

# MarketPay Implementation guide

## Welcome to MarketPay!

Using proven procedures and an emphasis on co-partnership, MarketPay's implementation model is efficient, comprehensive, and ensures the best alignment between your strategy and the tool. Built on decades of collective experience and designed to achieve more accurate results, we make the process as easy as possible so you can focus on what's important – getting pay right.

## The partnership

Each team member plays a specific role to ensure a successful implementation.

### **The Implementation Manager's role**

- Develops an understanding of your compensation strategies, philosophies, and objectives so there's perfect alignment between your strategy and the tool.
- Manages the client's project to meet your priorities, expectations, and timelines.
- Coordinates data loading and technical tasks.

### **The customer success manager's role**

- Focuses on the health of our business partnership and makes sure you are satisfied with your interactions with us, from software to support.
- Serves as an extension of your internal team, and your advocate for feedback and connection to all areas of MarketPay.

### **Your role**

- Communicates your compensation strategies, philosophies, and goals to the MarketPay team.
- Works with your Implementation Manager to meet your timelines and objectives.
- Manages internal resources responsible for client action items such as gathering and uploading data, communicating configuration needs and expectations, and managing technical work.

## Implementation at a glance – a step-by-step guide to the five stages

### Step 1



#### Initial meeting

**Average timeline:** 1 week

Our kick-off call is designed to help your Implementation Manager learn about you and your organization.

- We'll meet the members of your team so we know will be using the tool, and how.
- We'll review your Pre-Implementation Questionnaire, and discuss your compensation strategies, philosophies, and objectives. This will ensure optimal alignment in a timely, efficient, and cost-effective manner.
- We'll review the typical Implementation milestones.
- We'll teach you how to access your administrative capabilities.
- We'll introduce you to 'Connect,' our state-of-the art learning and education module.

#### Who is involved in this step?

**MarketPay:** Implementation Manager

**Client:** Key decision makers and stakeholders

### Step 2



#### Data requirements

**Average timeline:** 4-8 weeks

We'll focus on data gathering, template population, and submission, loading.

- We will activate available surveys per your Survey Library Form, and guide you in uploading survey results for client-specific/customer cut surveys
- MarketPay will process client-submitted survey results, so they are part of your active library.
- We'll take you step-by-step through our easy-to-use standard organizational data templates, so you can transfer company data from your HRIS system to MarketPay.
- We'll help you determine the best way to regularly update your data.
- We'll guide you in loading current survey matches into MarketPay via our standard match template.

## Step 3



### Data load and review

**Average timeline:** 3-6 weeks

After your data is loaded, we'll review it together to ensure data with the highest possible quality is entered into the system.

- Our HRIS team will load your organizational and match data.
- The HRIS team will notify you of any issues or problems with your data.
- Once your data is loaded, your Implementation Manager will review it with you, to determine if any additional corrections or revisions need to be made.

#### Who is involved in this step?

**MarketPay:** Implementation Manager, MarketPay Support

**Client:** Key decision makers and stakeholders, HRIS contact

## Step 4



### Site and module review

**Average timeline:** 1-3 weeks

We'll walk you through market pricing features and functions, so you are set up for success.

- We'll make sure you know how to market price using your third-party surveys and other Payscale databases you have purchased, for accurate and efficient internal and external analysis.
- We'll introduce you to Connect's self-guided training path, an easy-to-access education resource you can tap into on your own time, as needs arise.
- We'll show you how to access any additional training you are entitled to.

#### Who is involved in this step?

**MarketPay:** Implementation Manager

**Client:** Key decision makers and stakeholders, company tool users

## Step 5



### Graduation and transfer

**Average timeline:** 1 week

During this final stage, we'll make sure you're set up for success post implementation.

- We'll introduce you to your Customer Success Manager.
- We'll show you how to connect with support to ask questions, and resolve issues and problems.



### Starting on the right foot – prep for your implementation

**Here's how to set yourself up for success.**

1. Respond to your welcome email to schedule your kick-off call.
2. Identify key decision makers and stakeholders, and make sure they are available for first call.
3. Give lots of thought to your strategies, philosophies, and objectives when filling out your Pre-Implementation Questionnaire, and submit prior to the kick-off call.
4. Log into the site with user credentials provided by email prior to the meeting, and let your IM know immediately if you have any problems.