



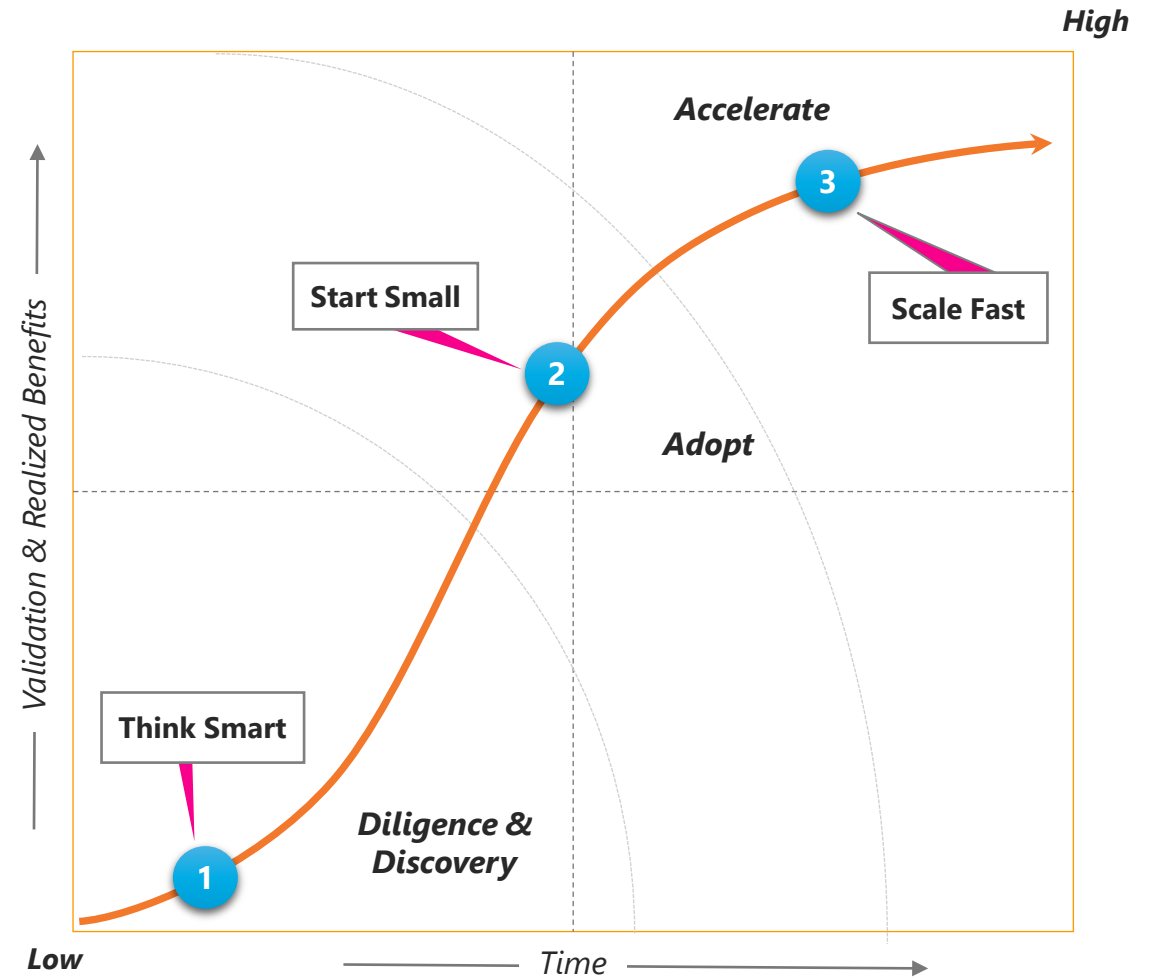
**isolved** Network

Transition to isolved  
Partner Enablement

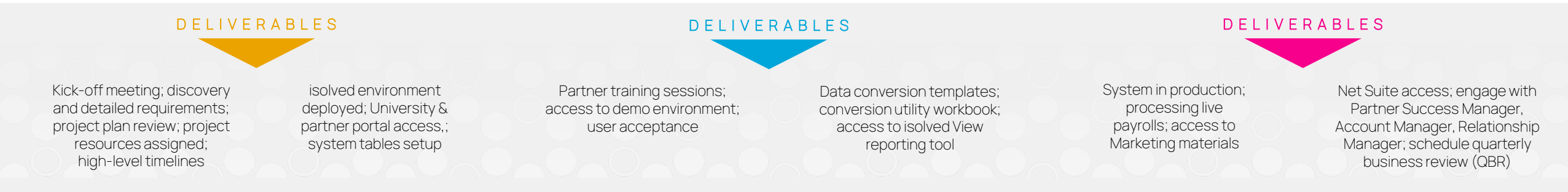
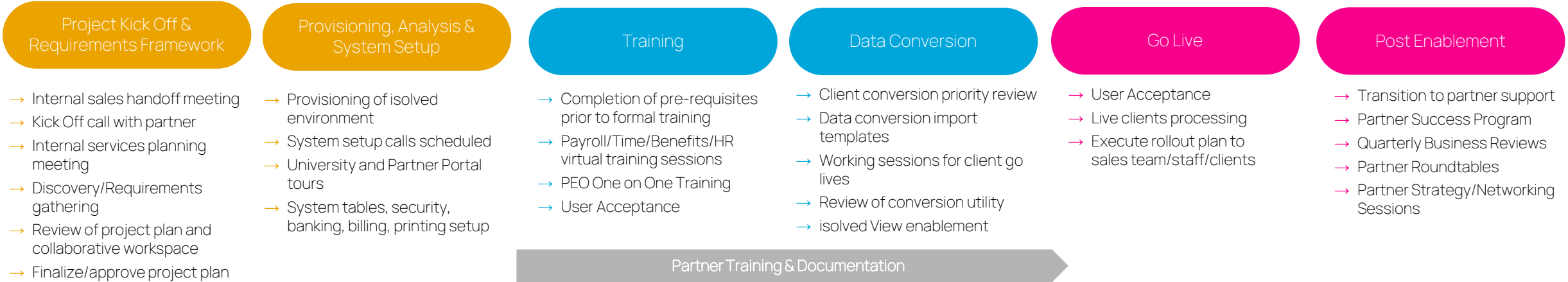
Smart – Small – Fast

# Our Enablement Approach

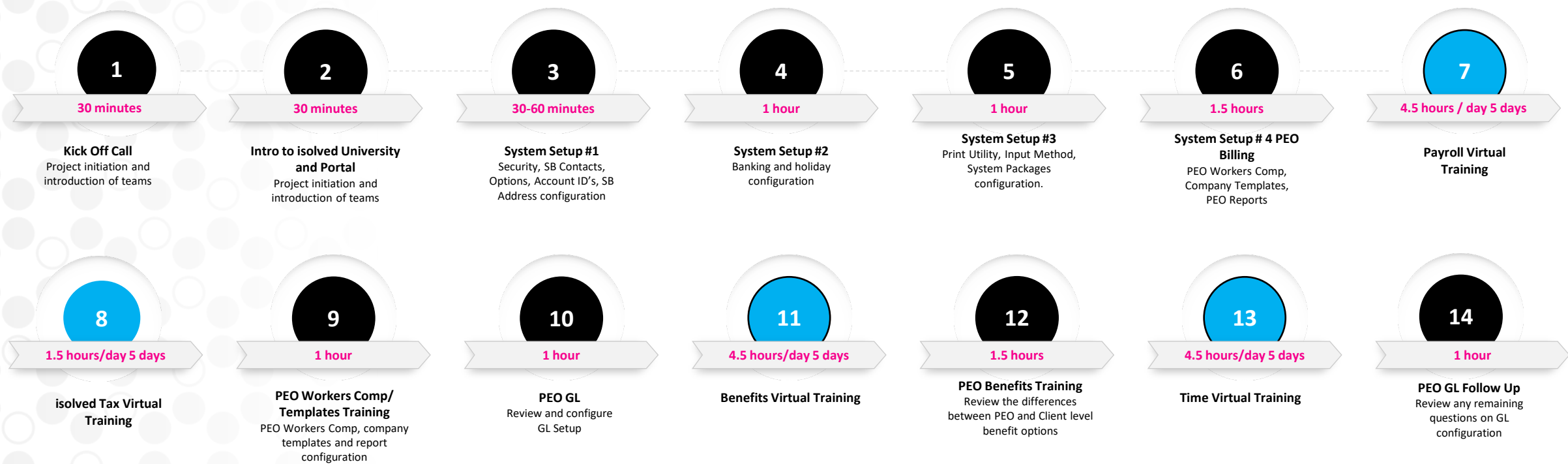
1. **Think Smart.** Led and managed by isolated Enablement Team. Comprehensive Discovery, Training, and Configuration
2. **Start Small.** Led by isolated Enablement Team. Develop plan for initial conversion group for building internal confidence and exciting client base
3. **Scale Fast.** Supported by isolated Enablement Team and Partner Success Manager. Develop a scope and plan for execution of client base conversions and new business generation



# isolved Partner Success Enablement that Delivers Rapid Time to Value







There are approximately 16 hours of prerequisite course work required before training.

