

CUSTOMERS FOR LIFE BROCHURE

# A partnership for life

Our dedicated and experienced customer teams make Sage People much more than a HR and People system

Sage



# Table of contents

Introduction	Page 3
Our team mantra	Page 4
The customer journey	Page 5
Our Customers for Life team	Page 6
What our customers say	Page 13

“Sage People’s customer success team continues to have a high-touch, brilliantly responsive approach to customer service.”

**HR director**, international currency services company



# Introduction

## Our team is your team, and our mission is your success

We live by our mission; there's a reason why our customer services team is called 'Customers for Life' (CFL) at Sage People.

We're building a global system and service we believe in – as well as a strong, diverse team of curious, creative people working tirelessly together to create great experiences, for both our customers and their workforce of over 400,000 end users worldwide.

For our customers, managing people means managing change. That's why we have a strong emphasis on continuous, ongoing learning across all the teams at Sage People, spearheaded by our Center of Excellence team to ensure we're providing the best customer experience and services possible.

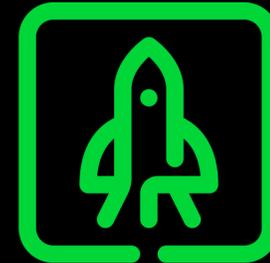
Our CFL team is made up of five key teams, including our partner network, with vast HR experience and deep product knowledge. They're committed to providing exceptional customer support by sharing the latest HR insights, knowledge and resources, all to help you embrace the changing nature of working life.

Customers can experience 80-100% adoption of their Sage People system within two weeks of implementation. We encourage our customers at the start of their journey with us to begin the entry level training course as soon as possible.

We partner with you to plan success metrics, we then track those agreed metrics, as well as system utilization and customer satisfaction scores to ensure your continued success.



**400k+**  
end users

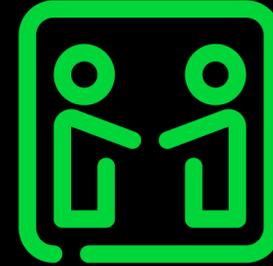


**82%**  
system adoption in first week of launch  
Shawbrook Bank

# Our team mantra

## Our people are your people, for life

As a company, we are devoted to ensuring that our customers receive an exceptional service that satisfies all your needs. These guiding principles drive the behavior of Sage People; every member of the team knows these principles, and they are embedded into all areas of training and development across the organization.



### **Customer first**

We always start with our customer and put them at the forefront of what we do. We understand their differing and changing needs. We focus on making them successful and we value two-way communication so that we continually learn and serve customers better.



### **Together we succeed**

We solve problems as a team. We support and respect each other, always committing to our word with our customers. We collaborate with you, through learning and shared insights and recognize the unique contribution that both organizations make for shared success.

