



**Electronic Employee
Relations Case
Management System RFP**

Lewis County
July 26, 2024

Keith Cloutier
Account Executive
kcloutier@hracuity.com

Table of Contents

1. Executive Summary.....2

2. Core Functionality:5

3. Integration:8

4. User Interface and Experience:9

5. Security and Compliance:.....10

6. Support and Maintenance:.....12

7. Implementation Plan:.....13

Discovery and Planning:.....13

Configuration and Customization:15

Testing and Training:.....16

Go-Live and Support:17

1. Executive Summary

Founded in 2006, HR Acuity is a women-owned business providing a cloud-based HR technology for employee relations case management. HR Acuity is the only technology platform specifically built for employee relations and investigations management, helping organizations protect their reputations and build better workplaces. We empower customers with built-in intelligence, templates, and reporting, so they can equitably and appropriately manage workplace issues; uncover trends and patterns through forward-looking data and analytics; and provide trusted, consistent experiences for their people.

Employee relations and investigations expertise is woven directly into the user interface, which sets us apart from other case management solutions. Clients like Lewis County have the peace of mind that their solution incorporates best practices to guide users through case documentation. You can centralize all employee matters, drive consistent documentation across your teams through an easy-to-use interface, and serve up trends/insights to help identify the roots of issues and mitigate risk.

Many organizations today use a variety of inefficient manual processes to manage employee issues, such as Google Sheets, Excel, and shared drives. Using systems that are not dedicated to this function can open an organization to risk. There is a risk in not having the data in one place to spot trends and monitor issues, there is a risk in handling issues in an inconsistent way, and there is a risk in confidential data being exposed or lost.

HR Acuity is here to help. Our technology empowers you with built-in intelligence, best practices, and reporting, so your ER team can:

- Enable employees to report workplace concerns easily and anonymously
- Empower your people leaders with the tools and guidance they need to manage employees
- Centralize, document, and manage employee cases as they occur
- Run fair, consistent investigations with best practices and templates built-in
- Uncover trends through forward-looking data and analytics so you can prevent future cases

Our highly configurable platform allows internal administrators to quickly make changes to the system, without involving technical resources or HR Acuity's Professional Services team. For example, your administrators can configure letter templates, email templates, alerts, decision maker committees, queues, and dropdown values for standard case fields. Settings for features such as legal holds, APIs and case health can also be configured. Increased flexibility and agility within the system will save Lewis County time and money while allowing the team to mature and scale.

HR Acuity offers proven results. A recent Forrester study, commissioned by HR Acuity to determine the total economic impact of our solution, found that quantifiable key benefits of deploying our solution include improved employee relations team efficacy, improved human resources and business partner efficacy, avoided and mitigated legal risk and costs, and strategic insight gains.

You can't prevent every employee relations issue, but you can control how your organization responds. HR Acuity's solution ensures that employees are treated fairly and consistently. We equip you with structure, content, and tools around documentation, investigations, and analytics in ways that provide accurate, reliable, and uniform experiences for your people, all with built-in expertise to make best practice your process.

Thought Leadership

We like to say that HR Acuity was “built by HR,” because the company was founded by an HR visionary with over 25 years of investigatory and employee relations experience. In addition to the numerous accolades for continuous innovation and enhancements in ER technology we’ve earned, HR Acuity is proud to serve as a thought leader in the field and to have built a community for employee relations professionals.

Certifications & Awards

- SOC 2 Type II Certified
- GDPR Compliant
- Stevie Award Winner 2020:
 - Gold (Women in Business)
 - Silver (International Business Award)
 - Bronze (Great Employer)
- Fortune Best Small Workplaces™
 - 2020, 2021, 2023
- Great Place to Work® Certified
 - 2020, 2021, 2022, 2023, 2024



HR Acuity Employee Relations Roundtable

Since 2015, HR Acuity has been hosting invitation-only events for senior HR and Employee Relations leaders in enterprise organizations from around the country for strategic discussions and interactive sessions focused exclusively on employee relations. This invitation-only event presents Senior Employee Relations Leaders with a unique opportunity to meet, learn and share challenges and best practices, and exchange ideas on today’s toughest employee relations matters. Attendees return to their organizations energized with valuable knowledge and actionable ideas to put into practice within their teams.

