symatrix

an IBM Company

G-Cloud 14 Symatrix Service Definition

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Table of contents

Introduction

This is a service definition document for the G-Cloud services offered by Symatrix for Oracle HR, ERP/financials, SCM, EPM and Payroll. Below you will find information about Symatrix and the range of services Symatrix are able to offer.

In this document we explain our Oracle HCM, ERP/Financials and Procurement, SCM, EPM Cloud and on-premise services. Our services range from pre-implementation change management and process improvement, through to implementation, then post implementation managed services including training, support and test and release management to fully managed outsourced payroll. A further in-depth description of our services can be found below or on our website here.

In this section we give an overview of Symatrix, what we do and who we help. There is also further information on our website here. You can hear about how we have worked with our clients on our website here. Some of our public sector clients include Universities, Government departments and blue light services.

About Symatrix

The world of businesses in both the Public and Private sector is changing and across every industry and different sectors, departments are being asked to do more with less resource. Across every department, functions are continually being asked to align to their client's requirements, whether internal or external. The development of Cloud applications now allows organisations to embrace change and automate their processes to remove the administration burden that exists.

Symatrix, an IBMcompany, is a very unique partner in the UK as we offer HCM, ERP/Financials and Procurement, SCM and EPM services alongside our Fully Managed Payroll, Symply Pay. All of these are underpinned by Oracle HCM, ERP/Financials and Procurement, SCM, EPM Cloud (Fusion), Oracle EBS or Oracle Peoplesoft. We are able to support and provide unique, payroll services to our clients as we are one of the only companies in the UK who have developed a Fully Managed Payroll Service, delivered using these enabling technologies. A fundamental key to our success is that our Symply Pay operates within your organisation and interacts with your business and employees on a daily basis, where as traditional Managed Payroll Services sit on your business and simply receive payroll data!!

We recognise the importance of data security, which is why we are ISO27001, Bacs and Cyber Security accredited.

We are able to offer HCM, ERP/Financials and Procurement, SCM and EPM Cloud solutions to all sizes of public and private organisation.

The success of Symatrix is down to our people, Oracle HCM, ERP/Financials and Procurement, SCM and EPM expertise, and our skills in maximising the value that we deliver by harmonising systems and processes.

Our industry knowledge and expertise allows us to deliver fully operational payroll services that proactively engages with your employees to not only answer any queries that they may have in relation to their pay but keep them informed of tax code changes, changes in entitlement, changes in payments (e.g. – sickness payments), upcoming benefit selection periods etc.. This means that we can bring the perspective and knowledge from the end user side to help maximise the efficiency of using the solution. Payroll delivers greater value to an organisation when it is underpinned with a single HR and Payroll application and with our operational expertise this allows both large and smaller organisations to benefit from partnering with Symatrix.

What does great look like to Symatrix? Consistent achievement of SLAs, continual evolution of service and longevity of relationships.

Summary of the range of services we offer:

• **BPO Managed Payroll – Symatrix Symply Pay:** Symatrix can deliver a range of HR and Payroll fully outsourced offerings, Symply Pay, from a UK and International service capability based on our experience of working on behalf of our clients. These services are unlike your traditional outsourced offerings and we are proud that we are delivering next generation outsourcing models to compliment the next generation HCM Cloud products. These services are run using Oracle, ensuring that client benefits from the single HR and Payroll solution. Symatrix has been supplying Symply Pay for many years. We produce over 250,000 BACS payments per year on behalf of our clients. This makes Symatrix one of the largest users of Oracle Cloud payroll in the UK and one of the only providers of a fully managed service on Oracle. We've learned many lessons over the years and are best placed to enable our customers HR and payroll teams to focus on their strategic goals. More information is available here or on our website here

• **Change Management Services, including Process Improvement:** Change itself should be embedded into every organisations' culture and project – small changes can make big impacts over time. Further information is available here or on our website here

• **Implementation Consultancy:** Symatrix consultants have extensive experience of implementing Oracle HCM ERP/Financials and Procurement, SCM and EPM Cloud, as well as e-Business and PeopleSoft. Our implementations span from Public to Private Sector, single module to multiple modules and multiple phases with complex requirements. Further information is available here or on our website here.

