

Technology Industry Toolkit

Your assets for January 2023

- Industry Overview/Qualifying Questions/Pain Points
- Gaining Access Emails
 - QuickBooks Time
 - Workmates by HR Cloud® Engagement & Recognition
 - Litmos Training Platform
- More useful tools
- Social Media Post for National Technology Day
- Differentiators/Fit for Technology Industry
 - QuickBooks Time
 - Workmates for Technology
 - Litmos for Technology
- Win Stories
 - QuickBooks Time
 - Litmos
- Industry Data Sheets/Feature Flyers
 - Quickbooks Time
 - Workmates

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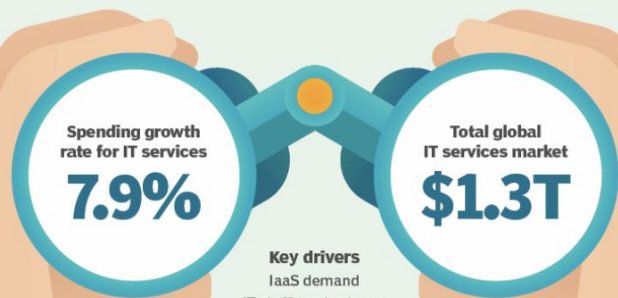


Industry Spotlight: **TECHNOLOGY**

IT Services Market Size Set to Grow 7.9% in 2023 to \$1.3 Trillion

According to a recent article on [TechTarget.com](https://www.techtarget.com), 2023's projected uptick in IT services market size stems from IaaS demand and the enterprise need for staff supplementation.

Gartner's 2023 outlook for IT services



Key drivers
IaaS demand
IT staffing shortages
Accelerated digital initiatives

What to watch for
Projects broken into several contracts of shorter duration
Customers exploring globally sourced IT staff

Three tiers of demand
Strategic consulting
Implementation services/on-the-job training of IT staff via consultants
Managed infrastructure services

Qualifying Questions:

1. How are employees currently tracking time?
2. What are your biggest challenges with your current process?
3. How does the time get to the office and entered into payroll/accounting?
4. Do you have prevailing wage jobs which require you to provide certified payroll reports?
5. Do your employees work irregular hours

Technology Industry Customer Pain Points

- 74% of admins manually enter data on physical time clocks, spreadsheets or paper timesheets, which result in weekly errors that can cost time and money.
- Logistics can be difficult with IT technicians in the field and software developers with eclectic schedules who often prefer to work at night. Can be hard to keep track of location for each employee.
- Calling in for check ins for time tracking not particularly accurate - multiple calls per day with whereabouts disruptive to office team
- Hard to track drive time accurately, predict accurate job costing, and hold employees accountable
- Most developers and programmers want to be able to manipulate QuickBooks Time themselves to work with other software solutions
- Manual processing can take hours with scheduling and entering employee hours
- Overtime can accumulate causing increased payroll costs without "real time" time tracking and monitoring of team.

Email Template to Send to Prospects/Clients

Hi [Insert Client Name],

If you have technology clients including IT technicians, developers, and programmers, some of the biggest challenges they are face when it comes to time tracking include:

- Workforce visibility to locate employees closest to a tech client with an issue
- Scheduling updates for employees on the go
- Irregular hours that don't fall within the standard 9 to 5 range
- Expensive labor costs due to overtime
- Employees onsite and traveling to various locations need to track time by job

We have solutions to help you with these challenges.

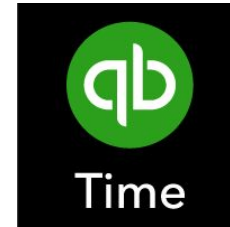
By using one of our ADP Marketplace partners, QuickBooks Time integrated with ADP® payroll, you can:

- Save an average of **4%¹ on payroll costs**
- **Handle complex pay rates** and ensure **more accurate future job costing**
- **Stay compliant** with payroll, time tracking, breaks, PTO and more
- **Increase visibility and productivity with the Who's Working Window**

Are you available at: _____ to discuss how your business is handling these challenges and allow me to support your efforts?

