

Free Trial – Answers to Frequently Asked Questions (FAQ)

How long is the trial period?

The trial period is forty-five (45) days. We believe 45 days is sufficient time for you to get the feel of how ZeroedIn works and to socialize the value and capabilities of ZeroedIn to resources within your company. Think you need more time? Let's discuss.

What parts of the ZeroedIn Workforce Intelligence Platform do we get to trial?

The trial provides you access to two (2) elements of our platform: Workforce Analytics (personalized dashboards and data discovery), and Social Engagement (tools to collaborate, interact, and engage users around your metrics)

How is the scope of the trial limited?

We are limiting the scope of the trial to a series of metrics associated with employee mobility, namely headcount, new hires, terminations, and other changes in status that can be sourced from a transactional data file containing a list of effective dated changes to your employees. Using this source, you will be able to analyze changes in headcount over time, view trends over time, and make comparisons between measures such as new hires versus terminations across various demographics including organization and job roles.

Are we limited to the number of users?

Yes. The trial is limited to Five (5) named users. We encourage you to create users for key stakeholders to show them the power and ease at which ZeroedIn can provide workforce intelligence to your company. Think you need more users? Let's discuss.

How soon can we access the trial once we provide you with our data file?

If your data file adheres to the requested format, ZeroedIn will send you your user accounts, initial passwords, and a link to the trial environment within Three (3) business days.

Is the trial really free and with no obligation afterwards to purchase?

Yes! There is no cost associated with the trial period and no cost to configure and setup the environment. When the trial ends, there is no obligation to sign a longer term contract with ZeroedIn. We do believe that you'll find sufficient value from the trial from which to build a business case for a longer term relationship with us.

Do we need to sign an agreement?

Yes. We have a simple letter of agreement that needs to be executed. The agreement also contains a scope of work that outlines the expected format and contents of your employee data file.

Is there training available with the trial?

Yes. We will provide you with an online job aid which presents self-service training on how to use the workforce analytics and the social engagement components of the Zeroedin workforce intelligence platform.

Will you provide customer support as part of the trial?

Yes! Zeroedin will provide the same level of customer support to you during the trial as we do our paying customers. Our customer support is available between 8:00 AM and 6:00 PM EST, Monday through Friday, excluding US federal holidays. When you sign up for the trial, we will provide you with the support phone number and email information.

How will you protect our data during the trial?

Zeroedin provides secure access to our service using Secure Socket Layers (SSL) over HTTPS. Additionally, your data is encrypted when transmitted and when it is stored at rest. As part of the trial agreement, our firms will execute a mutual confidentiality and non-disclosure agreement. It is also our intent to minimize your risk during the trial so we will not accept personally identifiable information (PII) as part of the trial dataset.

What happens to our data after the trial?

After the trial period, Zeroedin will permanently remove your data from our system. For a short time after the trial ends, an encrypted backup of your data may reside on our disks until the backup retention period expires.

How do we sign up for the trial?

Point your web browser to <http://www.zeroedin.com/free-trial> After you fill out our form and submit your request, one of our team members will contact you within 24 hours and provide you all of the additional details including our trial agreement letter and confidentiality / non-disclosure agreement.

Who do we contact with additional questions about the trial?

You can contact us via email at: pulse@zeroedin.com

Or, you can phone us at 1 (410) 242-6611 and select Option 1 for sales.