dayforce

Dayforce Lifecycle Services



Help stay current, reach your goals, and continue to innovate at every step of your Dayforce journey

Dayforce Lifecycle Services offers a cohesive customer success strategy over the course of your Dayforce journey. At every step along the way, Dayforce is a dedicated partner, committed to delivering quantifiable value and driving customer success. By not only solving challenges, Dayforce will work with you to help prevent them, optimize usage, and align with your business transformation goals.

With the leadership of a strategic Lifecycle Manager, closely aligned with Customer Success, you will have thoughtful discussions, which will lead to a tailored plan to execute existing offerings that will help maximize value specific to you.



Increased product adoption

Through training and onboarding you will be empowered to fully utilize the features and capabilities of the Dayforce platform to help get the most out of your investment and leverage the product to its fullest potential.



Proactive guidance

Meet with your Lifecycle Manager and Customer Success for regular check-ins, identifying areas for change, optimization, and growth.



Continuous value

You'll benefit from existing offerings professionally bundled to help meet your needs and allow you to experience ongoing improvements and sustained success with Dayforce.

Features and Benefits

Maximize value. Lifecycle Services transcends task completion, to help support your software investment and consistently deliver peak value through a proactive, strategic partnership.

Optimize usage. This approach not only helps you resolve issues but also helps you proactively prevent them, enhance usage, and align with future objectives, surpassing the capabilities of self-service or reactive methods.

Best practices. Accelerate user adoption and harness insights from thousands of successful implementations.

Lifecycle journey. Begin with stabilization, advance through optimization, and discover transformative insights into your business as you meet your evolving business needs with the help of Dayforce Lifecycle Services.

Tailored guidance. Partner with Dayforce to help achieve sustainable, measurable results and drive ongoing growth and business value.

Business alignment. Consultants serve as strategic advisors, adapting software configurations to help match your growth and evolving priorities.

What's Included



Base	Plus	Advanced	Premium
Included with your Dayforce product subscription	**Adds onto what you receive as part of your Dayforce product subscription in Base**	**Builds onto the Plus option**	**Builds onto the Advanced option**
Connect with Dayforce professionals —get fast, knowledgeable support for your everyday questions and help maximize your platform experience.	Lifecycle Manager who helps drive successful execution, align expectations, and unlock Dayforce value through every stage—Stabilize, Optimize, and Transform.	Private, instructor-led Dayforce training using standard tools and real-world scenarios	A Technical Account Manager, to provide professional guidance tailored to your technical needs, helping align with your business goals.
Unlimited access to the Customer Community—a smart, interactive hub for real-time collaboration, professional insights, and peer-driven support to help elevate your Dayforce experience.	Flex solutions available to complete configuration and project work supporting your evolving business needs.	Gain access to an additional Dayforce environment for testing, training, or development.	Regular health checks and quarterly audits to help identify issues, with actionable and best-practice recommendations to help you streamline operations.
Access to Tax related articles that describe best practices, processes, guidance on submitting questions, and Compliance Alerts	Deliver high-touch, value-driven sessions across every stage of your Dayforce journey.	Dayforce Discover: Explore features, unlock insights, and help maximize platform value.	Review Dayforce Release Notes to help you highlight key actions, maximize benefits, reduce risks, and ensure updates meet your needs.
		Access to a named Tax Representative to augment the standard Tax Support model.	
		10% Discount for additional Dayforce Services for any large projects	



Proactive, Strategic, and Tailored Approach *Professional guidance to help add value throughout your journey.*	**Base** *Included with your Dayforce product subscription*	**Plus**	**Advanced**	**Premium**
Lifecycle Management		✓	✓	✓
Value Sessions		✓	✓	✓
Technical Account Manager				✓

Empowerment & Collaboration *Leveraging Support, Success, and Community to achieve success.*	**Base** *Included with your Dayforce product subscription*	**Plus**	**Advanced**	**Premium**
Standard Support	✓	✓	✓	✓
Dayforce Community	✓	✓	✓	✓
Customer Success Resources*	✓	✓	✓	✓
New Customer Onboarding	✓	✓	✓	✓
Ongoing Executive Sponsor				✓
Tax Support Representative			✓	✓
Premium Application Support				✓
Additional Environments			✓	✓
Discover Passes			✓	✓

**The Customer Success Manager (CSM) coverage varies by customer size. Larger customers will have access to a Designated Customer Success Manager, while smaller customers will work with our team of Customer Success Professionals to ensure their needs are met.*



Dayforce Training *Training and knowledge to unleash your potential.*	Base *Included with your Dayforce product subscription*	Plus	Advanced	Premium
Extensive collection of on-demand, eLearning courses	✓	✓	✓	✓
Unlimited access to our instructor-led training catalog	✓	✓	✓	✓
Org Readiness Toolkit to assist your implementation change management	✓	✓	✓	✓
Proactive Lifecycle Manager collaboration with Training Delivery Consultants		✓	✓	✓
Client exclusive, instructor led sessions			✓	✓

Flex Solutions *Project work done when you need it.*	Base *Included with your Dayforce product subscription*	Plus	Advanced	Premium
Configuration Services		✓	✓	✓
Consulting Services		✓	✓	✓
Corporate Services		✓	✓	✓
Open Enrollment Services		✓	✓	✓
Optimization Services		✓	✓	✓
Security Services		✓	✓	✓
Data Load Services		✓	✓	✓
Additional Services Discounts			✓	✓

At Dayforce, we're committed to your success. Our highly skilled teams have the collective experience and insights to guide you throughout your Dayforce journey, providing outstanding implementation, training, services, and support to help propel your business forward.

©April 18, 2025 Dayforce