(Insert signature)

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Contact: Danielle Price
qbtimechamps@intuit.com
480-234-7268

QuickBooks Time Differentiators for Technology

Robust Mobile App with 12 Customizable Labor Levels

QuickBooks Time allows for 12 customizable fields for admins/employees to track against. These fields can be required and assigned to specific employees. Custom Fields can be formatted in Numeric only, Decimals, Free Form, Pick List.

Click to watch video [QuickBooks Time Mobile](#)

Cascading Fields with Reports

Cascading Fields allow an “if this, then that” approach to data collection minimizing errors and creating ease of use for employees.

Click to watch [video!](#)

Breadcrumb Trail

QuickBooks Time can track the employees location in real time throughout their work day, showing as a breadcrumb trail.

Click to watch [video!](#)

Intuitive User Interface & Open API Access

Allows developers and programmers to manipulate QB Time to work with any software solution.

Full Rules Engine

Apply rounding rules, overtime rules, shift differentials, and PTO

Overtime and Missed Punch Alerts

Alerts Admins/Managers to when an employee is approaching daily, weekly overtime or missed a punch.

Scheduling

Create or edit schedules and push notifications to employees when you do. Reduce missed shifts and miscommunications. Integrations with Makeshift + QuickBooks Time tracking also available

Geofencing

Prompt employees to clock in when they enter a project zone.

24-Hour Shifts

QuickBooks Time does NOT clock employees out after 24 hours like other time tracking systems. Employees or Supervisors manage time by either clocking themselves and/or their crews in and outs or allocating time by entering summary hours at the end of the day. An employee will only be clocked out of QuickBooks Time after 7 full days on the clock. This means the QuickBooks Time's timer can run up to 168 hours.

Jobsite Photos

Take pictures live or from camera roll to attach to timesheets.

Offline Punches

Employees can track time via mobile even with no cellular or WIFI connectivity

Kiosk Time Tracking/Crew Clock

Time Tracking via tablet, iPad with Photo Capture. The tablet can location track now as well! A supervisor can clock in crews to jobs, phases, codes and more all from a single device.

Who's Working Window

See who's on the clock, where they're working, and what they are working on--all at a glance on your desktop or mobile. **Click here to see [video](#)**

ADP Marketplace Win



QuickBooks Time



ENVISION
TECHNOLOGY PARTNERS

ADP
Marketplace
Partner



ADP
Always Designing
for People®

PLATINUM



Featured New Logo Win:

Vertical: Public Health Information Technology
Headquarters Greenwood Village, CO
Number of Employees 50

Partner Roll Call: \$468

Partner: **QuickBooks Time, Dapt**

Deal Value: \$28,572



Situation

A public health information technology company in Colorado needed a way to track Paid Time Off (PTO) and accruals and get the information to ADP for payroll. In addition, they needed certified payroll reports, a way to track project funding, and to account for multi-state taxation rates.



Solution

QuickBooks Time and Dapt provided a solution that allows 1) PTO to be tracked in QuickBooks Time and then be pushed into ADP via custom files developed by Dapt; 2) The company to be in compliance with certified payroll reporting; and 3) The company to properly track project costs and funding as well as accurately reflect multi-state taxation rates for payroll.



Amanda Lewis
HRO Senior District
Manager ADP



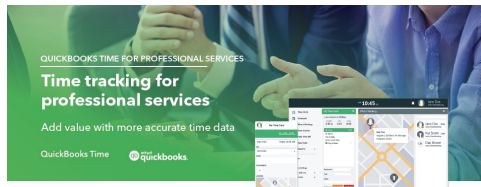
Terri De Minico
Partner Development
Manager



Christine Sansotta, QuickBooks Time & ADP Workforce Now Integration Specialist

Industry Data Sheet & Feature Flyers

Click links to download each flyer



Whether you use value pricing or charge by the hour, billing your clients can be tricky without the proper time tracking procedures. And time tracking can be time-consuming for professionals who use outdated systems to track their billable hours against different jobs and clients. QuickBooks Time's automated time tracking with job codes streamlines value pricing, helps you stay on top of billable hours, and increases productivity.

