



Customer Support

Technical Support Services

We consider technical support just as important as our technology and are determined to offer quality, in-house support to active WebAtlante clients. Please find below a list of support services included in our Technical Support program.

Assigned Customer Support Representative

Every WebnAtlante customer is assigned a dedicated Support Representative who checks in regularly and is always at close reach in case you need them.

Proactive Assistance

Our "Proficiency and Customer Engagement" (PACE) program includes frequent check-ins by our representatives to ensure the system continues to run smoothly. They are always happy to schedule check-ins around the customer's own schedule to guarantee all their questions are answered and all their needs are met.

Multi-tiered Support

Qualified, experienced and friendly professionals are ready to assist you anytime with any issues that may arise. Your assigned representative will assess the reported issues and, when necessary, escalate it to the appropriate department for resolution.

Newsletter & Tutorials

Our Newsletters keep you updated with upcoming training programs, special offers, new video tutorials, and product announcements. Our Tutorials are a great way to get familiarized with the many features WebAtlante has to offer. Our success stories also provide a unique opportunity to see how other HR professionals have utilized WebAtlante offering real world solutions and time-saving ideas.

WebAtlante Training

WebAtlante Training program is an excellent resource to learn how to use WebAtlante. We offer a variety of training techniques to accommodate our actively supported client's various needs, many of them are completely free of charge.

Individualized Instruction

Sometimes you just need a WebAtlante expert to help with specific tools. We now offer one-on-one time with a trainer on a topic of your choice. You could cover query and reporting, and become a master of our powerful statistics module. Get help setting up modules, such as attendance, leave authorisations or expenses so they fit your organization like a glove.

Customer Site Training

For customers who prefer a real classroom environment, without the travel, we offer Customer Site training. This format offers an accelerated training pace at your site or a site you designate, for up to eight (8) participants. For large groups, this is an ideal method to save money on travel and to remain close to your work while being trained.

Regional Training

Regional Trainings are held at designated hotel conference centers chosen by the volume of customers in the vicinity. There will be limited seating and these will be announced in ample time for you to make arrangements to attend. The training environment will involve two (2) participants per shared computer working through the class and lessons together, over the course of a 3-day period.

Installation & Implementation

We are now happy to announce that WebAtlante is also available in cloud. You now have access to the same modules you are used to through the internet. With WebAtlante you're not restricted by which device you've got at hand and if you've got an internet connection you can be at work.

With off-premise servers, out of sight and out of your hair, we roll out regular software updates – including security updates – so you don't have to worry about the time it takes to maintain the system yourself. Leaving you free to focus on the things that matter, like growing your business.

Upon purchasing WebAtlante HR Software System, each client will be transferred to an Installation & Implementation specialist who will set up an appointment with your IT Department and guide them through the set-up process of your new WebAtlante HR System.

Once WebAtlante is all set up, appointments will then be scheduled with HR to start the implementation process. This process begins with your Implementation Representative building a custom Implementation Schedule designed specifically for your needs. This schedule will be used as a guideline to ensure your product is implemented in a timely manner.

Once implementation is complete, our clients are assigned a permanent Customer Support Representative who will assist them with questions and any technical support issues that may arise.

If you prefer to have us implement your WebAtlante HRMS remotely, or at a client location, we are happy to provide it at an additional cost. Please contact our Sales Department for further information.

Data Conversions

Our Technical Services department offers data conversion services to assist you in converting your data from another source into WebAtlante. This will help ensure WebAtlante is implemented and running in no time.

WebAtlante Updates & Upgrades

Your participation in our Support program ensures that you will receive all relevant product updates and upgrades. Minor updates are made to the product when necessary between major upgrades. Product updates are installed quickly and easily by a member of our Technical Services department. All updates and upgrades are free to actively supported customers.

Support for older versions of WebAtlante typically remains in effect for one year after we stop selling it. Any support required after that point is subject to an hourly billing rate.

If you are not an actively supported customer, and you are using an older version of WebAtlante, we highly encourage you to upgrade. We'd be happy to walk you through the latest version and show you the benefits of upgrading. Give us a call today!

Interfaces & Custom Programming

WebAtlante limits the task of double data entry between HR and payroll with our custom interfacing services. Whether you choose to move data from WebAtlante into a payroll application or move data from your payroll system into WebAtlante, we have simple import/export routines and the capability to connect directly to the payroll system's databases using an API's. Our programmers have successfully created hundreds of interfaces between WebAtlante and other systems. (Interfaces are not limited to payroll software only.)

Interfaces are built based on your individual specifications. The specification can cover a variety of features, functions and fields. You determine everything from the direction of the data, the method used to exchange the data, the fields to be interfaced and their translations.

In the event you purchase a customization, a WebAtlante support representative will contact you to assist you in identifying the items to be customized, the data transfer process, and any other special considerations with the interface. Then a WebAtlante representative will review the field mapping with you.

After the field mapping has been approved and signed it is sent to the WebAtlante Technical Services department to develop, test and release the interface. The interface programming and release process typically can take between two to three weeks from the approval of the field mapping.

What's the difference between using WebAtlante's import feature, and purchasing a customization?

The customizations provide one-click synchronization between your systems which can be scheduled to run at intervals you choose.

Imports are convenient when you have a simple file to load. The main value of an customization is that they can handle more complex files, and may be designed to perform translations, calculations and data comparisons during the import process. A simple import, on the other hand, makes no decisions. You design an import yourself, and it writes exactly what it finds in the file to destination fields in WebAtlante. The import tool can handle several file types, but customizations can handle more, can traverse database tables with queries, can handle multiple files, and can even connect with web services. With an import, you are responsible for the data. With a customization, you gain our insights when designing it, and we are responsible for verifying it works well, and for supporting it in the future.