# PEO Enablement Timeline & Training

## Best Practices

# Training & Support

## Utilizing Internal Subject Matter Experts (SMEs)



Create an internal Go To Team and documentation for isolated questions

- Typically your Support and Implementation Team Leads
- Creates isolated experts and builds confidence of leaders



Builds knowledge at a quicker pace – fielding questions provides learning opportunities



Answers/documents shared or centrally located



Sparks internal team discussions - helps identify training or process gaps



Results in faster response time to your customers



# PEO Support Expectations



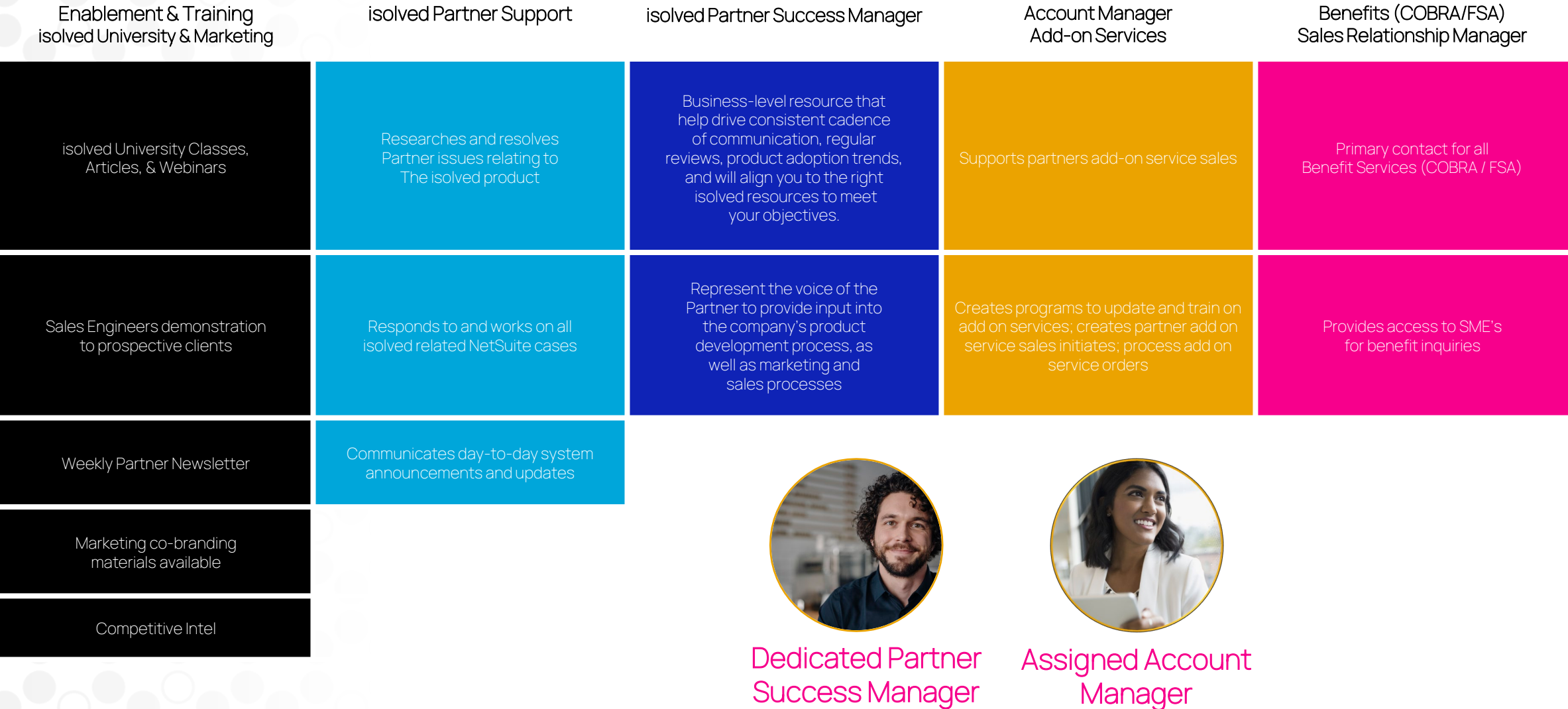
Support team assists with Tier 2 level questions that users need assistance with across product lines.