[Request an Invite to the Employee Relations Roundtable](#)

About the empowER Community

empowER is a natural extension of the growth and activities of the HR Acuity Employee Relations Roundtable community. An online community exclusively for employee relations practitioners, empowER provides a space to ask questions, get advice, and collaborate with over 5,000 other employee relations professionals.

[Join the empowER Community](#)

Employee Relations Benchmark Study

HR Acuity publishes the annual Employee Relations Benchmark Study, which was launched in 2016 to identify and define best practices for employee relations management. The ER Benchmark Study represents approximately five million employees globally. It is the definitive resource for employee relations management and benchmarking trends across the evolving landscape and the go-to resource for ER data. It provides organizations with best practices and metrics to compare their organization’s employee relations function with other similarly situated organizations.

[Access the 8th Annual Employee Relations Benchmark Study](#)

**Employee Relations Quotient (ER/Q)**

HR Acuity recognizes that Lewis County's satisfaction with our feature list isn't the only measures of success that matter to an employee relations team trying to make a meaningful difference in their organization. We're a company founded by HR professionals, and we've developed the ER/Q, the first employee relations maturity model. ER/Q is designed to help you understand the current maturity level of your Employee Relations function based on the purpose, processes and influence your team has with respect to the organization as a whole. With HR Acuity, the most meaningful measure of success is helping your team take actionable steps to advance your ER team.

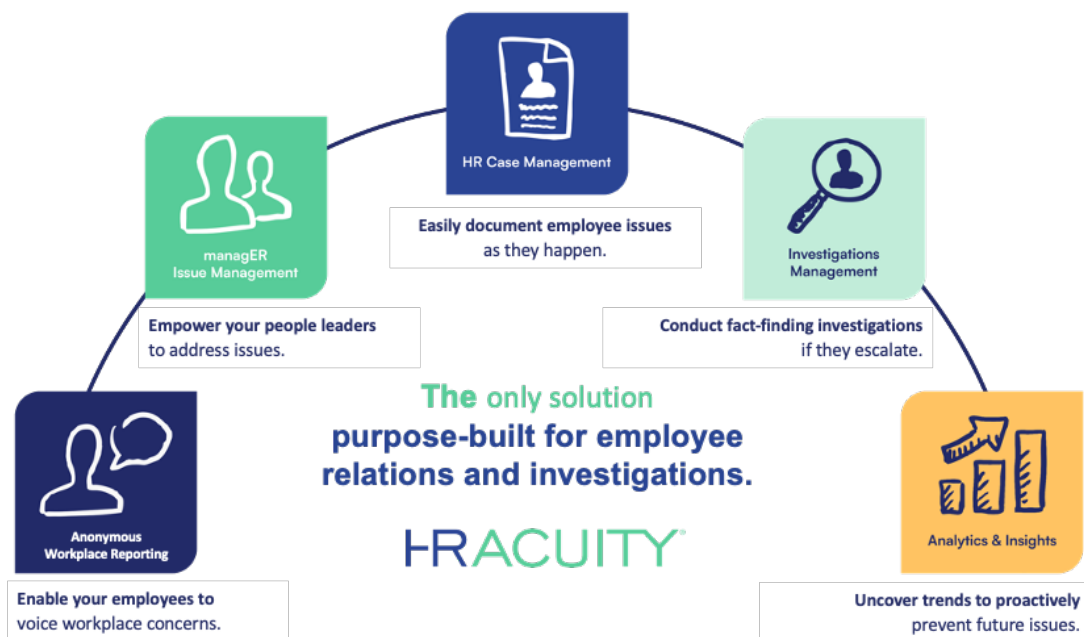
[Discover your ER/Q](#)

2. Core Functionality:

2.1. Case Management: Ability to create, track, and manage HR cases including employee relations, investigations, FMLA, and Workers Compensation cases.