• **Managed Service – Symatrix Symply Support:** Symatrix has a dedicated team, based in Manchester, UK, who support our clients with a range of support services to ensure that they maximise the value while controlling associated costs. We offer a range of services which is provided :

   o **Programme Manager:** This role is to ensure that we strengthen the HCM, ERP/Financials and Procurement, SCM and EPM Cloud Symatrix support activities as our clients continue to extend the scope of functionality used and support any strategic changes that may occur in the future. The context of 'Programme' relates to the full 'Programme of Works' across the HCM, ERP/Financials and Procurement /Financials and Procurement, SCM and EPM Cloud applications and all of the end to end activities.

- o **Application Support:** Symatrix offers a support desk for all HCM, ERP/Financials and Procurement, SCM and EPM users. The support desk provides functional as well as technical support on the configured client solutions. As a part of this service, Symatrix support consultants are available to provide additional configuration, report writing or system reviews as the solution evolves. Further information is available [here](#) or on our website [here](#).

- o **Testing as a Service – Symatrix Symply Test:** Symatrix has a dedicated release and testing team who minimise the customer effort of managing and testing the Oracle cloud update cycle whilst also ensuring that the customer takes maximum value from the new functionality in each new release. Further information is available [here](#) or on our website [here](#).

- o **Training:** Symatrix has a dedicated training team who provide bespoke training solutions based on the client configured solution, ensuring maximised user adoption and next generation training and learning methods. These can include videos published within the application or provided as MP4 files. Further information is available [here](#) or on our website [here.](#)

- o **Environment and Release Management:** The purpose of Environment, Release and Deployment Management is to plan and distribute authorised releases in Test and Production environments without any adverse business impact. The Environment, Release, and Deployment Management process acts as an agent of Change Management to roll out changes into the live environment. Further information can be found on our website [here](#).

- **Oracle Cloud Infrastructure**

The range of Symatrix services are provided to support our clients from getting ready for an Oracle HCM, ERP/Financials and Procurement SCM and EPM project to commence, through the implementation process, training, post go live with on-going support and testing and release management and outsourced payroll. Services are sold independently so different services are used by different clients depending on their internal skill set and wherever they are in their Cloud journey.

Change Management Services

The success of any project depends heavily on the stakeholders involved. Do they know why you're making this change? Are they onboard with it? Are they going to be ready for it? Or are they likely to resist moving to the new world? Business Change Management addresses the people and behaviour aspects of any project and can make the difference between just "delivering" your project versus making it a real success that has longevity, buy in and enthusiasm from your stakeholders. Delivering change well is better for your business, less disruptive to operational work, and demonstrates you value your employees.

Whatever your project, Symatrix' Business Change Management practice can help you plan and deliver your change well. We have wealth of experience in all aspects of Business Change Management including:

- Change Strategy planning
- Definition of people aspects of your Future State
- Change Impact Assessment
- Stakeholder analysis and management
- Communications and Engagement planning and delivery
- Training and Learning planning and delivery
- Planning for and managing Resistance
- Business Readiness planning and assessment
- Helping you establish measures that help to sustain the change
- Measuring the success of your change

Depending on your existing resources and capabilities, we can provide comprehensive Business Change services as a member of your project team, or just support with some activities. Or you may prefer us to adopt a coaching role to your project team so that you can learn and use the tools yourself.

Process Review and Design

Modern and simple-to-understand processes are key to ensuring that HR is a valued enabler for your organisation. But when you're involved yourself it's often hard to take a step back and see where the issues lie. That's where having an independent pair of eyes can really make a difference. Symatrix' HR and Payroll Process Improvement practice can help you get to the heart of how you can work smarter, both within the HR and Payroll function and into the wider business.

Whether alongside a software implementation, or as a stand-alone initiative, we can offer:

- Current state or 'As Is' process mapping
- Health-checking, including identification of inefficiencies, process blockages and bottlenecks, resource utilisation issues, behavioural or cultural factors which may affect process performance.
- Creation of good practice future state or 'To Be' processes.
- Resource and skills planning
- HR dashboard and KPI design
- Business Change Management services to help you transition to your new world smoothly and with the buy-in of your stakeholders.