- Unique client level configurations
- API requests
- Integrations with 3<sup>rd</sup> parties
- Custom reporting needs

- NetSuite is utilized for case management and submission of cases; users provide the detail on the issue to provide the support team with the data needed to assist with resolution.
- NetSuite also is utilized for partner enhancement requests to properly track the request by partner for review, scope and prioritization, if approved.

# A True Partnership

## Support Every Step of the Way





- **Align Isolved Resources:** Serve as primary contact for strategic initiatives and ensure resources are properly aligned to help meet your objectives
- **Partnership and Value:** Understand your business priorities to help align them with your isolved vision; build a roadmap to help you maximize your ROI and success
- **Conduct Strategic Reviews:** Drive regular strategic reviews to assess the impact of isolved and isolved solutions and to make prescriptive recommendations for improvement
- **Time to Value:** Help plan your conversion and adoption strategies, and proactively identify/mitigate risks to bring more value overall
- **Tools and Resources:** Develop programs, tools and resources to help drive sales and grow your business
  - Marketing Toolkits
  - Partner & Client Surveys
  - Internal Tracking Tool for Partner Suggestions

Ensuring highest level of partner satisfaction  
and success

# Partner Success Management

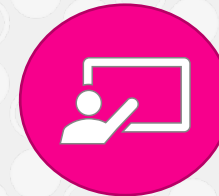
## Partner Networking & Collaboration



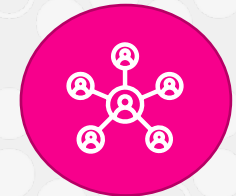
Partner Roundtables



Monthly Strategy  
Sessions



Monthly Product  
Training Webinars



Connect User  
Conference



# Dedicated Portal for Sales, Marketing & Communications

Type your search words here

Collateral | Comp Intel | Branding | Infographics | Presentations | Marketplace | Videos

Resources: Recently Updated

New! Updated 04.01.2021

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Needs Audit

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Category:

Tags:

Attract & Hire Needs Assessment Resources

The Attract & Hire Needs Assessment and Needs Assessment Framework were discussed during the Attract & Hire webinar in March 2021. These are great resources to use internally when preparing for and conducting a demo of Attract & Hire. For Internal Use Only.

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Category:

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New! Updated 04.01.2021

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Hiring Software Buyer's Guide

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Request this item co-branded

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Collateral

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Attract & Hire

New! Updated 04.01.2021

COBRA Administration

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isoloved Benefits Services COBRA Administration

This sales sheet can be co-branded and used to market and sell COBRA administration services.

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Request this item co-branded

Category:

Collateral

Tags:

COBRA

Say hello to the new isolated! Your clients' needs look a little different these days, and we're evolving along with the future of work. Read our press release.

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Lesley Lyons

Admin Dashboard

News

COVID-19

Calendar

Schedule a Demo

Product

Resources

Training

Contact

Welcome to the

Network Partner Portal

Welcome to the isolated Network Partner Portal! Here you'll find a variety of resources, documents, and information to help you promote and sell isolated to your clients, as well as boost your organization's growth and success.

Read News

Schedule A Demo

Schedule an isolated demonstration with one of our Sales Engineers.

Scheduler FAQ PDF  
Video: How to schedule

Go

Register for the Weekly Demo

We host a weekly isolated demo to showcase the product's most common features for prospects. You can register for that demo here.

Go

isoloved Product Release Information

isoloved Product Updates, including Roadmap

Go

Product Release Calendar

Upcoming Product Release Dates and Partner Release Meeting Schedule

Go

Product Roadmaps

Product enhancement overviews  
2021 Product Roadmap

Archive

GDPR Fact Sheet

General Data Protection Regulation (GDPR) information and resources.

Go

Time Clock Order Form & Pricing

Time clock order form. For pricing information, please check the "Product Add-on Pricing" tile.

Go

API Order Form and Pricing

This form is for requesting access to the isolated API.

Go

Product Add-On Pricing and Order Form

isoloved Network Partner add-on product pricing information.