Yes. HR Acuity is the trusted leader for employee relations case management from issue to aftercare. Key differentiators between the HR Acuity reporting and case management platforms include:

- **HR Acuity was purpose-built:** The application was developed specifically for employee relations case management and workplace investigations, not just as an employee reporting or investigative management solution. The application supports intake, case management, investigative process management, aftercare, and insights and reporting. Built by HR professionals, HR Acuity offers embedded tips and best practices in case management and employee relations.
- **Broad number of integrations:** HR Acuity supports many out-of-the-box integrations with HRIS and service management solutions through our secure SFTP and REST-based APIs.
- **Actionable insights:** HR Acuity's robust Analytics Center includes the ability to conduct event case analysis to link reporting to industry or customer events without leaving the platform for insights and reporting and without requiring any technical ability or additional IT support.
- **More Flexibility:** HR Acuity allows customer administrators to add necessary categories and minor changes to meet your specific needs. With HR Acuity, admins can configure almost every dropdown, letter templates, manage groups, locations and permissions. HR Acuity provides detailed, configurable investigative workflow, support, and best practices to ensure consistency and completeness with each case.
- **Benchmarking:** HR Acuity supports customers with best practices and benchmarking data by company size and industry.



2.2. Workflow Automation: Support for automated workflows for case routing, approvals, and notifications.

HR Acuity includes workflows for Employee Relations (ER) and Investigation (INV) cases to support the documentation of Employee Relations issues. Issue categories and guidance can be configured by these standard workflows to drive consistency in documentation.

HR Acuity's investigation workflow includes phases for Plan, Investigate, and Determine. Our rules engine determines what custom fields should display based on information added to your case. HR Acuity has a built-in decision-maker workflow to be sure that approval and decision-making process is followed.

Cases can be tracked by using notifications, reminders, dashboards, analytics, and our search feature. Workflows can be configured with rules, such as whether the approver should be a person or a committee. Committees can be configured to require approval from all committee members or a certain number of committee members.

The solution is highly configurable. Issues, groups, notifications, templates, dashboards, and more can be configured. Customers can configure letters, emails, investigation interviews, and post-hire and exit interview templates. Investigation interviews can be configured for complainant, subject, and witness. Letter templates can be configured by issue and case type. Smart Fields provide the ability to configure workflows by case type, region, issue type, and risk level.

Statuses are updated based on actions taken by system users on the case. Employee Relations cases are in progress when the case is opened, can be put on hold, and closed. Investigation cases move through different statuses based on its current state. The status can change when the case has been sent for or received from legal review, sent to decision maker, put on hold, finalized, or closed. Users control when a case is sent for legal or decision maker review or is put on/off hold. Investigations that are in legal or decision maker review are 'locked down' so changes cannot be made.

2.3. Document Management: Secure storage and management of case-related documents and communications.

Files can be uploaded from local devices, emailed to your HR Acuity dashboard, added to existing cases, or attached to a quick note. HR Acuity also provides a company Document Library where company admins can upload policy documents and quickly attach those files to cases.

Lewis County users can upload as many attachments and documents (up to 100MB each) as desired, with virtually unlimited storage. The file types supported by an HR Acuity case are:

.avi, .doc, .docx, .dvr-ms, .eml, .flv, .gif, .iso, .jpg, .jpeg, .mov, .mp3, .mp4, .mpeg, .mpg, .one, .pdf, .png, .pps, .ppt, .pptx, .tif, .tiff, .vob, .wav, .wmv, .xls, .xlsx.

Uploaded documents can also be searched, by their name, type and description.

2.4. Reporting and Analytics: Comprehensive reporting capabilities to track case status, outcomes, and trends.

HR Acuity provides powerful analytics including dashboards and reports. Users can create multiple dashboards with visuals showing case volume, top issue categories or actions, notification methods,

trending by issues, groups, or locations, and more. Users can filter dashboards by a number of parameters, providing various lenses into the data. Dashboards can be saved and shared with others.

Our reporting interface is designed for easy use, enabling swift visualization and analysis without needing advanced data interpretation abilities. Users can create their own reports to dive deeper into the data, reporting on case information and involved parties. Reports can include custom profile fields such as race, gender, or performance rating that you may be bringing into HR Acuity from your HRIS integration. Our powerful reporting engine enables you to filter and manipulate data right within the system – and save reports for future reference. Charts and graphs can also be generated from the data and exported.