Time tracking

For use on any device with an internet connection, cloud-based time tracking allows you to clock in and out and track time against different jobs and clients quickly. Your workday is always organized, and time is recorded to-the-second for better, more accurate billing.



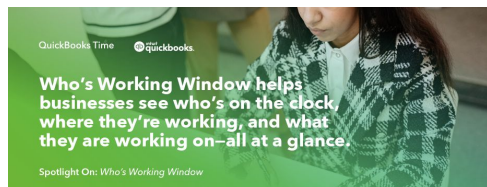
Job Codes

Tracking time against multiple clients can be frustrating, even for the most organized professionals. QuickBooks Time offers time tracking complete with job codes, so you can quickly choose the job you're working on from a drop-down menu each time you punch the clock.



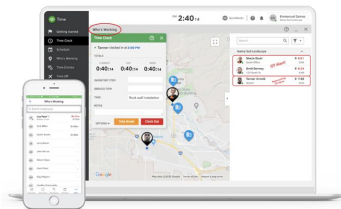
Detailed reports

Take the guesswork out of your practice. QuickBooks Time's detailed reports allow you to view time tracked against clients and jobs, so you're never in the dark about where your valuable time is spent.



Who's Working Window

Based off GPS location, QuickBooks Time allows you to automatically track how many miles employees traveled to and from various jobs throughout the day when they are clocked in. Employees can be sorted by clock-in time, total hours, location, and jobs, making it easier to locate an employee.



Benefits

- See who's on the clock and the GPS location of the clocked-in employee if they are being tracked and get a bird's eye view of your workforce in one place.
- Click on an employee's GPS location marker icon to see where they are on the map, which is useful if you need to get mobile employees dispatched fast and let them know where they are being sent.
- Track and edit worker's timesheets in same place
- Can be used from Mobile or Dashboard

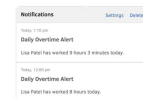


Overtime Alerts

QuickBooks Time is more than an overtime tracker. Set up overtime alerts to keep employees from working unintended overtime.*

Missed Punch Alert

QuickBooks Time helps businesses receive a notification alert if a punch is missed at the start or end of scheduled shift. As a result, managers know if an employee has not clocked in or out or is a no show.



Benefits

- Get alerts before expensive overtime begins, for better budgeting and job costing
- The QuickBooks Time pay rate engine automatically tracks overtime and holiday rates for individuals, groups, or the entire company, so you can save time and reduce payroll errors. QuickBooks Time handles the calculations for you.
- Advanced overtime settings include multiple rates by hours of the day, overtime rates by week or pay period, and different pay rates on different days of the week.
- Receive a notification alert via mobile or email of missing punches within minutes at the start or end of scheduled shift. As a result, managers know if an employee has not clocked in or out or is a no show.
- Ability to set daily and weekly notifications for management as well as workers.
- Customize notifications from a worker level up to company level.
- Set reminder emails for OT until worker clocks out.

* Overtime Alerts: Automated notices identifying potentially missed overtime hours based on current laws and regulations by business owners for full control and can decline the suggestion in-product. Compliance with applicable laws is the responsibility of the business. This feature is for information purposes only and should not be considered legal, accounting or tax advice. For obtaining such advice, consult your business.

**Professional Services
(Technology) Industry Flyer**

**Who's Working
Window Flyer**

Overtime Alerts Flyer

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LinkedIn Social Media Post

National Technology Day - January 6, 2023

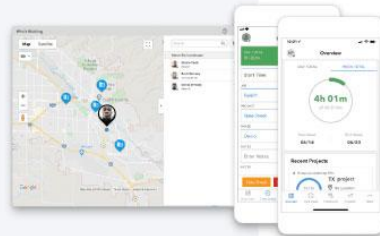


Happy National Technology Day!

