



## Our Customer Advantage

Discover all the perks and incentives  
of being a Paycor customer.





From skilled nursing shortages to the moving target of compliance to maintaining your facility's 5-star rating, healthcare leaders face unique challenges. That's why Paycor believes healthcare leaders need industry-focused HR technology.

**We've been listening to and partnering with leaders of skilled nursing, home healthcare, hospice, and assisted living facilities for more than 20 years**, so we know what you need (and we built it with you in mind): a unified core HR platform that can integrate with top healthcare solutions and access to dedicated experts who can help you maintain compliance and drive efficiencies throughout the organization.

**With Paycor's healthcare-specific scheduling solution, best-in-class recruiting technology, and healthcare compliance specialists**, we can help reduce costs, provide consistent coverage, and ultimately, improve patient care...and your facility's bottom line.

Keep reading to discover the Paycor customer advantage.

Warmest regards,

**Brett Meager**

Executive Vice President of Client Service, Success & Loyalty







## What's Inside:

Paycor and the Healthcare Industry . . . . .	4
HR Center of Excellence . . . . .	5
The CORner . . . . .	6
Training Hub . . . . .	7
Newsletter & Webinars . . . . .	8
User Groups . . . . .	9
Paycor Support Center . . . . .	10



## You need HR tech & expertise tailored to healthcare.

**Healthcare isn't like any other business.** If you're in a leadership position at a healthcare organization, you face challenges unique to your fast-paced, understaffed and rapidly changing industry. Paycor offers a specialized program for healthcare, based on 30 years in the HR software business and 20+ years with specific expertise serving leaders of healthcare organizations.



175K+  
Employees Paid

As healthcare payrolls become more complex, Paycor helps you pay your people accurately and on time.



6,200+  
Healthcare Customers

From recruiting skilled labor to staying ahead of compliance risks, Paycor helps healthcare leaders solve complex problems.



21+ Years  
of Industry Experience

The last thing healthcare leaders need is a generic approach to their business. That's why healthcare organizations prefer to work with Paycor experts.





We believe that with the right technology, partnership, and thought leadership, there's nothing you can't accomplish. **Paycor's HR Center of Excellence (HR COE) is the go-to resource for expert advice and inspiration.**

To create the HR COE, we supplemented our 30+ years of experience serving business leaders with user group sessions, one-on-one interviews with HR professionals and business leaders, a deep dive into third-party research, and ongoing analysis of our own proprietary data. We've also surveyed hundreds of HR departments, represented by thousands of professionals at every stage in their careers.

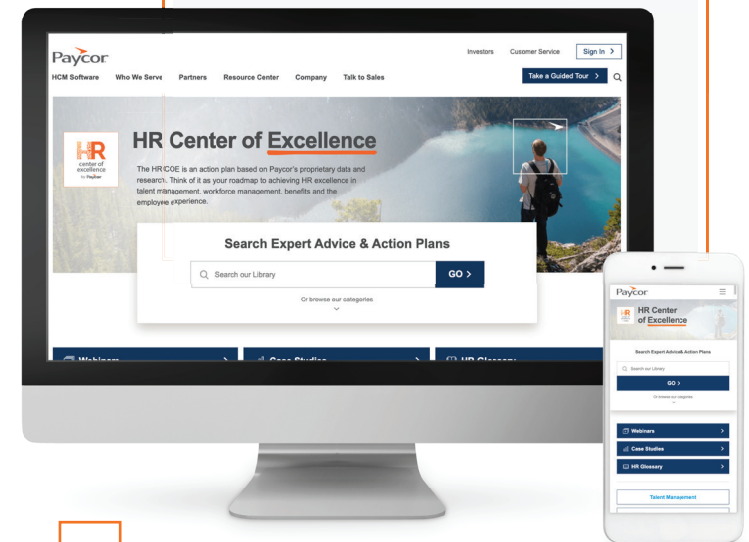
**The goal of the HR Center of Excellence is to help leaders see the tangible returns on investing in modern HR.** Think of the HR COE as your action plan, grounded in Paycor's data, experience, and research, designed with a singular focus on helping businesses optimize HR to make a lasting impact on their organizations.

I love Paycor's communication and HR Center of Excellence because *I feel like I have a partner* who knows what's going on.