Reports can be downloaded in different standard formats, including PNG, Excel, and CSV. Clients can also set up custom reports that push data to an email or purchase an export to SFTP option to help automate the process of getting data into Tableau or PowerBI. For further flexibility, a Report as a Service (RaaS) API is also available at an additional cost. Users can build reports in the HR Acuity Analytics Center and enable them to be pulled via API in JSON format.

With olivER, HR Acuity's optional AI feature included in the next release, clients can also leverage the power of generative artificial intelligence in insights reporting. The AI-driven analysis and customization capabilities allow users to tailor insights to their unique business needs and challenges. Users can query the data for insights by choosing a preset prompt or by typing in a question about the data. olivER will provide answers to your queries and you can continue to ask more questions to dive deeper into the data. olivER can also create charts of the data.

3. Integration:

3.1. Integration with Tyler Munis: Ability to pull data with the Tyler Munis finance system, ensuring consistency and accuracy of HR and financial data. There is no need at this time to push data back into Tyler Munis

Clients can configure a .csv template with key data elements, encrypted with PGP and transmitted to HR Acuity over Secure File Transfer Protocol (SFTP) nightly.

4. User Interface and Experience:

4.1. Intuitive and modern UI design to facilitate easy navigation and usage.

HR Acuity was designed with user experience best practices in mind. This includes clear iconography, labels and navigation.

Users can easily create a new case from the navigation, or even create a Quick Case and fill out additional details later. The user's homepage dashboard shows high priority cases, open cases and notifications allowing efficient access to key information.

4.2. Customizable dashboards for quick access to key metrics and reports.

HR Acuity has standard analytic reports and many standard dashboard reports with a variety of sort/filter options.

Standard dashboards display key metrics such as case volume, top issue categories and actions, aggregated issue disposition, data trends, benchmarking, event analysis, and more. Dashboards can be filtered by a variety of fields including date opened, case group or case location, issue, status and case type.

5. Security and Compliance:

5.1. Role-based access controls to ensure data security and confidentiality.

HR Acuity has role-based access control / permissions (RBAC). Permissions assigned to the role include permissions for case entry, case view, reporting and administration. These can be limited by case type, group (eg. company, department), location and issue. Multiple administration permissions can be assigned, including case admin, profile admin, configuration admin, reporting admin and others. We also have an Attorney Client Privilege designation that can be applied to sensitive investigations, limiting visibility to the investigation team only. Uploaded files can be labeled as restricted documents, which can only be viewed by case team members, case admins, and super admins.

5.2. Compliance with relevant data protection regulations (e.g., GDPR or otherwise) o MFA capabilities, Single Sign-on o Be able to meet applicable retention needs

HR Acuity is compliant with GDPR and GDPR Confidential. Kaleidoscope Data Privacy Consultants (KDPC) are specialist consultants in UK and EU data protection laws in health and social care. KDPC have been retained by HR Acuity since March 2018 to support our compliance with data protection laws. Their support services include:

1. Undertaking the role of Data Protection Officer (DPO)
2. Monitoring internal compliance with GDPR obligations
3. Support in undertaking contract reviews for Data Processing Agreements

HR Acuity provides both traditional login (email/password) and SSO based authorizations, through any identity provider that uses SAML 2.0. Text based and authenticator apps based MFA can be configured. The application also supports IP based filtering as an additional security measure.

Lewis County will have full control of all local storage/retention decisions. HR Acuity does not purge or delete records from client data, and client administrators can go into the application at any time and delete/modify/update/export data. A client user with permissions can also shred cases and employee profiles from HR Acuity for GDPR compliance.

5.3. Have appropriate encryption and storage of Lewis County Data

Suitably robust encryption measures are implemented for information in storage and during transmission, employing the following encryption procedures:

- Data encryption in transit using TLS 1.2 over SSH
- Data encryption at rest utilizing the AES-256-bit algorithm
- Signature Algorithm SHA256RSA
- Signature Hash Algorithm SHA256
- Public Key RSA (2048 bits)

Encryption procedures are executed at both the database and storage levels. The database encryption key (DEK) is based on AES-256 bit algorithm. DEK is protected by a built-in server certificate. The built-in server certificate is unique for each server and is automatically rotated every 90 days.

