



## NEWS RELEASE

# Paycom recognized for customer service excellence by Business Intelligence Group

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OKLAHOMA CITY--(BUSINESS WIRE)-- **Paycom Software, Inc.** (NYSE: PAYC) ("Paycom"), a leading provider of comprehensive, cloud-based human capital management software, was named a 2024 Excellence in Customer Service Award winner. Paycom is one of 18 organizations to earn the award in the 1,000-9,999-employee category and the only company based in Oklahoma.

The Excellence in Customer Service Award program recognizes products, individuals and organizations redefining the customer service standard. Business Intelligence Group analyzes nominees through a proprietary scoring system that measures performance across various business domains.

"Our primary focus remains providing value to our clients through our innovative technology and one-to-one service model," said Chris Thomas, co-CEO of Paycom. "This award is a testament to our service model and dedication to world-class customer service."

Paycom's **dedicated specialists** lead clients through every stage of implementation via education on best practices, monthly enhancement information and training on how to utilize Paycom's software for maximum efficiency. Subsequently, Paycom clients receive dedicated care from their long-term specialists.

"In today's digital world, exceptional customer service is no longer a differentiator; it's a necessity. A recent study found that 67% of customers recommend products or services to others after a great customer experience, highlighting the measurable impact of prioritizing customer satisfaction," said Maria Jimenez, chief nominations officer of Business Intelligence Group. "We're thrilled to recognize the 2024 Excellence in Customer Service Award winners who are setting the standard for building trust and loyalty with their customers."

This accolade comes soon after Paycom was named one of the **Most Trustworthy Companies in America** by **Newsweek** for the third consecutive year. The company was also recently recognized for **Best Company Outlook** and **Best Sales Team by Comparably**, a popular workplace review site.

## About Paycom

For 25 years, **Paycom Software, Inc.** (NYSE:PAYC) has simplified businesses and the lives of their employees through easy-to-use **HR and payroll technology** to empower transparency through direct access to their data. And thanks to its industry-first solution, Beti®, employees now do their own payroll and are guided to find and fix costly errors before payroll submission. From **onboarding** and **benefits enrollment** to **talent management** and more, Paycom's software streamlines processes, drives efficiencies and gives employees power over their own HR information, all in a single app. Recognized nationally for its technology and workplace culture, Paycom can now serve businesses of all sizes in the U.S. and internationally.

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Source: Paycom Software, Inc.