

PayScale Insight Lab Implementation Guide

PayScale's step-by-step implementation process gets you using Insight Lab quickly.



Implementing Insight Lab can be a seamless process, whether you are new to the PayScale family or migrating from an existing product, our step-by-step process will guide you through onboarding. Your PayScale Customer Success Team will meet with you to discuss your business needs, how to submit data, best practices, will walk you through the product, and provide additional training to your staff as needed. We'll ensure you know what's expected and are satisfied with the results.

A typical Insight Lab customer can be fully onboarded in six weeks. Here's an overview what you can expect:

PRIOR TO WEEK 1	WEEK 1	WEEK 2	
<p>Existing customers sign and submit new ELOA before starting migration process to Insight Lab from another PayScale product.</p>	<div data-bbox="1142 147 1241 245" data-label="Image">  </div> <p>Kick-Off</p> <p>Contract is signed and customer receives a welcome email while PayScale begins setting up the account.</p> <p>Welcome Call</p> <p>Customer Success Manager schedules 60-minute call to introduce customer to team members working on their account, outline the onboarding timeline, discuss requirements and best practices, and agree upon end goal.</p>	<div data-bbox="1604 147 1703 245" data-label="Image">  </div> <p>Data Submission</p> <p>During week 2, customer provides PayScale survey proof of purchase(s) and HRIS data.</p> <ul style="list-style-type: none"> Data must be provided in requested format which may include Microsoft Excel, Microsoft Access, PDF¹, or a combination of these formats. Data may also be submitted manually through a secure file share in-product from the Insight Lab homepage. In some cases, customers may need to provide survey data results. 	
WEEK 3	WEEK 4	WEEK 5	WEEK 6
<div data-bbox="674 919 772 1016" data-label="Image">  </div> <p>Account Population</p> <p>During weeks 3-4 and after receiving the customer's data, PayScale will work to load data into system and populate customer's Insight Lab account.</p>		<div data-bbox="1369 919 1467 1016" data-label="Image">  </div> <p>Data Review and Site Tour</p> <p>The CSM and Implementation Manager will discuss any data issues or needs and walk customer through their new Insight Lab site.</p> <p>User Training</p> <p>If needed, PayScale will provide detailed training including how to benchmark jobs, and give an overview of professional services available.</p>	

¹Submitting data in PDF format requires an additional charge. Please inquire with your PayScale representative for full details.

PayScale **does not own** the survey data loaded into Insight Lab; Customer is responsible for purchasing and providing survey(s) to PayScale; Customer is the sole owner of the data loaded to their site; Some Publishers may require an NDA; PayScale has access to some blanket NDAs with major publishers. Please work with your Customer Success Manager for guidance. Six-week implementation timeline is an estimate and is dependent on several factors including the customer's ability to provide PayScale the required data in a timely manner and the number of roles to be benchmarked. PayScale cannot use or distribute survey data to other customers. PayScale currently conducts ongoing subscription audits with three of the top 15 publishers and we are continuing to expand.