5.4. Lewis County desires that we have an ability to export the data in the event we stop using services with winning vendor.

Within the application, clients always have access to their own data through our robust analytics center. Reports can be exported to Excel via email, scheduled for delivery to SFTP or retrieved in JSON format via HR Acuity's Report as a Service API, if those services are in scope. Upon termination of our agreement for any reason, HR Acuity would provide Lewis County with a compressed ZIP file containing a copy of all data stored in the system. Note that this will be done at no additional cost to Lewis County. After confirmation of receipt, HR Acuity will then delete all copies of data from HR Acuity's MS Azure data centers using best practice procedures and a wiping solution that is NIST 800-88 compliant.

6. Support and Maintenance:

6.1. Ongoing technical support and maintenance services post-implementation.

User technical support is provided at no additional cost and includes answers to general how-to questions on system and features, additional help and support materials, as well as support on using administrative and reporting features. Our robust Support Center contains release notes, details of known issues and bug fixes, training resources, FAQs, and general how-to information. The Support Center also includes a ticketing system through Fresh Desk for support and feature requests.

6.2. Regular updates and patches to ensure system reliability and security.

HR Acuity conducts regular updates to its software platform along with quarterly larger enhancements and feature additions. HR Acuity is a SaaS platform and we address most fixes on a 3 - 4 week sprint cycle with little or no down time through our Scrum-based S-SDLC development methodology. Release Notes for new features are provided in advance, and most new features can be enabled by client Administrators to meet organizational change management needs. Account teams work with clients to give enough time as well as training and support to facilitate the user rollout, while accommodating client timelines and priorities.

No client testing is necessary prior to releases, however customers can opt to purchase a sandbox environment if required internally. HR Acuity performs rigorous automated and manual QA testing prior to each release, including performance, load, regression and security testing to limit impact. The performance and status of the HR Acuity application are monitored and major functionality issues trigger alerts to HR Acuity technology team. Internal app logging is also used to troubleshoot issues.

7. Implementation Plan:

Discovery and Planning:

7.1. Conduct workshops and meetings with HR team to understand requirements and workflows.

HR Acuity's comprehensive implementation process ensures that our products are implemented efficiently and effectively into your organization. During the implementation process, the HR Acuity Implementation Manager will work closely with you to understand existing processes, challenges and goals for implementation. The flexible configurability of HR Acuity allows us to deploy a solution that is right for your organization. We also share best practices and leverage previous lessons learned to ensure the most efficient and effective rollout of the HR Acuity Platform.

The HR Acuity's implementation methodology includes the following five stages:

- **Plan:** The objectives of the Plan stage are to finalize the overall project scope and to identify configuration and reporting requirements of the HR Acuity platform. The Plan stage also identifies the team members, roles and responsibilities, and the communication plan that will be used during the project.
- **Design:** Following the first project call, the HR Acuity Implementation Manager will work with Lewis County to identify processes and workflows, as well as configuration and integration requirements that are applicable across the organization.
- **Build:** The Build stage will serve to build the configurations of the HR Acuity products through a series of workshops. These workshops will be iterative in nature and will build upon previous workshops. In this phase, system and integration configurations are completed and initial data migration activities are executed.
- **Test:** The Test stage's purpose is to confirm setup through end-to-end testing throughout the HR Acuity platform. This stage includes the steps required to move HR Acuity into production, which includes purging data and activation of integrations.
- **Deploy:** The Deploy stage entails the formal deployment of HR Acuity to internal users, which includes training, change management, communication and production monitoring. This stage also focuses on supporting you through business system adoption, as well as HR Acuity internal knowledge transfer to Customer Success.

