



Where  
People Heroes  
Grow.™

The isolved Story

**isolved**®

# Working Toward a Better Today and Tomorrow

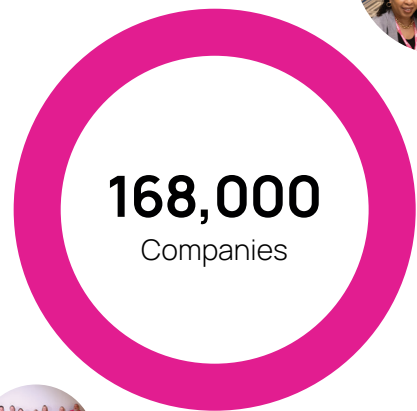
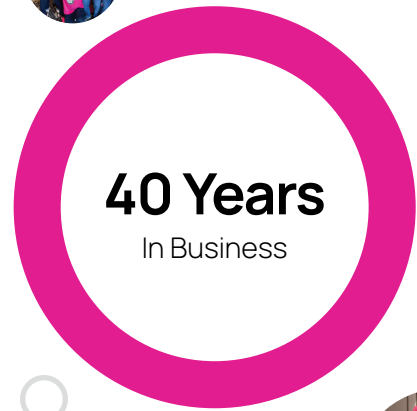
The world of work has changed. Technological advancements, regulatory requirements, demographic shifts and cultural norms are challenging the way businesses operate – true for every company size and type. isolved® prides itself on being best suited to help people professionals not only navigate change but benefit from it.

For nearly 40 years, isolved has helped companies transform human resource (HR), benefits and payroll operations to energize talent, increase productivity, ensure performance, accelerate decisions and reduce risk. In fact, that's how we got started.

isolved originally entered the market in 1986 specifically to help businesses adapt to the advent of the Consolidated Omnibus Budget Reconciliation Act, better known as COBRA, which gave workers and their families who lost their health benefits the right to continue those benefits for a set amount of time. isolved remains one of the largest providers of such benefits nationwide and our expanding portfolio of software and services across the entire employee experience (EX) is among the most complete and highly rated in the industry.

Today, we help more than 168,000 companies create employee experiences that matter for nearly 7 million employees nationwide. We do that the only way we know how: putting people first.

Whether you are considering joining isolved as a customer, employee or partner, we welcome you to learn more about us including what we offer, what we believe in and how we help. There's no better time than now to work toward a better today and tomorrow – together.



# The Most-Trusted Human Capital Management Partner

If there's one constant in HR, benefits and payroll, it's change. With each change, companies risk a widening gap between what employers and employees expect. While employers expect profits and productivity, employee expectations are often centered around financial well-being, flexible work arrangements, and focused learning and development.

isolved gives customers and partner clients (or as we call them, People Heroes) the software, services and strategic advisory they need to create middle ground for mutually beneficial and long-lasting relationships between employers and employees. As a result, both the employer's company and the employee's career grow in a stable and synergetic fashion. This isolved "superpower" doesn't go unnoticed.



Isolved People Heroes are eager to advocate for us by sharing their isolved experiences. Their reviews drive many of the awards and accolades we receive, from being named a Leader for HCM software with G2 to being rated number one by small businesses for user experience and vendor satisfaction in the categories of HR Management Systems, Payroll, Time and Onboarding within Sapient Insights Group's 26th Annual HR Systems Survey. We've even been named the most-loved company by TrustRadius.

Industry analysts are singing our praises too. Staunchly independent firms like Gartner, Forrester, IDC, Brandon Hall Group, NelsonHall, Nucleus Research, 451 Research and more regularly include isolved in their evaluations and research. In fact, we're featured in the HCM Value Matrix from Nucleus Research, as well as included within Gartner's Market Guide for HCM, named a Major Player in the IDC MarketScape for Talent Acquisition and recognized as a Leader in NelsonHall's evaluations of HCM and payroll providers.

In other words, we're the most-trusted HCM partner. We hope you join us!



Our People Heroes have rated us number one in vendor satisfaction within Sapient Insights Group's HR Systems Survey for two years in a row.



# How We Help People Heroes Grow

At isolved, we believe the future of work is about delivering the right combination of software and services so that payroll, benefits and HR professionals – the heroes behind the heroes – can free themselves to exceed their goals, transform employee experience and grow their careers.

Our powerful, intelligently connected human capital management (HCM) platform, People Cloud™, is delivered directly to our customers as well as our extensive partner ecosystem. What's more, it's complemented by a range of HR, insurance, financial wellness and benefit services.



isolved People Cloud manages talent acquisition, HR, payroll, benefits, workforce and talent management for the entire employee journey (from hire to retire).