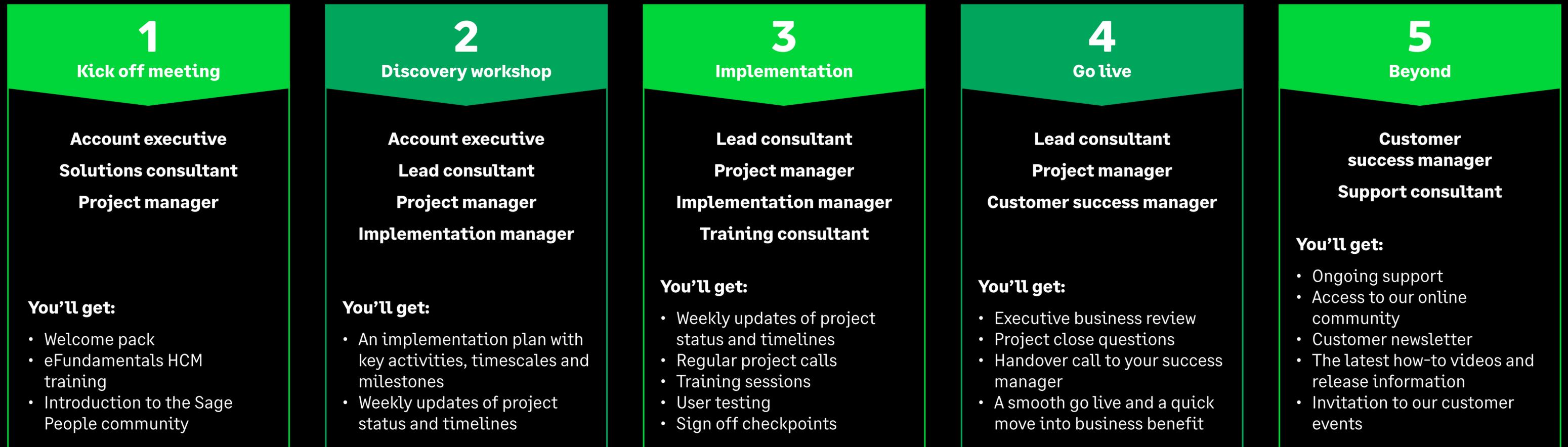


### **Learning and innovation**

We're always looking to solve real customer problems by doing things differently. We adopt a learning mindset to continually improve, drawing on a diversity of views and experiences. We experiment with a clear sense of purpose - starting with the customer and putting you first.

# The Sage People customer journey

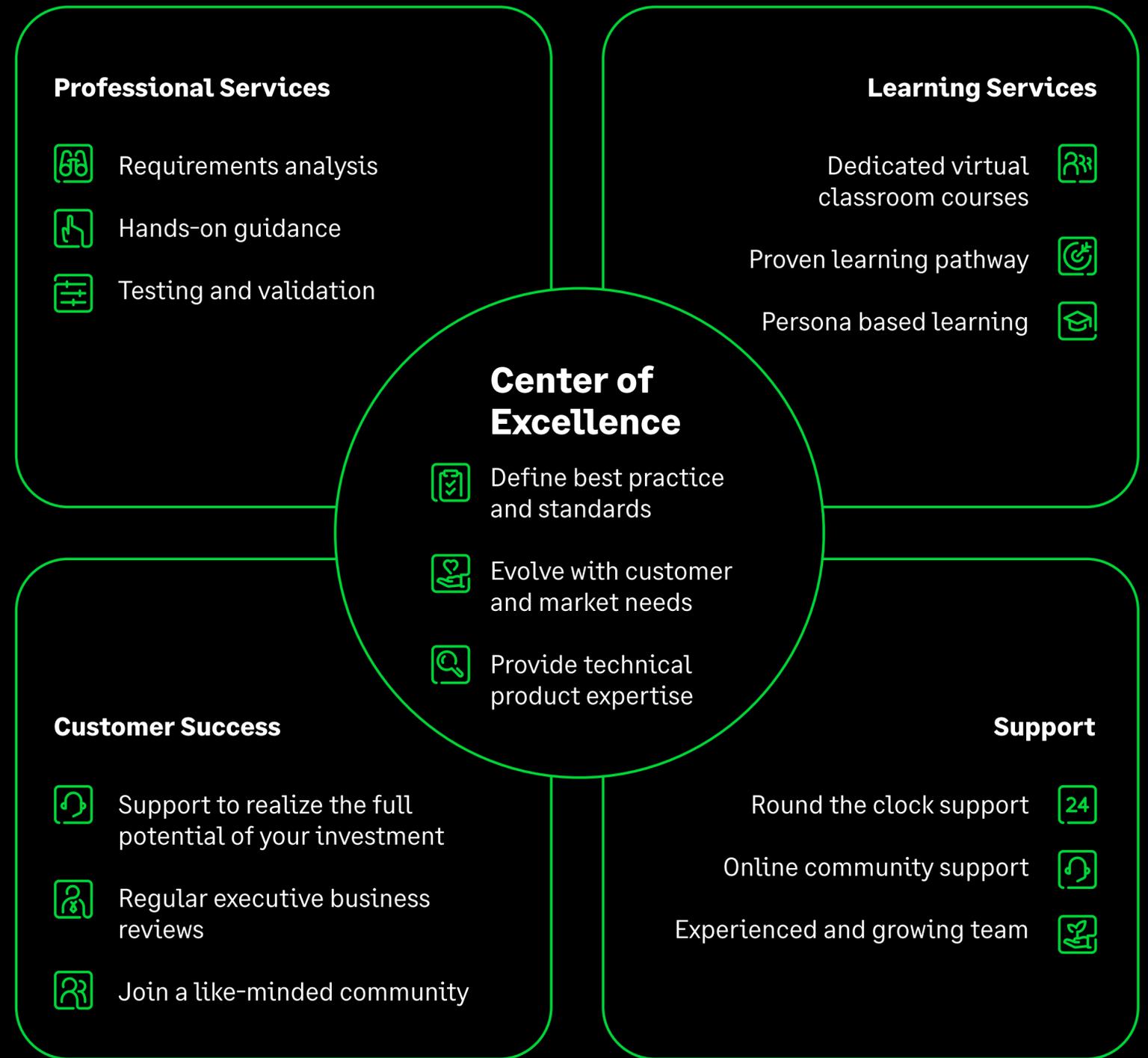
Who you'll engage with and what you'll get at each stage