Need to track where your remote employees are working while away from the office with a Who's Working Window?

We have a solution for that.

QuickBooks Time



Also check out these featured partners:



How to Use:

1. Copy Picture or screenshot
2. Paste into Powerpoint
3. Right click on picture and "save as"
4. Go to LinkedIn, create post
5. Attach this picture formatted for LinkedIn
6. Add hashtags:

#adpmarketplace
#NationalTechnologyDay2023

¹Based on an industry survey of 731 people who manage employee time, conducted by QuickBooks Time, in September 2018.

²Based on a survey of 1,408 customers in the U.S. in August 2021. On average, businesses that report gross payroll costs savings save 4.00%. On average, businesses that report an increase in billable time added 9.96%. ADP, the ADP logo, ADP Workforce Now, and RUN Powered by ADP are trademarks of ADP, Inc. or its affiliates or licensors. The information in this document was prepared by Intuit and Intuit is solely responsible for its accuracy and completeness. ADP makes no representation as to the accuracy or completeness of any information contained herein.

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Email Template to Send to Prospects/Clients

Hi {Client Name},

Do you have customers or prospects in the technology space with the following challenges?

- Remote employees that have difficulties in connecting with co-workers
- Lack of visibility to who on the team is online or out
- Lack of connection among various teams
- Little knowledge of company updates

Workmates by HR Cloud is the industry-leading employee engagement platform for the technology industry and can help these companies by:

- connecting all employees in a central employee facing intranet
- allowing for status updates such as "On Vacation". "Working Remote" etc;.
- providing centralized company feeds to keep everyone in the loop
- publishing company announcements so that nothing important falls through the cracks.

Let me know if I can provide more information or help answer any questions you may have.

(Insert signature)



WORKMATES
by HR Cloud

**ADP
Marketplace
Partner**



👤 Joseph Hammett

📧 joseph@hrcloud.com

📞 310-658-5783

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Why Workmates by HR Cloud®?

Workmates combines the best features of **Rewards and Recognition platforms, Communication and Collaboration platforms and Engagement and Survey tools** into one powerful platform to allow for a complete enhancement of employee engagement and experience.

Where is Workmates a good fit?

- Technology Companies
- Manufacturing and Construction
- Utilities and Field Services
- Food and Beverage
- Companies with remote employees
- Companies with a distributed workforce



Learn More...

Qualifying questions to ask technology customers

Are you looking for a better way to improve communications

- with remote workers?
- Could you benefit from a proven way to improve employee engagement?
- How do you currently manage employee rewards and recognition?

Target customer and buyer

- **Target titles** business/franchise owners; HR managers, directors or VPs
- ADP platforms supported: RUN Powered by ADP®, ADP Workforce Now®, and ADP Vantage HCM®
- Target company size: businesses with 50-5000 employees
- Technology, franchise organizations, manufacturing, construction, healthcare and other industries with remote or field-based employees



WORKMATES
by HR Cloud



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Feedback from Current ADP Customers

“ The website and app are very user friendly and act similar to social media feeds that many of us are familiar with. I've been so impressed with the level of customer service and how quickly they respond and adapt to customer feedback. We have only been using HR Cloud for 5 months, and in that short time there have been at least 6 recommendations/requests that I've provided and within weeks, updates were made to their platform. I have never experienced anything similar where developers are so quick to make changes and improvements.

Employees love being able to give each other Kudos and it's been helpful in improving employee morale as we've all been working remotely. Even before we were working remotely some teams and managers seldom saw each other. HR Cloud is a great way to connect and share information


Who is Workmates by HR Cloud?

HR Cloud is a leading developer of proven HR solutions for businesses of all sizes. Workmates is a cloud-based, employee experience platform that transforms company culture by improving employee engagement, internal communications, recognition and rewards and providing a robust company intranet.



ADP and Workmates by HR Cloud

With a simple and effective integration, you can import employee and company information from ADP directly into Workmates. Help maintain an accurate database and automatically populate employee profiles, org charts and more without multiple data entry.