— *Michelle B.*  
HR Director, Healthcare Management

## What's in the HR COE?

- Articles
- Industry News
- Tips & Trends
- Whitepapers & Guides
- Case Studies
- Infographics & Calculators
- Templates
- Webinars
- Videos







An invitation-only community for Paycor customers, **The CORner is a place for you to network with other healthcare industry leaders**, share best practices and be the first to learn about exciting things happening at Paycor.

The CORner is full of fellow Paycor users—both inside and outside the healthcare industry—who we count on to help us make a difference by **sharing their expertise and suggesting ideas to help us develop new product offerings**. We also offer exclusive industry resources, discussion groups, product information, and networking opportunities to help support you.

Any solutions or modules I've wanted to learn about, especially through the CORner, has been *really great and easy to use.*

— *Courtney H.*

HR Director

Beverage Manufacturer



Join the CORner for these  
VIP benefits and more:

- **Connect and share best practices with other Paycor power users in the healthcare industry**
- **Give us feedback on future product updates**
- **Receive exclusive content and our top educational resources**
- **Engage with fun activities and earn points to redeem for Paycor swag and other prizes**



The thought of learning new HR software can be daunting, but we're there for you every step of the way. You can **easily register for classes and browse learning content at your convenience** in our user-friendly training portal.

**Paycor's Learning Department** offers industry-specific trainers and classes for you based on the solutions you've purchased. **Tailored sessions are available for everyone** from the person processing payroll to the HR manager reviewing benefits to the manager approving shift swaps and timecards.

Paycor's internal teams are in an always-on learning mode when it comes to the healthcare industry. Every year, more than 80 full-time Paycor employees spend 60+ hours completing nearly 100 courses on healthcare trends and business topics.

Our training can be accessed via virtual classrooms or recorded webinars. And the Certified Paycor Pro program bundles products by badges into a certification that covers Payroll, HR, and Analytics. Learn at your own pace and take product assessments to earn badges. Once all badges are unlocked, you'll be Paycor certified.

*The implementation was great.* The team didn't put us off when we had questions. Paycor also included our everyday working team on the calls—and that makes a *big difference*. You know us, you know our company, you know what's going on.

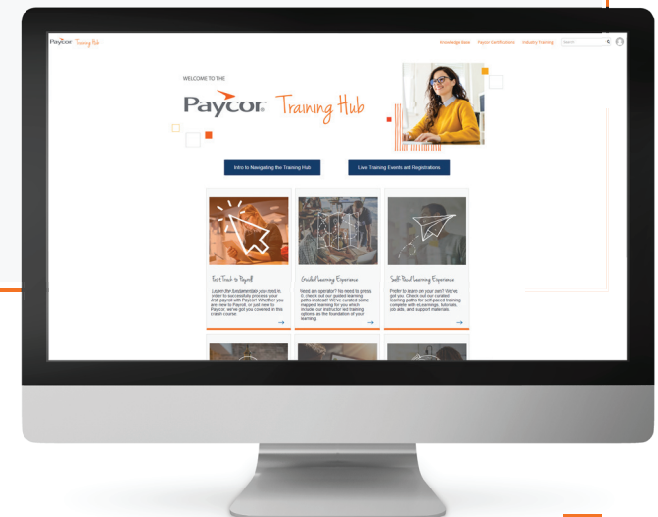
—Dona M.

Director of Operations, Medical Practice



What type of training/classes does Paycor offer?

- Company organization and general ledger
- Paying employees
- Managing employee information
- Labor costing
- Supervisor/manager training
- Configuring your taxes
- Basic or advanced Reporting & Analytics
- ...and many more!