# Our Customers for Life team

Five teams tightly integrated to support your journey

Throughout your journey with us, from inquiry to ongoing customer care, our team works tirelessly and passionately to understand what success means for your company, so we can ensure your Sage People system is built in a way that works best for you and your people.

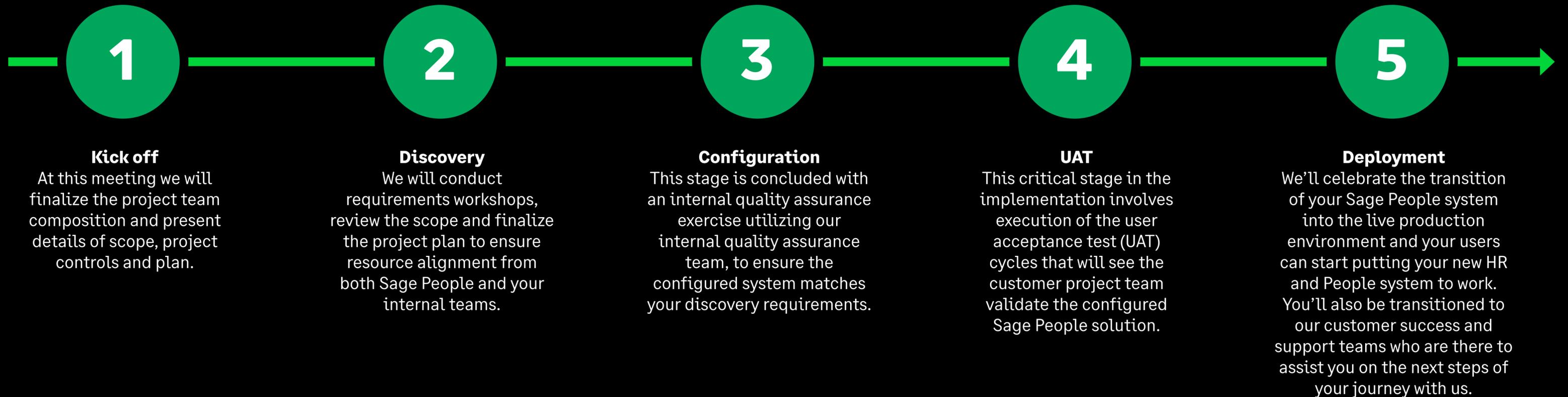


## Your implementation project is in good hands

Our consultants and partners have vast experience working on implementation projects, in many different industries and geographies. Our team and partner network is global so you can work with localized consultants wherever your team is located. They review each milestone of your project to uncover potential issues and help mitigate risk, so you can rest assured your project is in good hands. At go-live you'll get a flexible and comprehensive HR and People system to engage your workforce, with room for future growth.

## Successful implementation methodology

Sage People's implementation is a tried and tested methodology made up of phases, tasks, and milestones throughout each project. Our partners use the same tools and follow our standard approach as best practice to ensure the successful delivery of your system. There are five key steps:



## Building your core knowledge

Training is the foundation to customer enablement and success. When it comes to Sage People learning services our training is scenario and experience based, not just point and click. We bring to life your day-to-day tasks and show you how to effectively use the system to meet your business needs from day one.

### Training formats

From the beginning of your learning journey using our online eFundamentals course, to attending virtual classroom sessions, our training services offer learning interventions throughout your implementation project, after 'go-live', and throughout your journey with Sage People.

