

Strategic Engagement

Your dedicated Senior Implementation Manager and Customer Success Manager will tailor an implementation plan to meet your specific project goals. Our hands-on strategic coaching, custom training, implementation advice, and ongoing support will ensure your confidence in using ClearCompany.



What's Always Included:

- **A dedicated Senior Implementation Manager.**
You will have access to our senior implementation staff, who will customize your entire experience.
- **Continuous Strategic support from your Customer Success Manager.**
Once you are live in your new ClearCompany system, your dedicated Customer Success Manager will be your go-to resource for product updates, best practices, reporting, and regular business reviews to ensure you continue to meet your organizational goals.
- **A fully tailored implementation plan for your team, designed to support your organization's unique challenges and goals.**
Keep stakeholders in the loop and engaged for their portion of the process. With our assistance, we will help you pull in stakeholders when needed.
- **Initial account structure and setup.**
We assist with importing your structural company data to ensure you have the roles, employees, and reviews needed to get started. Align your company processes and strategy in the ClearCompany system with guidance from your Implementation Manager.
- **Access to our customer support team via phone, chat, and email.**
Starting from the moment you sign on with us, our support team is ready to assist you and available weekdays from 8:00 a.m. - 8:00 p.m. ET. Members of our support team are knowledgeable technical experts specializing in different aspects of our platform, to better assist you no matter the module.
- **Unlimited, on-demand access to our online Training Center and Help Center.**
Explore the Help Center for articles, short videos, and tips for using ClearCompany. Visit the Training Center to take self-paced courses on all of our products, at any time.

Enhanced Launch Support

- **Training Bytes:**
Customized step-by-step tutorials on how to use ClearCompany based on your company's specific processes and strategies. View these tutorials in your preferred format with the ability to print or watch them, on-demand.

Also Included with a Related Product Purchase:

- **With Applicant Tracking:**
Import assistance of historical candidate information.
- **With Onboarding:**
We will build up to five basic onboarding forms during implementation. Additional custom forms post-implementation and complex forms are available for purchase.
- **With Performance Management:**
Out-of-the-box, pre-built performance review templates.
- **With any Integration:**
We will work with the integrating partner to build and test your connection or build a custom .CSV export file for you.