

iSolved | Human Capital Management

One seriously powerful workforce management software tool for HR & Payroll Managers

Frequently Asked Questions

1. Who or what is iSolved?

iSolved is a leading human capital management (HCM) software solution that truly integrates all of your workforce-related processes into one system, including time and attendance, Human Resources, payroll and benefits. It's fully integrated and completely scalable, so as your company expands, iSolved will continue to meet your needs.

2. What is the iSolved Network?

The iSolved Network is who PAYDAY selected as our technology partner to provide cutting edge solutions for our clients. With the rate at which technology changes and improves, the Network allows PAYDAY the opportunity to focus on compliance and client service while constantly evolving and improving our technology. As a Founding Member of the iSolved Network, PAYDAY maintains a voice and can impact future development and direction of the software to best fit our clients' needs.

3. Does this mean PAYDAY is owned by a new company?

No. PAYDAY is the same local company with the same great service you've come to love. iSolved is simply a new technology that we're offering in order to provide a better solution for our clients.

4. What does "cloud-based" mean?

"Cloud-based" generally refers to applications or services available on demand via the web through a computer's internet connection. Cloud-based technology allows increased capacity and enhanced functionality without the need for a download.

5. What's the difference between Evo & iSolved?

Evolution is essentially an application that is downloaded to a computer. While the data within Evo is accessed through the cloud, the application must run on the user's hard drive in order to function. While Evolution is a very solid payroll platform, it does not currently have the HR and Benefits capabilities that we see are necessary in the marketplace today.

iSolved is cloud-based (see FAQ #4), so it can be accessed through the internet without a downloaded application. In addition, it holds data in one place that be accessed via single sign on, not only for payroll, but for human resources, benefits and time & attendance as well.

6. What does it look like?

It looks great, and we'd love to show you! Please contact your dedicated representative to be placed on the wait-list, and we will schedule the demo with you at our earliest opening that fits your schedule.

7. How will it save me money?

By bringing the many components of Human Capital Management together into one platform, efficiency can be improved by large margins, which impacts your bottom line in savings. Check out our ROI Calculator to get actual numbers for your business.

8. Can I access it from anywhere?

Yes. Because the software is cloud-based, you can access it anywhere, anytime, using your computer's internet browser.

9. Which internet browsers are supported?

iSolved is "browser agnostic," which means that it works on any internet browser.

10. Can I use iSolved on a Mac?

Yes. Because the software is cloud-based and browser agnostic (see FAQ's #4 and #9), you can access it from any computer connected to the internet using your choice of browser. You can also access iSolved from any smart phone or tablet with an internet connection.

11. Is there a mobile app?

Yes. Currently, the mobile app is primarily used by employees for clocking in and out and reviewing time cards. Employee Self Service will be coming soon to the mobile app! The full site is also available on mobile devices using the device's browser.

12. How soon can I see a demo?

We currently have a wait-list for live demos. Please ask your dedicated representative for more information on how to schedule a live demo and when the next available time is that fits your schedule.



14. How soon can I switch?

Transfers to iSolved are available as early as 1st Quarter 2015 and will be scheduled in order of request.

15. Do I have to switch?

At this time, PAYDAY is offering the conversion to the iSolved by request. We want to make sure that the clients that have an urgent need for the new platform are provided the earliest opportunity to switch and be trained.

16. Will I get training?

Absolutely! PAYDAY has developed a training process to include one-on-one training via GoToAssist as well as PDF manuals and video instructions for your use. As always, your dedicated rep can also assist with training as needed.

17. Can I still have a dedicated rep?

Definitely! Our dedicated representatives are a core component of PAYDAY's business model and we have no intentions of changing that. You will continue to receive the personalized approach to customer service that you've come to know with us, regardless of the platform you are on.

18. How much does it cost?

With the comprehensive approach to Human Capital Management, PAYDAY has developed a simple Per Employee fee structure. This can be discussed further with your dedicated representative, or in combination with a demo.

19. Is the iSolved Network secure?

iSolved encrypts customer and employee data that is considered Personally Identifiable Information (PII) within the application itself, before any data is stored in the database. Decryption of this data occurs "just in time" at the point of request by the application. This unique design characteristic relies on the Advanced Encryption Standard (AES) algorithm with a key size of 256 bits. By selectively encrypting data, iSolved is able to use standard relational database technology while avoiding the detrimental performance impact that complete database encryption might cause.

Users access iSolved via the Internet protected by Secure Socket Layer version 3 (SSL v3) or Transport Layer Security (TLS). This secures network traffic from passive eavesdropping, active tampering or forgery of any message traffic. iSolved also employs proactive security procedures such as perimeter defense and network intrusion detection/prevention systems. Vulnerability assessments are also performed on the iSolved application by internal and external resources on a regularly scheduled basis.

20. What are the backup processes?

iSolved's main production database is backed up to disk on a weekly rotation schedule. This entails a weekly full backup, a nightly differential backup and transaction log backups every three hours. This procedure allows for recovery to a "point-in-time" in the event of a local database system failure, allowing recovery with little to no lost transactions. These backups are also replicated off-site for additional safe keeping.

The production system is a distributed set of servers that are built on virtualization technology, where the image of each server is backed up to disk on a nightly basis and replicated off-site in a similar manner as the database. In the event of a local hardware failure, the virtualization layer allows for the iSolved servers to be moved to a surviving node within an overall N+2 architecture.

In the event of a disaster, the iSolved Network will execute a business continuity plan including the replicated images and database to reconstitute a running production instance. Customers will then be redirected to the new location once it's available. The recovery plan includes a recovery point objective of three hours and a recovery time objective of 12 hours.