

# When you use **COMPOSE**, you get **VIP support**.

## 15 years of **Satisfied Customers**

For over 15 years, **COMPOSE** has enjoyed customer retention and satisfaction rates of over 90%. Our responsiveness and personalized support through implementation and beyond ensures that you receive the maximum return from all of the efficiencies and flexibility that our high performance software offers.

Many organizations have an HRIS system but lack the aftercare necessary to gain the most from their investment. More often than not, once the system is in place the team leaves, and additional support is left to 800# help lines, manned by individuals not familiar with your system.

## #1 **Technology Selection Regret** *\*don't fall into this trap*

Recent research shows that eight out of 10 HR decision makers have expressed regret when it comes to their HCM technology choices. The number one reason why? Poor service.<sup>1</sup>

Product features and functionality are typically what first comes to mind when one is evaluating the effectiveness of an HCM solution. But buyers are seeing first hand that it's actually service that has the greatest impact on success.

Think about it: the technology is only as good as the person using it. Without adequate training and user support, a product's value simply cannot be fully unlocked and realized.



**68%** of HR execs regret their choice in HCM provider due to poor customer service.<sup>2</sup>

“ An outstanding product, a project team partnership that can't be beat, and support that stayed with us through the go-live period are just some reasons our HR call center received only a handful of calls compared to the hundreds received last year. Thanks Decusoft!

– Senior HR Project Manager  
Financial Services Firm



## **COMPOSE:** Delivering Unmatched Value and White Glove Support

No aggravating online forums. No complicated question threads. No outsourced resources.  
No generic 1-800 help lines. **Just one-on-one personalized support.**

# Why choose **COMPOSE**

Organizations around the globe use **COMPOSE** to facilitate higher functionality and streamline the management of employee compensation processes. Today, **COMPOSE** manages the compensation of hundreds of thousands of employees in a multitude of industries.

If you don't work with an HCM partner that makes customer service a priority, then you risk a less than optimal software implementation experience. We ensure that all of our **COMPOSE** customers get the VIP treatment, which includes expert customer service, rapid response times and personalized support.



“ The #1 regret of HR decision makers when making an HCM software choice is **poor service** – not product functionality, user experience or cost.<sup>3</sup> ”

<sup>1,2,3</sup> Kelton Global Research: "Service: The Missing Factor in HCM Software Satisfaction – Avoiding the No. 1 Regret in HCM Technology Selection."

## Choose a partner that cares. Choose **DECUSOFT**.

Our proprietary implementation model includes a resource team dedicated to your account. This white glove approach gives you continual access to a live person who is intimately familiar with your compensation process throughout the entire lifecycle of your relationship with us. The result? A support system designed to ensure that **COMPOSE** meets all of your compensation needs.

Will you choose a vendor that may not be available when you need them or will you choose a lifelong partner who understands your business and is invested in your success? When evaluating a compensation management software solution, think beyond functionality. Think service. Think Decusoft.

Contact us for a product tour now or download our product sheet today.

**decusoft**<sup>™</sup>

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