We have a wealth of experience in helping businesses in many sectors make the most of their HR resources, reshape relationships with the wider business and demonstrate strategic value.
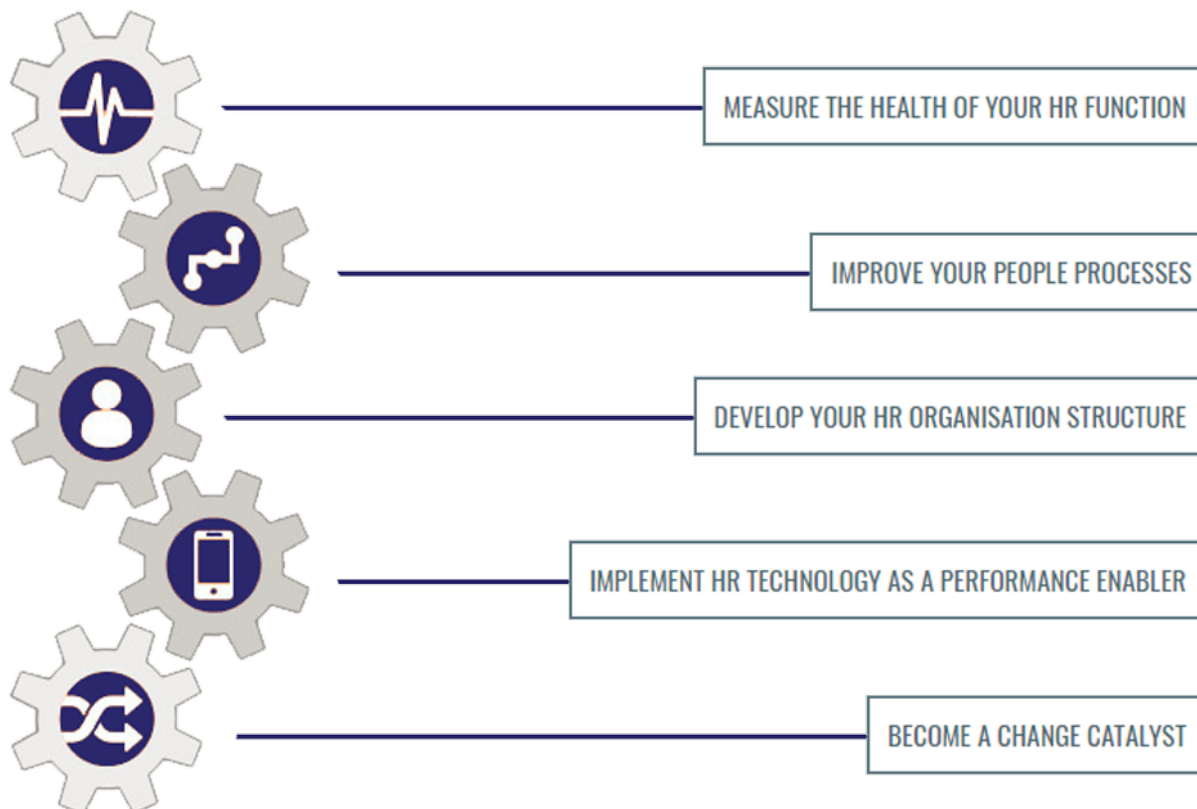

The benefits of this service are:

Clients who have used this service have benefitted by being able to remove a vast number of administration days by streamlining processes and creating efficiencies.

Implementation Services

The Symatrix delivery team has a wealth of experience in maximising the value that organisations achieve through the implementation, adoption and continual evolution of HCM, ERP/Financials and Procurement, SCM or EPM Cloud. The Symatrix team are experts in HR, Finance, SCM, EPM, payroll, talent acquisition and employee development, meaning that they can truly understand businesses HCM, ERP, SCM and EPM requirements and then translate those into the Oracle HCM, ERP/Financials and Procurement, SCM or EPM Cloud solution.