On the employee side, isolved People Cloud improves experiences by offering self-service tools that empower individuals to independently elect their benefits, review their pay history, collaborate with their colleagues, locate information, engage with online learning as well as participate in giving and volunteering opportunities. For administrators, the platform delivers the solutions needed to increase productivity, ensure performance, accelerate decisions, energize talent and reduce risk. These are benefits worth repeating!

People Cloud is also differentiated through its artificial intelligence (AI) capabilities. From embedding predictive and prescriptive analytics into the flow of work to helping guide decisions with isolved Analytics Everywhere™, to speeding up recruitment efforts with generative AI-powered candidate and job matching, isolved People Cloud brings the power of AI to small- and medium-sized businesses (SMBs) so they can boost efficiency and achieve better business outcomes.

What's more, People Heroes are getting tangible value from isolved People Cloud, with an independent evaluation of the platform by Nucleus Research revealing an average return on investment of 201 percent over the first three years of using the platform and an average payback period of 7.2 months.

## The ROI of People Cloud



## But That's Not All.

We offer services to extend the capabilities of People Cloud. isolved HR Services, for instance, provides businesses with expert HR augmentation support for their top business needs so that a team of one can act like a team of ten. We also offer third-party administration (TPA) services such as retirement, insurance and benefit services.

And it's not just our technology and services that stand out, but our implementation and customer service support too. Our team prioritizes a smooth and quick implementation, and we provide each People Hero with regional, relevant and responsive support so any question that comes up is resolved right away. In fact, we answer support calls in just 24 seconds on average. We also visit dozens of cities each year as part of our People Heroes Tour to help our customers maximize their investment and industry knowledge. These complement our annual customer and partner conference, Connect, which is a multiday learning and networking event that gets bigger and better every single year.

It's no wonder that People Heroes have rated us number one in vendor satisfaction within Sapient Insight's HR Systems Survey for two years in a row.

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### Hello, We're Listening!

When customers call, we answer. isolved support calls are answered in just 24 seconds on average.

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## Who We Support

By now you've heard a lot about isolved People Heroes – and for good reason. Our customers and partners are why we do what we do. Part of what makes isolved unique is our continuous investment in being where they are and offering what they need when they need it. A big part of delivering on this promise is People Heroes World. It's an immersive and integrated learning and networking experience made up of both People Heroes Community and People Heroes University. Let's dive into how they support our customers and partners.

People Heroes Community is an online resource where People Heroes can connect, share experiences and source advice – all while getting rewarded for their actions. It's the industry's most-engaged community according to the platform's own benchmark data.

People Heroes University is a learning experience platform that helps People Heroes grow through bite-sized, isolved-focused content. The University's integration with the Community empowers customers and partners to learn and collaborate while earning rewards.

Industry analysts often tout our People Heroes World, and the previously mentioned People Heroes Tour, as big differentiators for isolved in the market because we continuously engage with our customers and incorporate their feedback. Another part of what makes isolved unique is that our software and services scale with the needs of each company, regardless of their company's size or industry.

Our customers and partner span the United States and range from small businesses to large enterprises and from nonprofits to franchisees – just look at the logos featured on the next page for reference.





We even offer industry-specific versions of our software to better support our customers in several target industries, including healthcare services, professional and business services, hospitality and manufacturing. This is important because it enables us to support our People Heroes' unique needs so they can more easily reach their goals.

Crescent Community Health Center (CCHC), for example, turned to isolved when they needed a platform that could grow with their organization and their HCM maturity.

“One thing I appreciate is how we've built isolved for our company. We didn't try to bite it off all at once.”

– Mary Kay Kirgis, CCHC's Human Resources Generalist

Right at Home, on the other hand, leveraged our HR augmentation services for business compliance and confidence.

“Our partnership with isolved HR Services has really supported our entire employee experience, and it's made me a better leader.”

– Lauren Miller, Owner of Right at Home

And yet another success story comes from Pride Restaurant Group, a Panera Bread and Burger King franchisee who saved 32 hours a month with isolved's single system of record for payroll and onboarding.

Ensuring People Heroes are equipped with the right tools is how we help them reach their goals – and the results are rewarding. The work we do employs people, supports their families, delivers their benefits and makes a real difference in communities across the country.