7.2. Develop a detailed implementation plan and timeline.

HR Acuity's comprehensive implementation process ensures that HR Acuity is implemented efficiently and effectively into your organization. During the implementation process, we work closely with our new clients to understand their existing processes, challenges, and goals for implementation. The flexible configurability of HR Acuity allows us to deploy a solution that is right for your organization. We also share best practices and leverage previous lessons learned to ensure the most efficient and effective rollout of HR Acuity. The HR Acuity Implementation Process includes four stages – Plan, Design, Build, and Adopt - representing the initial launch of HR Acuity and is modified as appropriate to your organization's needs. Once the detailed business requirements are known, a project plan and timeline are created. Implementation also includes our New User Adoption Program which is included in the Adopt phase to ensure successful change management and adoption of HR Acuity across your user base.

Lewis County will benefit from HR Acuity's **Essential Implementation**, with a typical timeline of 12-16 weeks. This implementation support package includes:

- Established implementation methodology focused on taking Lewis County to the next level
- Deep dive into roles, configurations, and features across the platform
- Thorough analysis of reporting needs related to importing employee, department, and location data and determination of custom fields
- Up to 5 live training sessions focused on user adoption and getting the most from the platform



Configuration and Customization:

7.3. Configure the system to meet Lewis County specific requirements, including data fields, workflows, and user roles.

HR Acuity is designed to be flexible and highly configurable to meet the needs of Lewis County. Issues, actions, notification methods, letter and interview templates, case log and expense categories, issue dispositions, and user roles and permissions can all be configured to align with your processes and meet your organization's needs.

During the implementation process, we work closely with our new clients to understand their existing processes, challenges, and goals for implementation. The flexible configurability of HR Acuity allows us to deploy a solution that is right for your organization. We also share best practices and leverage previous lessons learned to ensure the most efficient and effective rollout of HR Acuity. Each training and adoption program is specifically tailored to each client, and each session is designed to build on the functionality covered in the previous sessions.

7.4. Customize dashboards and reports as per Lewis County's needs.

Custom reports can be created, published, shared, or exported. Your saved reports automatically update each time you visit the Analytics Center. Reports have a wide range of filtering and sorting options, as well as the ability to build a graph or chart. Visualizations include bar, column, pie, and aggregated pivot tables.

Testing and Training:

7.5. Conduct comprehensive testing to ensure the system functions as expected.

No client testing is necessary prior to releases, however customers can opt to purchase a sandbox environment if required internally. HR Acuity performs rigorous automated and manual QA testing prior to each release, including performance, load, regression and security testing to limit impact. The performance and status of the HR Acuity application are monitored and major functionality issues trigger alerts to HR Acuity technology team. Internal app logging is also used to troubleshoot issues.

7.6. Provide hands-on training sessions for HR staff on system usage, administration, and maintenance.

At HR Acuity, we recognize that technology is only effective when it fits within your workflows and is used consistently and compliantly. Therefore, we have created a proprietary methodology for optimal training and adoption. Our typical training consists of 5 one-hour web-based training sessions conducted by your Implementation Manager:

- Employee Relations Workflow session (60-90 minutes)
- Investigations Workflow session (60-90 minutes)
- User Admin Training (60 minutes)
- Case Review / Open Office Hours session (60 minutes)
- Reporting Training (60 minutes)

Each training and adoption program is specifically tailored to each client, and each session is designed to build on the functionality covered in the previous sessions. Separate training sessions are conducted to cover administrative functionality.

The HR Acuity implementation resource conducts all training at the end of the project and will partner with the customer to determine the preferred method. We typically do virtual training direct to the users but have done train-the-trainer style training. We can provide multiple sessions if needed and can record the training sessions via Zoom for the users who aren't able to attend. In-person training is available for an additional fee, plus travel and expenses.

For ongoing training, HR Acuity offers regular webinars for all our clients where we review tips and tricks (in addition to answering live Q&A) on features of HR Acuity. The HR Acuity online Support Center is also available as a learning portal for new and current users to access short videos that will train them on the entire functionality of the system.

Go-Live and Support:

7.7. Coordinate the go-live process with minimal disruption to Lewis County operations.

HR Acuity's proposed project team is below. Our team will work remotely to support Lewis County through the project delivery.