Because of our vast experience in supporting and delivering multiple payroll projects our implementation services also deliver 'operational payrolls' as opposed to the 'functional' implementations we so often see once a System Integrator has concluded their project.
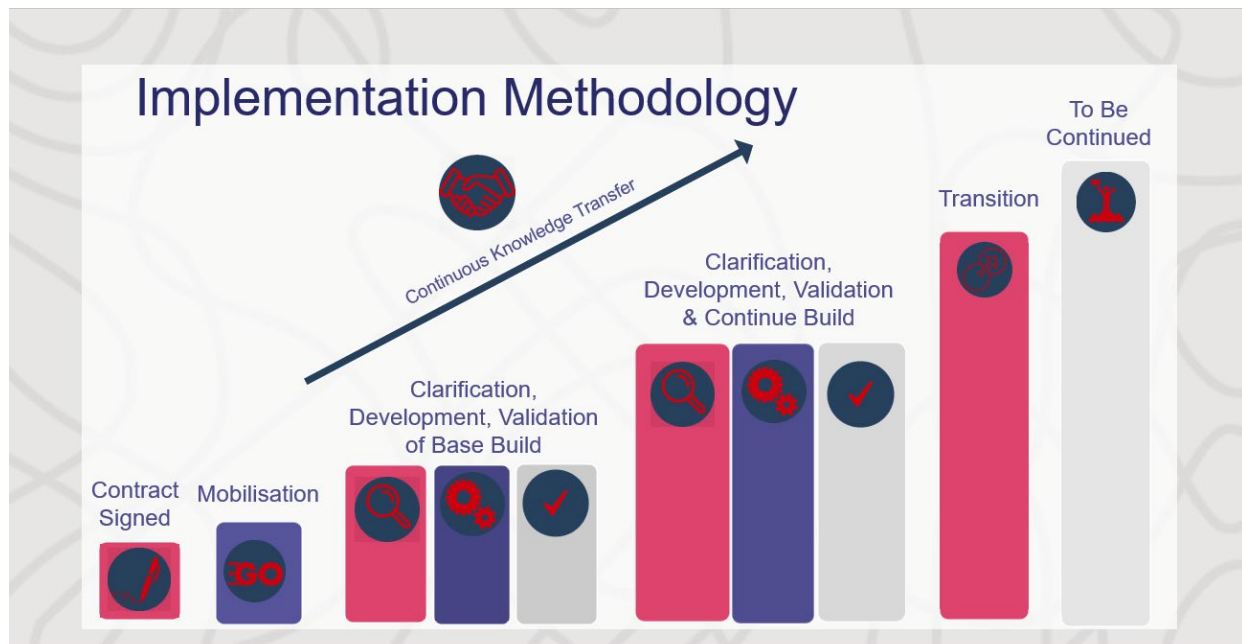
We work as a partnership with our clients and agree up front who is responsible for each activity so there are agreed roles and responsibilities.

The benefits of our approach are:

- Promotion of standardised processes
    - o Reduces administration
    - o Reduces manual entry
    - o Improves knowledge transfer
    - o Improves reporting
- Reduces risk
- Increases cost effectiveness
- Achieves business benefits earlier

Whilst our implementation methodology promotes standard processes, we also understand how public sector organisations work. Our design workshops include grade steps and spinal points and post management, as examples. You can read about our customers here.

Symatrix has provided HCM, ERP/Financials and Procurement, SCM and EPM implementation services into several Universities, Blue Light Service, UK and Local Government, Defence and other public sector organisations. Many of our delivery team have been security vetted, some up to the high level demanded by Central Government and Defence.

Managed Services - Symatrix Symply Support

Application Support

Symatrix can provide support covering Functional, Technical, and Environment Management services.

The Symatrix support teams are based in Manchester and are Finance and HR professionals, consultants or ex-Oracle HCM, ERP/Financials and Procurement, SCM or EPM super users and have a minimum of 5 years' experience.

Symatrix also offer this service for Oracle E-Business and PeopleSoft.

The service is underpinned by contractual SLA's and ITIL best practice process and covers both a reactive resolution management of all issues from "how do I....?" queries to complex integration and bug fixing.

Regular service reviews are held to review performance and MI analysis.

Our support service includes:

- Functional support including 'how do I?' queries
- Technical support including 'how do I?' queries
- Manage service requests
- Regular service reviews

Additionally, we can also offer Environment Management services. Environment Management services cover:

- What is the environment going to be used for
- Who has or needs access
- When do they need access
- Planning new releases

Support is provided on an annual basis and as standard, the Symatrix Support Centre is available during UK 8.00am to 6:00pm business hours, however, extended hours are available if required. Requests for assistance are logged by either telephone, email, or via our dedicated customer website.

The benefits of this service include:
- Experienced support team that have worked with HCM, ERP/Financials and Procurement, SCM and EPM modules
- Ability to ask 'how do I' questions
- Contractual SLA's
- ITIL best practice processes
- Single point of contact for HCM, ERP/Financials and Procurement, SCM and EPM Cloud queries or issues

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- Document escalation
- Symatrix also offer this service for Oracle E-Business and PeopleSoft.

Clients who have used this service come from a variety of sectors including Defence, Professional Services, Finance, Utilities, Universities, Government, Publishing, Construction, Engineering and Retail.