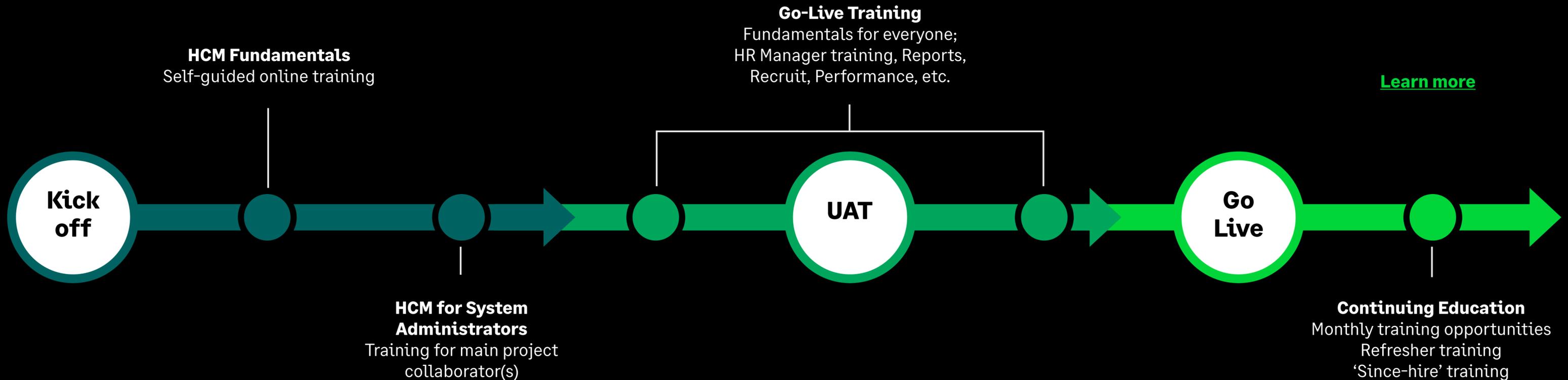
#### Online

Online courses means you can learn in your own time and give you the ability to revisit the course to consolidate what you've learnt.

#### Virtual classroom

Train with us in a virtual instructor led classroom, where you'll learn alongside other customers in our community.

## Training journey



## Center of Excellence

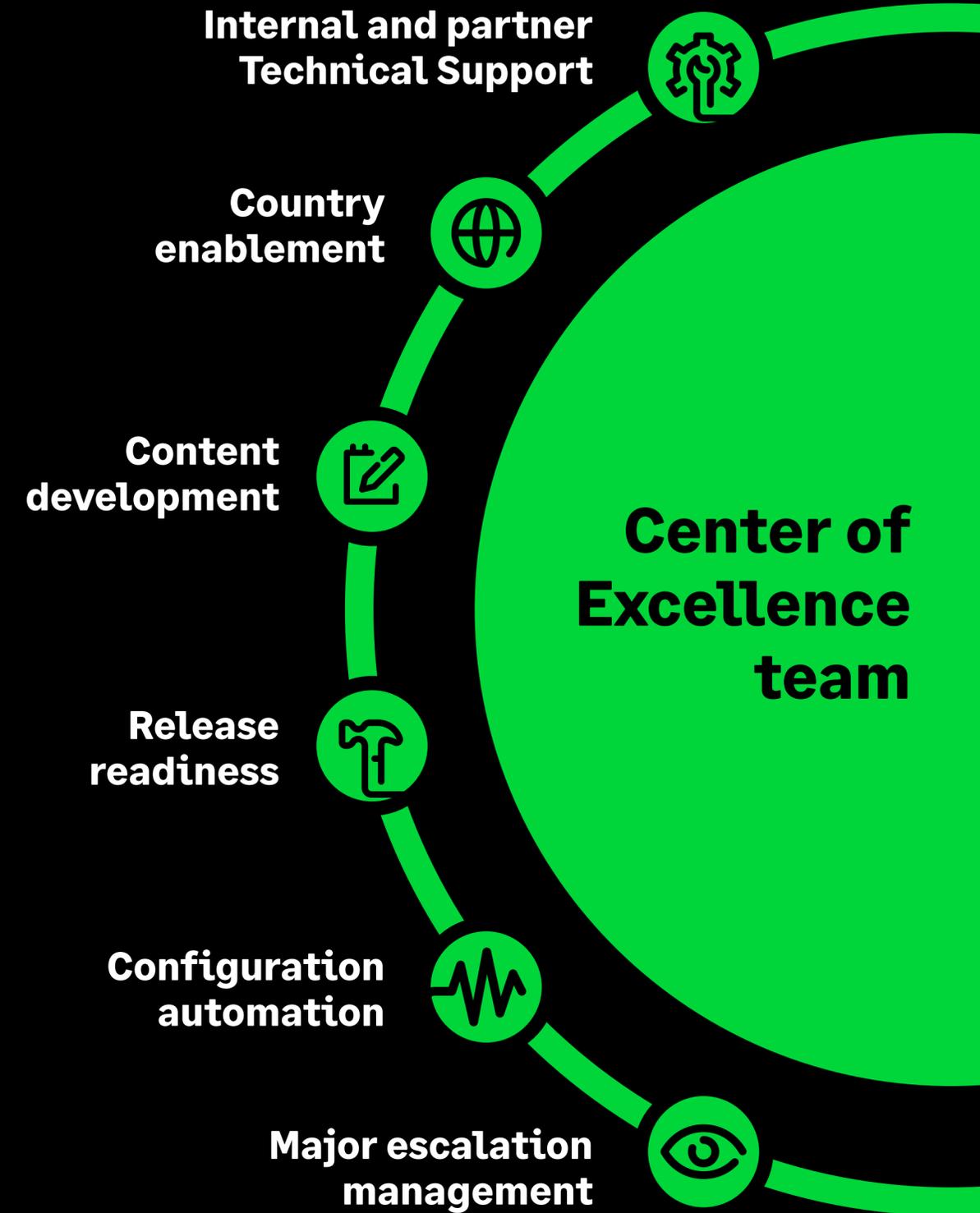
### The glue that holds the Customers for Life team together

Sage People Center of Excellence (CoE) team are our solution gurus. They are experts in the Sage People product, business process management, and HR and People management, equipped with an average of five years Sage People product experience individually and over 40 years collectively.

They empower our customer facing teams to optimize Sage People and achieve delivery excellency globally while ensuring delivery of our customers' desired outcomes. This is achieved by ensuring global consistency for the delivery of our solution and enabling internal colleagues and partners eco system to excel in supporting each other and our customers.

### How Sage People's Center of Excellence team helps

- ✔ Support Sage People delivery teams with advanced product configuration that meets our customers' unique use cases
- ✔ Ensure the readiness of our delivery teams globally to support and deliver new product releases
- ✔ Build our product knowledge base and guides based on research and identified best practice
- ✔ Automate configuration to reduce implementation time and risk of errors
- ✔ Lead major customers escalations if they arise, identifying root causes and action plans quickly and effectively



## Our mission is your success

Every customer is supported by the Customer Success team whose focus is your success, working together to understand your needs, priorities, and desired business outcomes. Understanding your strategy and ongoing objectives to help you in achieving your desired outcomes.

### We work with you proactively each step of the way



#### One size does not fit all

Our customer success team aligns to your individual ongoing business objectives and success measures, working in partnership with you to deliver your desired outcomes.



#### Our Customer Success team

Supports our customers in many ways, including:

- Being your internal advocate within Sage
- Delivering continuous improvement through assessment of your evolving needs through executive business reviews
- Identifying ways to maximize the benefits of fully adopting the Sage People solution
- Providing regular updates and resources on new features or partner products you might be interested in
- Identifying any roadblocks or obstacles to your success (and how to get back on track)



#### Customer events

Our events and webinars are ideal for customers that are eager to learn more about Sage people functionality and hear from others in the Sage People community to share insights on how they utilize the platform to its greatest potential.



## Get support in a way that suits you

We understand that things happen, mistakes are made, and issues arise. You can rely on our highly experienced, dedicated support team to help resolve your queries quickly and promptly. Our growing team of support executives are here for you. Based in the UK, the US and Australia we provide around the clock customer support.

As our frontline, they help hundreds of HR and People teams every day. Most importantly, they are friendly, helpful and full of ideas on how you can get the most out of your Sage People system. However you choose to contact us, you'll benefit from expert support from our global support executives.

### You can get support in these ways



#### Email support

You can email us directly which will raise a ticket for our team, and we'll get back to you. We use Salesforce Service Cloud for case management and root cause analysis, with rapid incident management response times.



#### Phone support

Our support plans provide telephone support so you can speak to a member of the team right away.



#### Detailed support content

You'll benefit from a wealth of online support documentation, covering everything from the core features of Sage People, to our supported partners and integrations, as well as information about upcoming product releases.



#### Community

Our online community offers self-service access to howto videos, support guides, case management reports, discussion groups, product release information, and Sage People experts and other users.



## Ask questions, swap tips and stay up-to-date

### The Sage People community

We're committed to providing exceptional customer services and enablement by sharing insights, resources and support, all to help you succeed. Through our online community you can access self-service support, knowledge resources, discover what's new, and join and engage in group discussions where you can get answers and feedback from Sage People experts and fellow customers.