NATIONAL WOMEN'S SOCCER LEAGUE

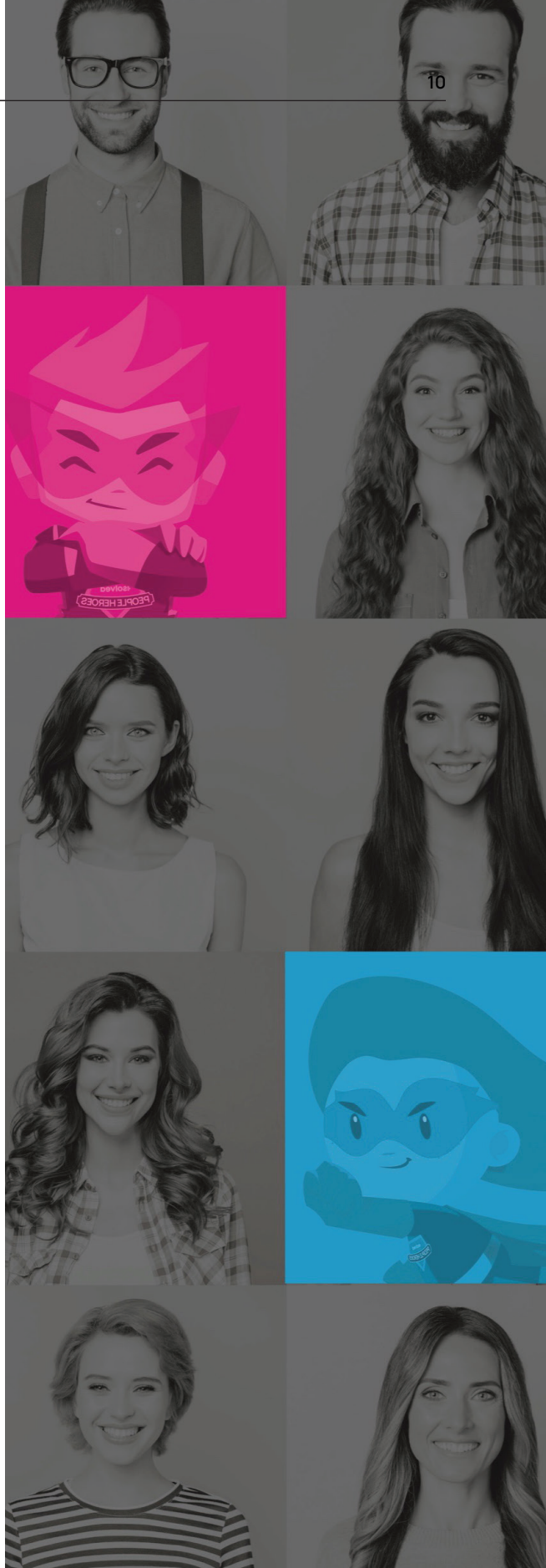
## A Win-As-One Culture

So, where do isolved employees fit in? By People Heroes' sides of course. We're driven to help People Heroes achieve – and exceed – their goals. As such, we refer to ourselves as their Sidekicks. After all, every great People Hero needs a Sidekick for support – whether they are saving a client from a compliance disaster or fostering better employee experiences within their organization.

At isolved we also drink our own champagne too, meaning we use all of our own HCM technology internally and we've used it to grow our company more than 50 percent in the last year and a half. We now have close to 2,400 employees with 18 offices across the globe – and the growth continues. We'd love for you to be part of it.

We believe our experience starts the minute you apply – providing a modern, consumer-like application process and all the way through the onboarding experience.

We welcome new employees with the resources needed to accelerate their professional development, including a catalog of over 80,000 learning courses within isolved People Heroes University.



Employees also have access to individualized career development plans and career mapping as part of our core belief that individual growth directly contributes to our ability to meet and exceed our company-wide goals. This has led us to adopt our “Win as One” philosophy internally, because together we share in each other’s accomplishments through teamwork and shared purpose. In fact, these are our cultural values:

**Culture of Performance:**

We strive for excellence and are committed to achieving tangible and impactful results in all our endeavors. We set the bar high and overachieve.

**Teamwork:**

We intentionally foster a culture of collaboration where effective communication, transparency, and the combined strengths and individuals create a dynamic and cohesive working environment.



**Experience-Centric Focus:**

Our decisions and actions are guided by a relentless commitment to deliver exceptional value and experiences for our employees, customers, and partners.

**Integrity and Trust:**

Our foundation rests on unwavering integrity and trust. We conduct ourselves with integrity to build enduring relationships.

For more information regarding culture, values, career opportunities, inclusion programs and professional development, please reach out to our talent acquisition team directly or visit our website at [isolvedhcm.com/careers](https://isolvedhcm.com/careers).



# Making future HR Heroes, today.

The power of isolved,  
the power of you!

**isolved**<sup>®</sup>

[www.isolvedhcm.com](http://www.isolvedhcm.com)