Payroll Services – Symatrix Symply Pay

The Symatrix Payroll Services team offer a unique, comprehensive and flexible service for our clients. Our Symply Pay is not a traditional run-of-the-mill outsourcing service - it's a next-generation solution developed to deliver an exceptional extended service, based on Oracle. It is streamlined using best practice processes, delivers reduced costs and improved management and employee engagement and, by adopting the technology, we are able to expand the scope of services to deliver a far more proactive and embedded payroll service within your organisation. This skill and experience allows us to provide a unique service to our clients around the implementation activities so even if your organisation is not ready to embrace payroll services we are able to provide support and assistance to ensure that your payroll is implemented as an operational payroll rather than the traditional approach of a functional payroll service. This truly means that your payroll will be fit for purpose to support your payroll team. This element of our service is 100% unique to Symatrix as there are no other Oracle partners who provide both implementation and payroll services. If they do not provide these services then how can they know what great payroll looks like?

Traditional in-house Payroll systems, and even traditional outsourced Payroll services, typically require your people to expend huge amounts of time and effort just to provide a minimum level of service to your organisation and its employees. The hidden costs of such an approach may surprise you. Symatrix research shows that of traditional Payrolls audited, 90% concealed significant historic costs caused by Payroll inaccuracies. Inaccuracies cost you money:

- Due to over-payments to employees (financial costs)

- Due to regulatory and compliance failings (legal fees)

- Due to the increased workload faced by your line managers in fielding employee enquiries (staff costs)

- Due to rework to resolve the inaccuracies (admin costs)

- Due to employee, manager, HR and Finance dissatisfaction.

- Our service is a complete outsourcing.

- Delivers streamlined best practice processes
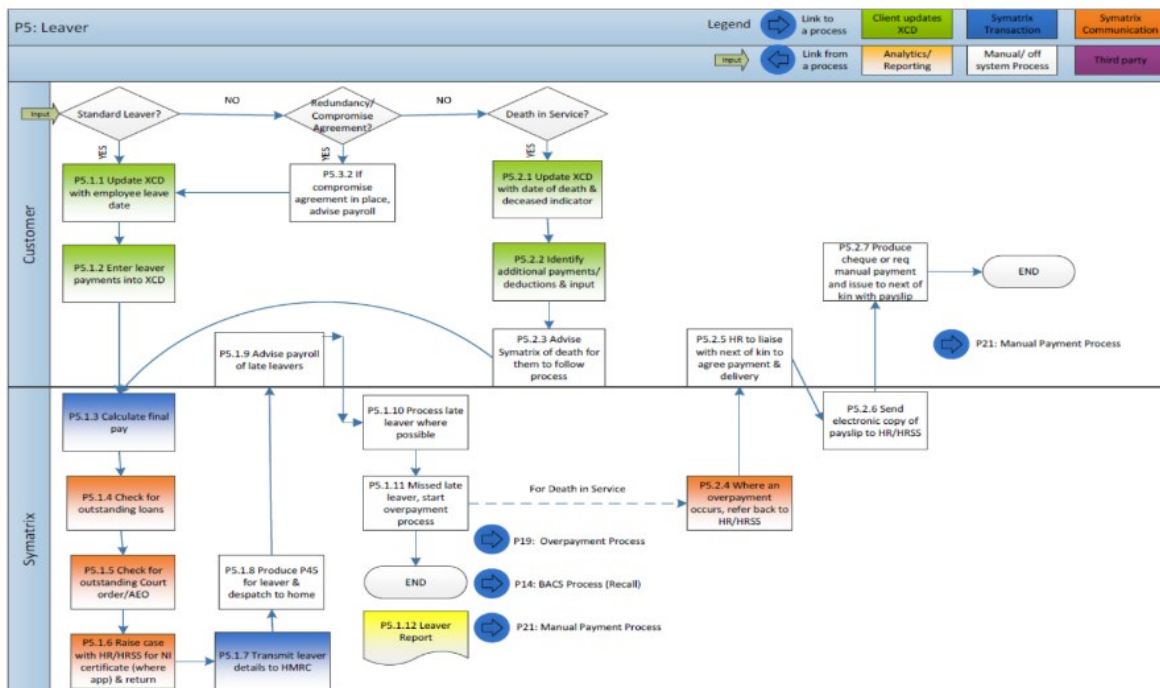
- Helps to maximise employee engagement by using self-service that allows access via mobile & tablet solutions

- Uses proactive payroll-related alerts to keep all of your employees informed of important events that could affect them, whether from a business or personal perspective.

