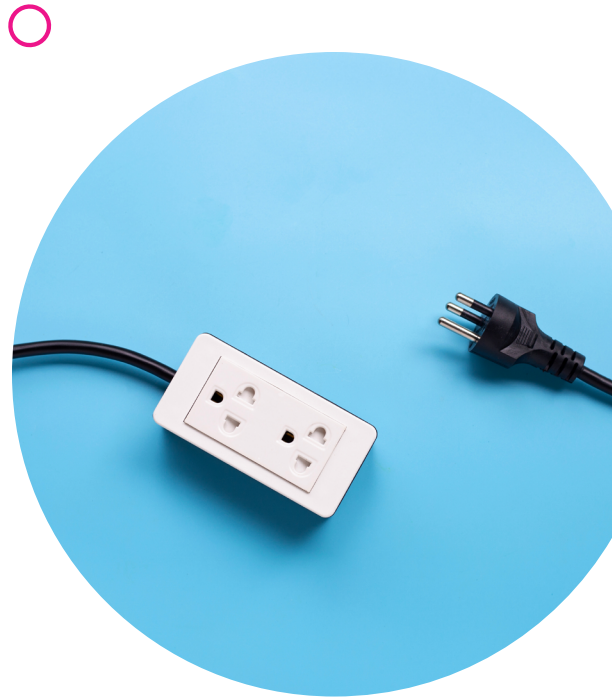
Benefits enrollment



Talent acquisition and management



Learning management and employee development



This unified approach means that all important, commonly needed, mission-critical employee data is easily accessible from one place.

Challenge:

Outdated “One-Size-Fits-All” Technology

Technology is great. Until it becomes outdated and your competitors are offering something better. If your current HCM partner is not focused on continuous product improvement, you risk losing business to national providers that market shiny bells and whistles. You can also hinder productivity and cause friction in everyday processes – for your business and your clients' businesses.

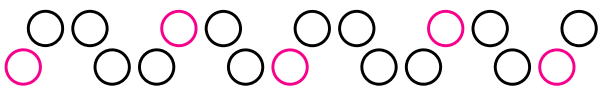
Additionally, just like every PEO, ASO and service bureau is unique, so are the clients they serve. As such, it is important to be wary of rudimentary, all-in-one solution providers that aren't configurable or agile enough to adapt for the future.

Solution:

A Cloud-Based HCM Platform from a Partner Focused on Improvement

Cloud-based technology that is highly extensible with an open application programming interface (API) can be customized to fit individual client's needs and deliver updates and enhancements with minimal downtime. These platforms are typically nimble and built to adjust to short- and long-term market shifts and trends.

In fact, [data from Nucleus Research](#) found that investments in modern cloud HCM solutions lead to an average ROI of more than 325% for organizations moving from manual processes. With a technology partner that offers cutting-edge, cloud solutions, there will be a consistent cycle of continuous improvements that focus on advancing productivity and optimizing the user experience.



isolved Owns and Invests in its Technology

Enabling the platform to be extremely agile regarding product enhancements without needing to wait for third-party providers to update their systems. With a continuous release methodology that follows a bi-weekly cadence, partners and clients have access to an evolving and contemporary HCM solution.

Not only does isolved offer a cloud-based platform that is built for product updates, but Network Partners also have access to an API marketplace that features dozens of systems that can be leveraged to expand the power of the isolved platform and meet clients' individual needs.

Partners can browse integrations from a variety of categories, including:

isolved People Products

Pay As You Go Worker's Compensation (WC)

Standard 401(k) Exports

Standard Client Exports

Service Bureau Tools

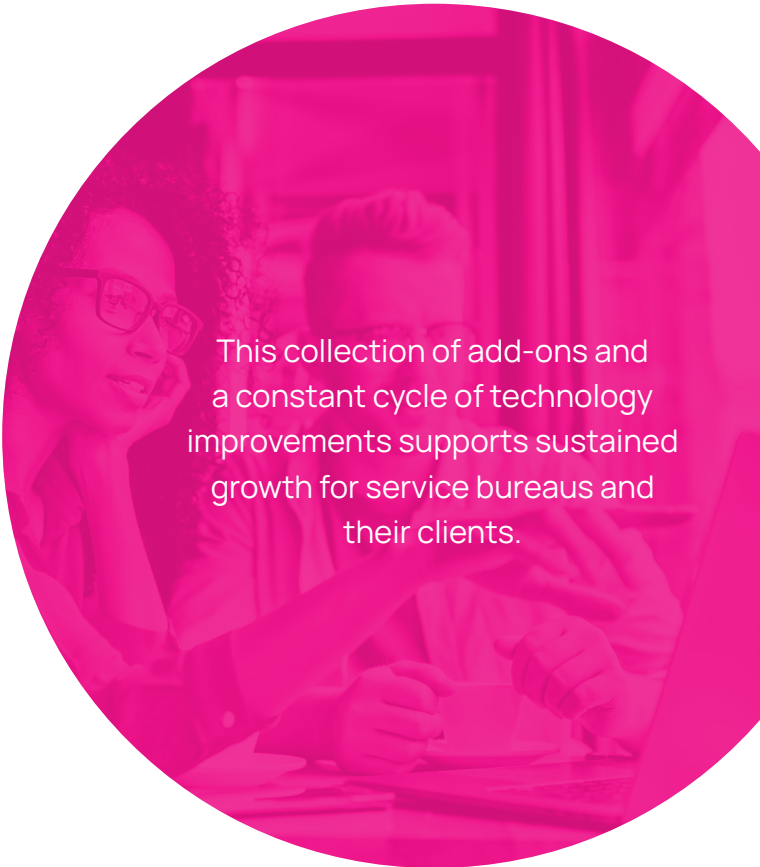
APIs

Timecard Templates

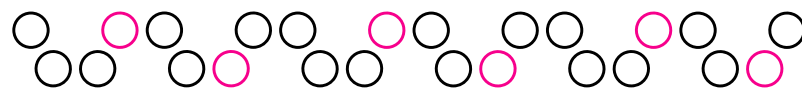
Carrier Connections

Standard WC Exports

ACH Exports



This collection of add-ons and a constant cycle of technology improvements supports sustained growth for service bureaus and their clients.



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Challenge:

Feeling Like You're on an Island

When we enter into any partnership we do so with hopes of long-term collaboration, a shared commitment to success and that our voice will be respected and heard. When a partnership between a service bureau and their technology provider goes south it is typically because the provider falls short in one or more of these areas.

Solution:

Ongoing Opportunities to Learn, Connect and Collaborate

When evaluating a new technology provider, it is imperative to look at more than just technology. Of course, that is extremely important, but what is equally critical is the level of training they provide, not just in the beginning but on a continual basis. It's also crucial to understand the partner eco-system. Are you able to connect and network with other platform users? And finally, does the technology provider value your opinion when it comes to the technology you are using to run your business?

The primary objective of the isolated Network is to form true, long-term, mutually beneficial partnerships. We value our partners and understand their success is our success.

isolated Network Partners have access to a variety of valuable resources, including **isolated University**. This LMS offers courses for service bureau employees as well as role-based access for clients and their employees. Clients can leverage tools within the LMS to create and track their own courses, tests and certifications – which can lead to improved performance and productivity from their employees.

As part of the isolated Network, service bureaus also have access to the **Campus Lounge**, which gives Partners the ability to connect and collaborate. Think of it as a vibrant HCM forum where your business can join trending conversations, post questions and have discussions with others in the service bureau and HCM community who are facing similar situations.

And finally, the **isolated development team encourages feedback** – from Partners and their clients – related to desired HCM features and capabilities. These requests are taken into consideration when developing product updates, so that isolated is always enhancing the experience of its platform based on feedback from everyday users.



Powering your business with the number one workforce management platform from a true partner focused on your success creates a strong competitive advantage.

Challenge:

Multiple Systems and Logins

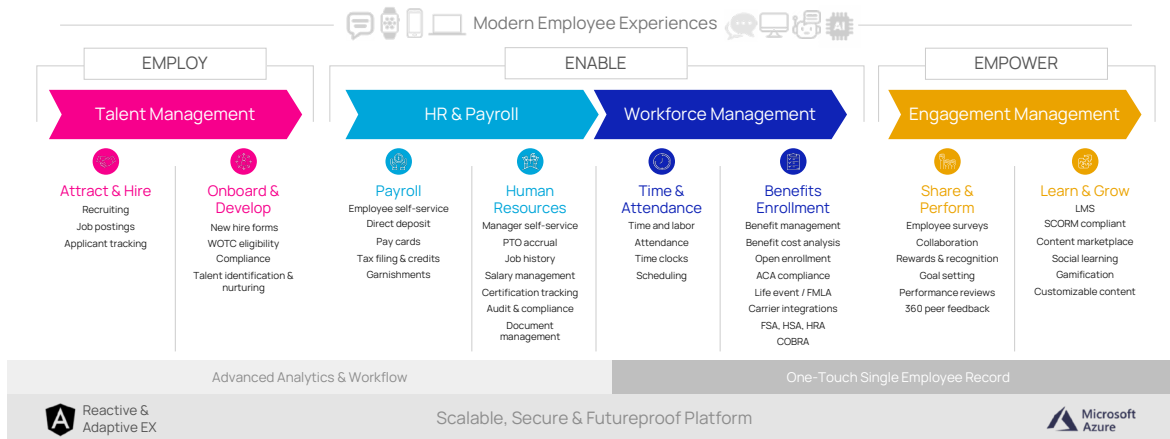
Your clients don't want to have to use multiple systems to manage their employees. Your clients' employees don't want to have to remember multiple logins. Neither do you or your employees. Disparate, bolt-on systems are inefficient and unproductive for you and your clients.

Solution:

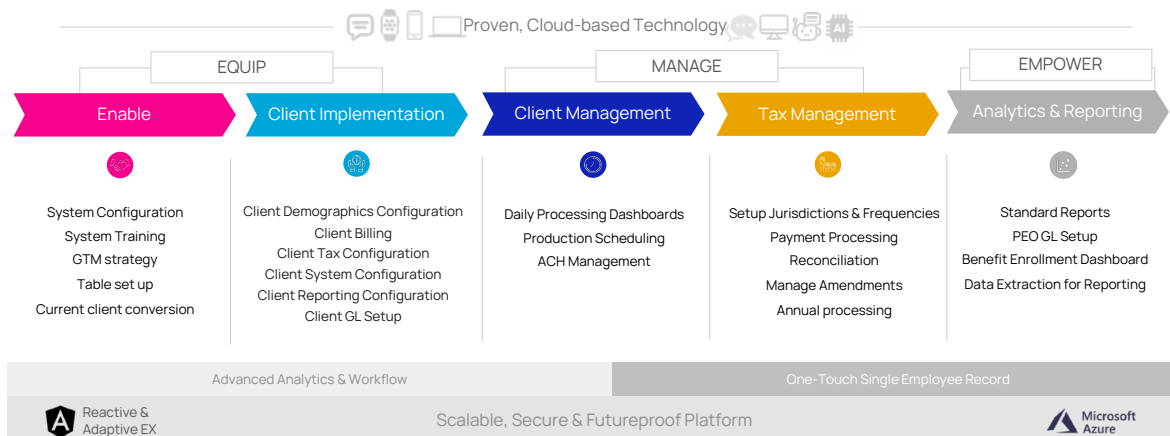
A Single Platform with Client-Facing and Back-Office Functionality

A picture is worth a thousand words:

Intelligently connected HCM for your clients



Robust back-office functionality for you



Bottom line: there is no reason to be managing your book of business – or making your clients manage their employees – through multiple systems.

Challenge:

Growth Support

Having access to the industry's top technology is only helpful if you have clients ready to use it. But what if your business is having trouble generating awareness in the market?

Alternatively, there may come a time when you are ready to take the next step in your entrepreneur journey, but you aren't quite sure what that is. And most importantly – you want to make sure your clients are taken care of regardless of what that next step may be.

Solution:

Marketing Assistance and a Foundation for the Future

The right partner can assist your business in preparing for the future by providing a solid foundation. This means helping you and your clients flourish, as well as supporting your business's marketing needs and future exit or acquisition initiatives.

As part of the isolved Network, service bureaus have access to the **Marketing Portal**, which provides Partners assets like competitive intelligence reports, co-branded collateral and campaign starter kits to generate awareness for their businesses. isolved invests millions into brand awareness, and Partners can build on this brand recognition with their own unique services and business models.

If you are looking to take the next step in the entrepreneurship journey, you can also tap into isolved's **Exit & Acquisition Services**. With the optional exit program, the isolved Network will either purchase your customer base or facilitate a transaction among other Partners in the Network. The benefit? Your clients are still using the isolved platform that they have come to know and love. Conversely, isolved's acquisition program allows you to efficiently exit the business as well as minimize customer disruption. This ensures your clients continue to receive the customer service they deserve, along with the benefits of isolved's top, mid-market HCM technology platform.

isolved truly delivers individualized business lifecycle strategies that suit your needs.

A Partnership that Meets the Needs of Your Business and Your Clients – **Now and in the Future**

As businesses work to rebound from the pandemic, it will be imperative that they have support from their service bureaus so they can stay focused on larger, strategic initiatives. And for you to protect and grow your business, you will need to continue to provide clients with the personalized service they have come to appreciate after an unprecedented year. Providing access to innovative tools that can boost productivity while keeping workforces engaged, empowered and connected is one way to separate yourself from the competition. The ability to offer these tools will also ensure you can provide excellent support when it matters the most.



About **isolved**

isolved is an employee experience leader, providing intuitive, people-first human capital management (HCM) technology to PEOs, ASOs and traditional service bureaus. Our #1 mid-market HCM solution is designed with the needs of your clients in mind. Service bureaus can provide this comprehensive and completely scalable software to customers to handle critical workforce management processes, including time and attendance, HR, payroll, benefits enrollment, onboarding, applicant tracking and ACA compliance. No matter the industry, we help high-growth organizations employ, enable and empower their workforce by transforming employee experience for a better today and a better tomorrow. For more information, visit isolvednetwork.com.

The isolved Network is the nation's premier federation of HCM service providers ranging from traditional service bureaus to Professional Employer Organizations (PEOs). **It is our mission to empower our Network Partners with a single, contemporary, configurable, efficient HCM software platform that enables them to dominate the competition.**

Learn more about how the **isolved Network** can help you strategically grow your business and deliver awesome outcomes with adaptable functionality and a true partnership.

isolvednetwork.com

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