- **Keith Cloutier** – Account Executive
 - Responsible for supporting Lewis County throughout RFP process
 - Bio: <https://www.linkedin.com/in/keith-cloutier-131687135/>
- **Jill Stover** – VP of Customer Success
 - Responsible for Executive Oversight
 - Bio: <https://www.linkedin.com/in/jillstover/>
- **Anne Conaway** – Director of Professional Services
 - Responsible for overall relationship during the implementation
 - Bio: <https://www.linkedin.com/in/anneconaway/>
- **Nandini Easwar** – Head of Technology Operations and Security
 - Responsible for managing IT Resources throughout implementation
 - Bio: <https://www.linkedin.com/in/nandinieaswar/>

Lewis County will be assigned an Implementation Manager who will be responsible for the overall project plan to ensure that you are successfully implemented on the HR Acuity platform. Your Implementation Manager will coordinate with other HR Acuity resources to ensure that the project is completed on time and to outlined specifications.

Role	Responsibilities
Implementation Manager	Owns the partnership with Lewis County and is responsible for the overall project completion and timeframes to meet requirements. Acts as the Project Manager and leads weekly implementation and integration meetings to ensure deliverables are met and the implementation is completed successfully.
IT Resources	Will work with Lewis County IT resources to configure and test integrations as needed.
Additional Professional Services Resources	Assist with configurations, integration and data migration tasks as needed.

Lewis County's resources specifically assigned to this project are required to ensure the successful implementation of HR Acuity as outlined below. Below is not an exclusive list; additional team members may be required.

Clients must have their core team available to attend weekly meetings and complete required pre-work and post-work according to the project plan. IT resources must be available to attend initial configuration meetings and complete IT integration and data migration requirements according to the agreed upon schedule.

Role	Responsibilities
Executive Sponsor	Most senior individual with Client who will own the HR Acuity project and will attend the kick-off meeting, send change management communication, and kick-off user training and adoption sessions.
Champion	Primary go-to user that drives adoption of HR Acuity across the organization and makes key configuration and adoption decisions. This person will participate in weekly meetings, ensure deliverables are completed in required timeframes, make key decisions, and drive adoption.
Project Manager	Individual responsible for ensuring that all pre-work, post-work, integrations, data migration, configuration/features decisions are completed on time. This person will attend all meetings and ensure that all deliverables are completed on time and to specifications.
IT Lead	Individual responsible for ensuring that all integrations and data migration activities are completed on time.
Select Users from User Groups	Individuals that represent the various user groups and can act as Super Users. Agreed requirements gathering sessions, participate in weekly configuration meetings as required or provide input to configurations, participate in User Acceptance Testing.

7.8. Provide initial post-implementation support to address any issues or questions.

With a customer retention rate exceeding 95%, HR Acuity has dedicated customer service and implementation teams with a focus on quickly bringing value to customers.

A dedicated Customer Success Manager will serve as Lewis County's primary point of contact for adoption resources, subscription management, and regular touchpoints with product owners. Your Customer Success Manager is also your primary point of escalation, using defined internal channels to direct client concerns to leaders or cross-functional partners as necessary. Technical issues have a distinct escalation path from our Support desk, to Level II Support, and Engineering or Product teams.

HR Acuity's support offering includes:

- M-F 8am-9pm EST Support Center access by phone or email
- 24/7 access to our online Knowledge Base articles and videos

User technical support includes answers to general how-to questions on system and features, additional help and support materials, as well as support on using administrative and reporting features.



Our robust Support Center contains release notes, details of known issues and bug fixes, training resources, FAQs, and general how-to information. The Support Center also includes a ticketing system through Fresh Desk for support and feature requests.

All new features are shared with HR Acuity users via email, our banner message, on-line support tutorials, our Support Center, or on-line guided new feature tours. Minor releases are conducted monthly, with new product features released on a quarterly basis. Patch and hot fixes are conducted off hours Eastern Time if required. New features are configurable by client so clients may elect to implement or not implement any new features that are available.

For additional support, our public site contains general information and resources about the product, case studies from current clients, resources like the ER/Q maturity model for employee relations professionals, and HR Acuity's webinar series. Lewis County's team are also invited to join HR Acuity's empowER community. An online community exclusively for employee relations practitioners, empowER provides a space to ask questions, get advice, and collaborate with over 5,000 other employee relations professionals.