- Next-generation in every sense. As employers increasingly have to manage a multi-generational workforce, and as Generation Y grows in influence, the Symatrix Symply Pay solution is designed to drive your organisation forward.

The benefits of this service includes:

- We continuously deliver against Service Level Agreements (SLAs) tailored to meet each client's business objectives.

- Control over costs

- Improved productivity - reduction in workload, errors and query time

- Reduced people risks, operational risks and regulatory risks

- Reduced need for HR administrators and experienced Payroll staff

- Greater employee satisfaction

- More time to focus on strategic objectives

- Employee and line manager Self-Service

- You can hear about how Dignity implemented Oracle HCM Cloud and fully outsourced their payroll to Symatrix [here](#)
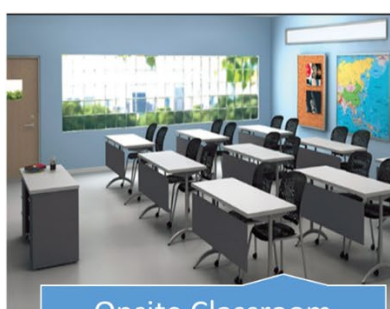
Training Services

Symatrix has a wealth of experience in providing training and user adoption services in the Public Sector, covering the whole suite of Oracle HCM, ERP/Financials and Procurement, SCM and EPM Cloud, Oracle EBS and Peoplesoft. At Symatrix we recognise that training at all staff levels is critical to the success of a project and the business.

We deliver both generic and bespoke training. Bespoke training will fully support your business processes and be tailored to the role. This comprehensive training will ensure your workforce gains the necessary level of knowledge to perform and improve their productivity.
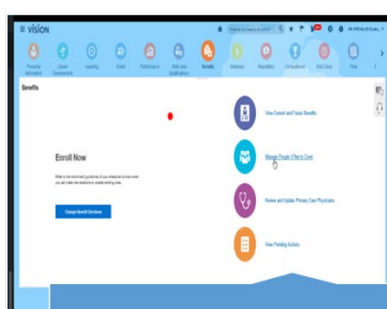
Our training services include:

- Produce training needs analysis

- Assist / Produce training plan

- Deliver generic training

- Deliver bespoke training tailored for your configuration

- Conduct knowledge transfer sessions

- Train the trainer or end user

- Training can be delivered to groups or 1:1

Training can be delivered in a variety of ways.

Onsite Classroom Based

On Demand Videos

Virtual Classrooms

The benefits of this service include:

- Generic training /demonstrations to increase user awareness of the functionality available

- Bespoke training provided reflects actual business process and configuration implemented

- Bespoke training reflects the roles (Business Specialists, Managers, Employees) thus improving adoption and enhancing productivity

- Training can be delivered to Groups, 1:1 or in knowledge-based sessions depending on client needs

- Training courses can be delivered on-site classroom, live remote training, video on demand

- Supporting customised documentation

- Symatrix also offer this service for Oracle HCM, ERP/Financials and Procurement, SCM and EPMCloud and E-Business

Clients who have used this service have come from a wide variety of public sector organisations including Education, Defence, Justice/Police, Finance, Infrastructure, Services, Healthcare and Public Transport.

Testing & Release Management Services – Symatrix Symply Test

Testing & Release Management is provided by our dedicated team. For new releases and patches (on Oracle HCM, ERP/Financials and Procurement, SCM and EPM Cloud, E-Business and PeopleSoft), Symatrix will undertake the following:

- Working with our clients to schedule the upgrade to each environment / sandbox

- Impact assessment of new release on current configuration

- Production of a project plan with key deliverables

- Testing of current configuration on new release

- Identification of new functionality

- Agreement of which new functionality is required to be enabled
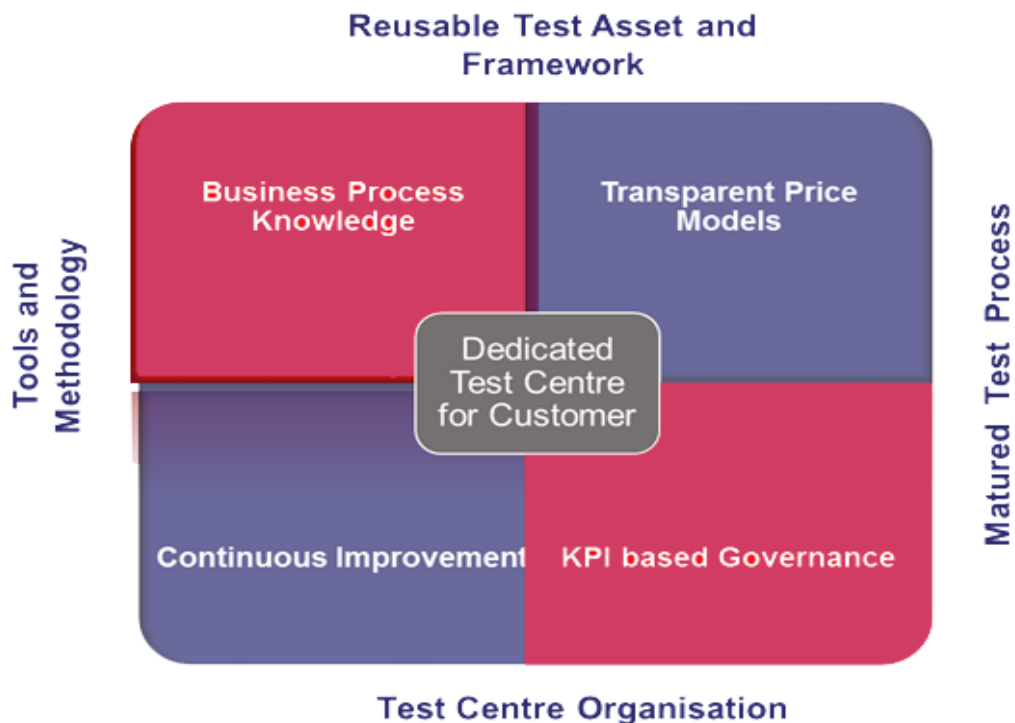
The benefit of this service includes:

- Dedicated test centres for customers

- Testing lines with tools and technologies

- Defined test framework

- Reusable test scripts and scenarios

- Reusable reporting mechanism/system for test runs

- Carrying out test runs in various environments

- Reusable release and test plans/strategy

- One-stop shop for all Test and Release management activities

Additionally, this team have also provided:

- **System testing services** for the client during a project – the client wanted an independent testing team to fully test the solution with test scripts and scenarios provided by the client

- **Testing Manager role** for the client during a project – our client needed someone to manage the overall testing during the project including producing the Test Strategy, production of testing progress statistics and running daily testing progress calls and production of Testing Closedown report

Clients who have used this service come from a variety of sectors including Public Sector, Higher Education, Retail, Financial and Professional Services. You can read about them here

Oracle Cloud Infrastructure (OCI)

Built with Oracle applications in mind, OCI enables you to connect your IaaS applications to on-premises applications, third-party applications, data, and processes. Oracle Cloud Infrastructure is designed for applications that require consistent high-performance, are business critical whilst removing the need for costly internal equipment. Each instance of OCI is hosted in a dedicated area where it is guaranteed that it is only 100% accessible by you and those that you chose to have access, meaning Oracle themselves cannot access unless you grant permission.

Moreover, OCI enables you to predict your spend and budget accordingly by offering a fixed cost option that can be predictable rather than spending on new hardware if needed.

Additionally, Symatrix offer a Migration Service for moving existing on-premise database(s) and application(s) to OCI to help with sizing costing and the decision between Bring Your Own License (BYOL) and Oracle Universal Credit (UC) system.

Here are just some of the benefits you could realise by moving your infrastructure to the Cloud:

Budgeting and cost analysis

- Ensuring efficiently using Oracle credits

- Notifications for over and under spends

- Reshaping and sizing of resources for cost saving initiatives.

Server Access Management

- Maintaining and managing user access to back-end servers

- Ensuring back-end server access for third party integrations

Operating System Patches

- Updating and maintaining current system patches on all servers within OCI architecture

Network Security & Management

- Creating and maintaining security lists (firewall rules) managing restrictions to specific resources

- Management of traffic through load balancers

- Management of IPsec VPN tunnel

- Management of Bastion Servers/services

Storage Backup and Management

- Regular snapshots of operating system boot volume storage (with a specified retention policy)

- Regular snapshots of application tier volume storage (with a specified retention policy)

- Management of shared storage (configuration of access), SMB/NFS networked drives

- Utilising of RSYNC between primary and DR Storage areas (including high availability)

- