

10

Ten Reasons Why Companies Choose APS

Why APS?

Businesses choose APS as their workforce partner because of our focus on the customer experience.



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Know the Company Behind the Software

When it comes to looking for a new workforce management solution, finding the right solution is only half the battle. You need to know the company behind the software you're considering. Then you know you're getting a long-term workforce partner long after the implementation of the software.

For APS, it's about what we can do to make payroll and HR tasks easier for our customers to accomplish their mission. Focused on the user experience, we continually listen to our customers' changing needs and help them achieve their business goals with easy-to-use technology and responsive customer support.

So why should you trust APS to help you solve your biggest workforce management issues?

Here are the top ten reasons why companies choose APS

1

Customer Support Model

Our purpose for everything we do is our customers and that's what truly sets us apart from our competition. So you'll have access to a dedicated account team that is just a phone call, email, or support request away to answer any questions you may have. In fact, we include industry-leading answer and response times in every customer agreement as an SLA. Because providing highly responsive support behind our software is important.

2

Configurable Technology

Since our technology is developed internally, we're able to extend advanced configuration capabilities to our customers. Whether you need to integrate your accounting package, connect with your benefits providers, or create something unique, we can help. [This flexibility allows you to continue using your existing business investments](#) while gaining a best-in-class workforce management solution.

3

Unified Design

Whether you're just looking to automate your payroll processing or need a platform that can handle your entire employee lifecycle, it's a lot easier to manage those processes in a unified system. That's why it's so important to choose a [payroll and HR solution built as a single solution](#). This gives you the ultimate flexibility to use exactly what you need and expand as your business needs grow.

4

Platform Usability

There's a reason our customers have voted us Best Usability on G2. When you develop technology with usability in mind, you do things differently. Payroll and HR tasks aren't getting any less demanding, so we take the time to think through the most complex, time-consuming tasks and make them easier. [We're all about providing the best possible user experience so you can work smarter, not harder.](#)



5

Payroll Tax Relief

With everything else you have going on, payroll taxes should be the last thing you have to worry about. Our tax compliance experts will work with you and set up your payroll taxes correctly from day one. They'll also make sure your payroll taxes are filed correctly and on time*, so you can focus on more important tasks. And they're good at what they do, with a tax fee ratio of 0.0000003 per \$1 billion in payroll tax payments processed.

6

Attention to Detail

From the first conversation, we take the time to listen and understand your needs so we can determine how our system can best solve your current challenges. Our goal isn't to make a sale, it's to [help businesses solve their pain points and be more strategic](#).

7

Implementation Done Right

Anything worth doing is worth doing right. [The same goes for implementation](#). That's why we import your year-to-date history from your previous provider, conduct a complete data reconciliation, and run parallel payrolls to ensure accuracy. That means one W-2 for your employees instead of multiple W-2s with other providers.

8

Alleviated Burden

We know what you're thinking: *"I'm going to switch providers at the beginning of the year so I can start with a clean slate."*

But there's no need to create additional stress around year-end. [APS can create that "clean-slate" environment any time of the year](#), so you can leave that stress behind in time for the holiday season. We've completed many successful implementations throughout the year, with the same personalized attention given to each customer. We can do the same for you.



9

Data Accessibility

It's important to us that our customers have access to all their data. Working in a solution that doesn't purge your data and keeps a complete audit log of all changes makes your job easier. And we're all about making payroll and HR easier.

10

Customer Satisfaction and Loyalty

When we say our customers are our top priority, we mean it. APS has a better understanding of our customers' needs than any other vendor in the market because we put them first. With a best-in-class NPS score of 62 and a 99% CSAT score, we stay connected with our clients' needs and provide a rewarding user experience.

Your Workforce Management Partner

When you choose the right solution for your business, you also gain a partner who continually works to meet your needs. There's no better time to switch to a workforce partner who's ready to make payroll and HR easier for you.



Your Workforce Partner

**APS guarantees tax payments and filings to be accurate and timely, as long as the data provided to APS is accurate, timely, and the customer's account is sufficiently funded to cover all payroll tax liabilities. If a tax penalty is the result of our error, we'll maintain the abatement process and absorb any fines or interest due.*



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