

Absence Management Solution: **Partner Checklist**



Is your software vendor the right partner for your absence management needs?



EXPERTISE

1. Does the software meet all the criteria outlined in our [absence management software checklist](#)? YES NO
2. Does the vendor have a knowledgeable team well-versed in modern HCM and substitute management? YES NO



IMPLEMENTATION & TRAINING

1. Does the vendor provide free, comprehensive training in the solution throughout the partnership, including for new users? YES NO
2. Can the vendor smoothly onboard a new customer to its solution in less than four weeks? YES NO
3. Does the vendor commit to and actively practice an ongoing effort to improve interoperability? YES NO



PRICING AND CONTRACTS

1. Does the vendor charge customers *only* for active users, ideally per month? YES
 NO
2. Does the vendor charge new customers minimal to no start-up fees? YES
 NO
3. Does the vendor “lock in” affordable multiyear pricing for customers *without* requiring a multiyear contract? YES
 NO



CUSTOMER DELIGHT & IMPACT

1. Does the vendor offer customer support with real, live specialists within seconds? YES
 NO
2. Do users consistently give the vendor positive, high-enthusiasm reviews for its services? YES
 NO
3. Is there recent evidence of the vendor enacting real customer feedback into solution improvements? YES
 NO
4. Is there evidence that the vendor helps customers increase fill rates while saving time and money? YES
 NO



We've seen an increase of 10-15% in our fill rates since we implemented Red Rover.



Brevard Public Schools (FL)