### As a customer you can leverage these community features:



#### Knowledge library

Easily search our user manuals, customer success videos and webinars, as well as knowledge articles and tutorials.



#### Submit your ideas

Have an idea to make Sage People even better? Give us feedback on our product and services and submit ideas and vote on others.



#### Group discussions

Access all our customer chatter groups centered around specific HR and People topics and product areas.



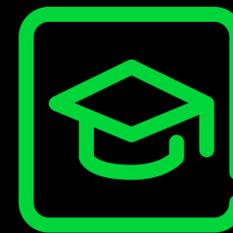
#### Customer support

An easy way to raise, view and track the status of support cases. You can also order more licenses through the online community.



#### News and updates

Get the latest updates, key announcements and product news so you are always in the know when it comes to Sage People.



#### Learning services

Designed to fit into your busy schedule, master the full power of your Sage People system with our flexible learning and training services.

[Learn more](#)

# What our customers say

“The success of our implementation project was due to our implementation consultant. They exhausted every avenue to meet our requirements, we felt they went the extra mile.”

**Senior Solutions Specialist, TOMRA**

“We found the Sage People team responsive, knowledgeable and eager to help us get the benefit from day one.”

**Operations Director, Spencer Ogden**

“Quick response and clear instructions on steps to follow. Always a great support service.”

**People Team Manager, Hawksford Group**



## Customer success stories

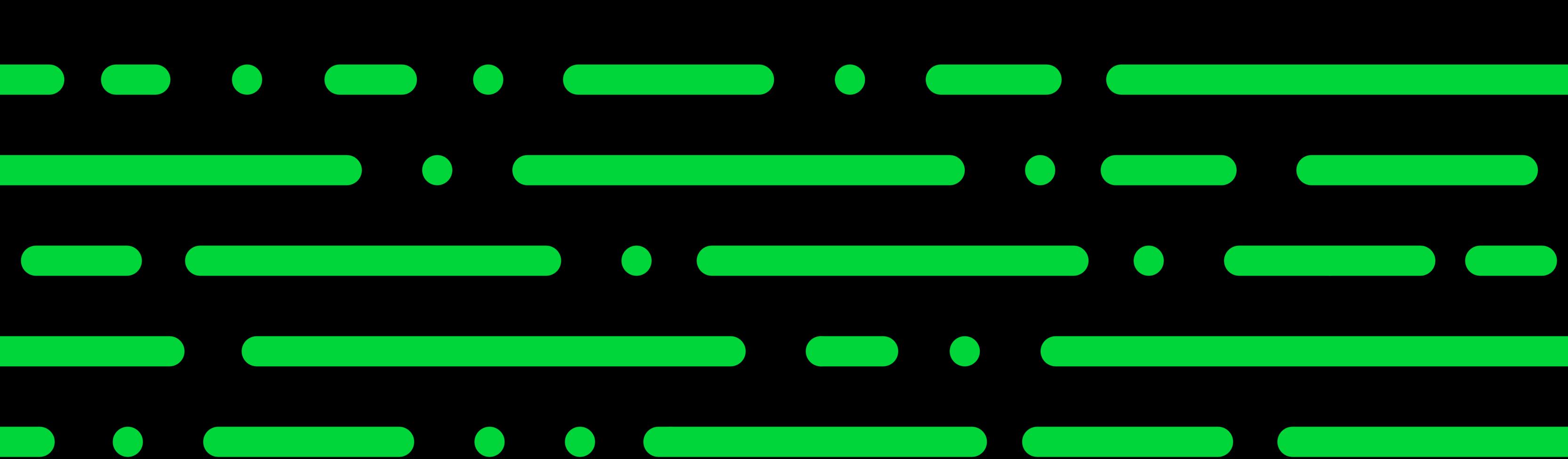
See how other Sage People customers ensure their business is resilient and flexible, while delivering amazing workforce experiences.

**Customer success stories (UKI)**

[View videos](#)

**Customer success stories (US)**

[View videos](#)



[sage.com](https://www.sage.com)  
0191 479 5911



**Sage**

©2022 The Sage Group plc or its licensors. Sage, Sage logos, Sage product and service names mentioned herein are the trademarks of The Sage Group plc or its licensors. All other trademarks are the property of their respective owners.