 **Maintain accurate data**
Rest assured that highly accurate, updated data is available within your HR Cloud system, each and every day.

 **Save time on data entry**
Help eliminate the need for time-consuming, error-prone data-entry processes and free staff to focus on higher-value work.

Commercial Details

Type of listing	Countries	Language	Pricing model	Pricing range	Data exchange details
Core integrated	US and Canada	English	Per employee per month	\$1-4 PEPH	Automatic daily updates from ADP to Workmates by HR Cloud

 Sales manager:
Joseph Harnett, joseph@hrcloud.com

 Customer success:
Duje Matic, duje@hrcloud.com

[Download Workmates Flyer](#)

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Email Template to Send to Prospects/Clients

Hi [Insert Client Name],

If you have technology clients that include but are not limited to IT technicians, programmers, developers and customers, some of the biggest challenges they deal with everyday when it comes to training include:

- External training needs
- Custom content creation
- Branded training
- Compliance tracking
- Tracking webinars and live training

We have solutions to help you conquer these everyday challenges.

By using one of our ADP Marketplace partners, Litmos integrated with ADP, you can:

- Save an average of **40+ hours** per month on administrative training tasks
- Build a fully customized training program
- Automate tracking of **compliance** trainings
- Give learners access to consume training on-demand
- **Increase ROI**

Are you available this week to talk about your specific use case and how Litmos can help?

(Insert Signature)



Platinum Partner

Bryan Hammond

D: 925.236.4030

bryan.hammond@litmos.com

Connect with Bryan on [LinkedIn](#)



Why Litmos for Technology Clients?

- Litmos is integrated with Workforce Now
 - Single Sign on
 - Give External users access
 - Employee Sync
 - Auto Assign Courses based on ADP profile
 - Automated customized reporting
 - Litmos handles all on-boarding and support
 - Risk Free – Free trial on the ADP Marketplace

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Differentiators For Litmos Standalone

- Build you own fully custom courses
- Custom automated reports (Report Engine)
- Train external learners also (contractors, customers, partners and more)
- Self sign-up
- Customer Gamification for each business unit!!!
- Auto assignments based on ADP profiles (Litmos Assign)
- Content library with 2,500 + courses available
- SCORM Content Authoring Tool included !!!
- Fully white labeled – Customize Litmos to match your culture
- Ecommerce options – Sell your training
- Full Account control
- Pre-built integrations – Over 25
- Access to Litmos API's (used for customer integrations)
- Control over communication (custom email templates)
- Litmos support and specific Account Executive
- Ratings and Reviews

Questions to discover a new Litmos opportunity for technology clients:



- Do you want to create custom content?
- Do you have external training needs?
- Does your organization sell training content?
- Is compliance tracking manual?
- Do you have department specific training?
- Do you spend multiple hours a week on training administration?

ADP Marketplace Win



Bryan Hammond –
SAP Litmos
Director Strategic
Partnerships

celigo



Featured New Logo Win: Celigo

Vertical: Software

Headquarters: San Mateo, California

Number of Employees: 500+

Partner Roll Call: \$8,505

Partner: SAP Litmos

Deal Value: \$34,020



Situation

Before having an on-demand global solution, Celigo's internal resources were at capacity trying to meet the training demands of their global users. Subject matter experts spent hours teaching all users the ins-and-outs of their product. Celigo saw an opportunity to automate and scale operations with the help of an LMS like SAP Litmos Training.



Solution

Celigo has been able to leverage SAP Litmos' open APIs to build out custom integrations into their CRM tool, which has saved **40+ hours of manual work per week**. They also estimated a cost savings of \$1.8M in the first 18 months based on how many live training resources were not needed due to the on-demand training the Litmos LMS provided to their global user base. Also, by creatively using SAP Litmos data, they have helped surface leads for the sales team and provided their Customer Success team with actionable insights into a customer's onboarding and implementation progress.