Red Rover

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 & 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 via phone with real, live specialists with expertise in absence management?
☐ 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)

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