Go

March 2021						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
28	1	2 2:30p isolated 7.3 Release Meeting	3 4:30p Software Reviews Training	4	5 5a isolated 7.3 Release	6
7	8	9	10	11 2p isolated Learn and Grow Administration Training	12	13
14	15	16 1p Attract & Hire: Help Clients Streamline Hiring Processes - Recording 3p isolated 7.4 Release Meeting	17 1p isolated Compliance and Security Webinar 2021	18 1p isolated Attract & Hire Demo Training 101	19 5a isolated 7.4 Release	20
21	22 3p Staffing for Success Strategy Session Recording	23	24	25 2p Webinar: How to Roll out Your Adaptive Employee Experience	26	27
28	29	30	31	1	2 5a isolated 7.5 Release	3

News

COVID-19

Calendar

Schedule a Demo

Product

Resources

March 31, 2021

PPP Extension Act of 2021 & isolated 7.5 Release Questions

PPP Extension Act of 2021 The PPP Extension Act of 2021 (HR 1799) signed by the President on March 30, 2021, gives businesses another 60 days, to May 31, 2021, to apply for a PPP loan. The Act authorizes SBA to process timely applications through June 30, 2021. Based on available funding, the current lending rate, and pending applications, the SBA projects that funding may only last until mid-April...

Continue Reading

Category: COVID-19 Tags: isolated 7.5 release PPP Extension Act of 2021 product releases

March 30, 2021

April Vertex Release

The following are a few notes related to the Vertex update scheduled for 4-2-21: When Vertex is deployed for IL SUI companies using tiered rates, a 2020 and 2021 tiered rate tax record will be inserted so IL SUI tiered tax continues to calculate as expected. There should be no impact on the IL SUI calculation but the records will display on the Company Tax Maintenance screen for IL SUI tiered...

Continue Reading

Category: Tax Updates Tags: Vertex

March 30, 2021

isoloved 7.5 Release Notes and Pre-Recorded Session

Happy Tuesday! Our 7.5 isolated Core and Adaptive Employee Experience release notes are live in the University. There were 2 items that needed some extra explanation so a pre-recorded video has been added. isolated 7.5 Core Release Notes and Recording isolated 7.5 Adaptive Employee Experience Release Notes

Continue Reading

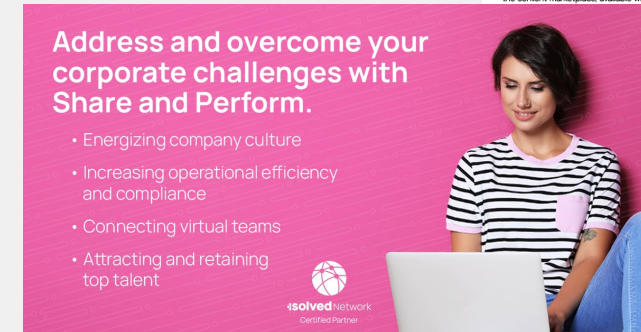
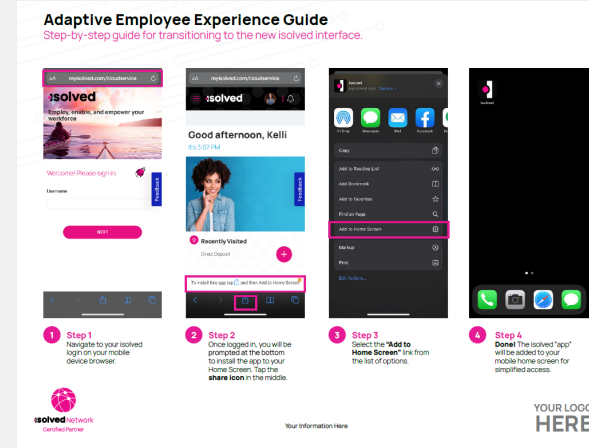
Category: Releases

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- Dedicated Marketing Manager
  - Marketing toolkits (email, social, video, collateral)
  - Cobranded materials
- Dedicated Account Manager
  - Monthly training sessions
  - Co-branded training sessions
- Skilled Sales Engineers
  - Conduct demos
  - Consult on how to demo

## Sales & Marketing Resources & Support



*"The A & H webinar yesterday was very well done. It's a good, usable product and the webinar was clearly well planned and orchestrated. Our Sales Reps all watched it or will shortly if they weren't able to attend yesterday. Much like LMS, we should absolutely be selling more of this product."*

*"My sales team has taken both trainings over the past couple days so we're laser focused on this in April."*

*"Great training - very useful."*



# Get Started!

Bruce Dennis

VP of Business Development & Strategy

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