

Newton Provides Fast, Friendly, Helpful Customer Service



“I have always seen a quick response to my questions about how to get the most out of Newton. The great thing about my experience with Newton is that they have implemented several changes to the software that I requested. So not only have they been very responsive to me, they have adapted to my needs in recruiting.”

Cade Garrett
Technical Recruiter

“Please contact support.” No really, we mean it. At Newton we encourage people to contact support - by email or phone. No, we’re not kidding. We strive to create the best customer experience possible in everything we do and we take support very seriously. And, yes, the rumors are true: support is free.

In the beginning, providing fast, friendly, free technical support was purely a business decision for us: giving away support makes the buying decision easier for our customers. We also didn’t have the time to build a big FAQ on our site, so we were pretty much required to handle support anyway (we’ve since added a helpful knowledge center for quick reference and off-hours support). We don’t personally like paying for support and felt that we shouldn’t make our clients do something we don’t like to do. Today, we think it was a good business decision and an even better product one.

One of the first things we tell any Newton customer is, “If you don’t understand something, no matter how small, it’s our fault, not yours. Let us know.” We encourage technical support emails and phone calls.

Our product managers, who designed Newton’s applicant tracking software, have been responsible for support since we first launched. Without knowing it, we started a “Support Driven” design team. When we get a question from a customer, we don’t just add it to the help page, we think about how we can redesign Newton. This support process has been more than a modest breakthrough for us. Instead of teaching people how to conform to our recruiting software, we take each question and “design the question out of the system.”

What People are Saying about Newton

“I tend to be a bit of a high-need client. To that end, I have dutifully pummeled the Newton folks with ongoing questions. And, yes, I have been known to ask the same question more than once. I have to say that I’ve never been made to feel technologically inferior or lazy when calling the Newton folks. And I can’t think of a time when someone wasn’t there to pick up the phone and give me relevant and accurate information in return. They are not only very responsive to clients, but tend to proactively reach out to see how things are going - for no other reason than to ensure things are going well.”

Ro Carbone
VP of Human Resources

“Newton’s customer service has fast response times and they definitely investigate issues and come up with resolutions quickly. They are very communicative throughout the entire process as well.”

John Delaney
Manager of Staffing

“Newton has been extremely responsive and very helpful on the customer service side of things. When I contacted them originally I was pleasantly surprised that they provided such outstanding service.”

Hannah Adams
Human Resources Manager

“During the implementation process we contacted Newton several times for assistance with application and customization inquiries. Newton’s team always assisted me promptly. They always tried to go the extra mile in order to accommodate our special requests. If the customization request was not possible, Newton always tried to develop it later on. The thank you letters and the EEOC compliance features are two examples of their proactive approach.”

Catia O’Neill
Human Resources Professional