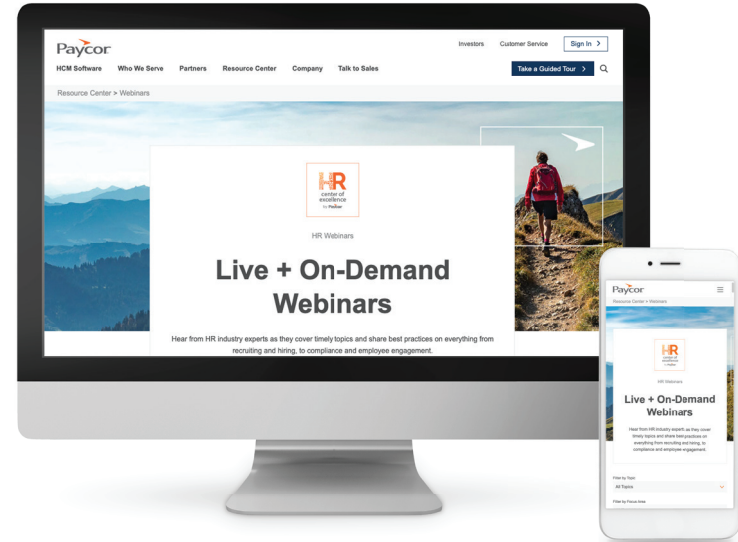


# Exclusive Customer Newsletter & Webinars

We are inspired by our customers. And we are committed to **delivering the latest industry-leading thought leadership and providing the tools you need to make a difference.**

As a Paycor customer, you'll receive **a healthcare industry-specific newsletter with the latest product news and information** to help keep you up to date. Full of quick tips, templates, articles, and advice, the customer newsletter is our way of keeping a finger on the pulse of your industry.

In addition, you'll have exclusive access to our regularly scheduled **customer webinar series, where HR industry experts guide you through current trends and best practices on how to better manage your facility.** We also hold multi-day virtual Web Summits during the year to keep you posted on timely information and insider tips. Compliance and regulation changes—especially with payroll—are always hot topics in the healthcare world, so you'll want to be sure to check out the webinar schedule and mark your calendar!



Great sessions! Love how *positive and happy* everyone is, keep up the great work!

— *Rachel V.*

HR Coordinator  
Home Healthcare Service







# User Groups

**More than two-thirds of Paycor's product enhancements are suggested by the people who use our products every day.** We're constantly releasing updates to our platform, based on listening to and acting on feedback from more than two million users.

**There's nothing more valuable to us than customer feedback** because we're always looking for ways to deliver a user experience that exceeds expectations. One of the best ways to achieve this goal is through our user groups.

Whether it's a scheduled event at a local hotspot or a virtual meetup, Paycor-hosted user groups provide the opportunity to get together with fellow Paycor users in your area and industry. **Our user groups enable you to connect, network, and learn more about your Paycor solutions.** We want to hear what's on your mind—your concerns and your questions—so we can focus on helping you solve those challenges.



# Paycor Support Center

Paycor is committed to providing the technology and expertise leaders need to achieve their goals. **When you reach out, we deliver responsive, personalized care.**

Aligned to our Guiding Principle “Take Care of Customers First,” this **Support Center** will do just that. When customers have questions or need help, they can quickly and easily access our omni-channel support network that offers multiple ways to get in touch, including phone support, live chat with a Paycor advocate, create a case online, or use our in-app Search Knowledge functionality.

“The success we've had in the short period with Paycor proves to us that we *made the right decision*. From implementation to support, the level of service we've received has been tremendous.”

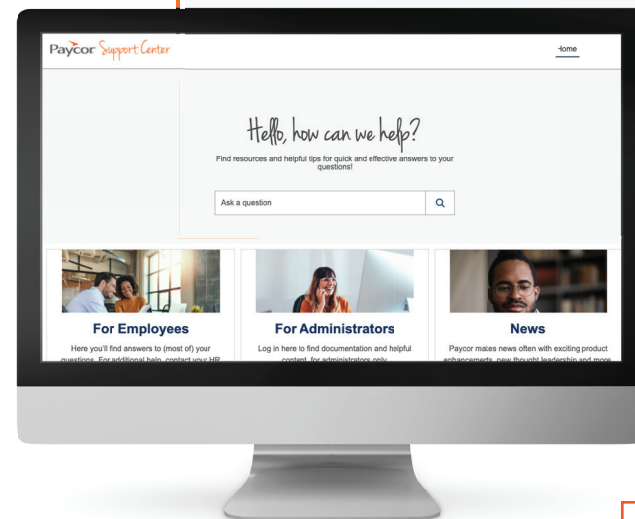
—Derek D.

Employee Services Coordinator  
Health Services Facility



## What's available in the Paycor Support Center?

- Live Chat with Paycor Advocates
- 4,000+ Help Articles
- Training Resources
- Product Release Notes
- Webinars
- Industry-specific Content
- Online Support Case Creation





Recruiting · HR · Talent · Time · Payroll · Analytics

**LEARN MORE AT [PAYCOR.COM](https://www.paycor.com)**

**CALL 844-981-0040**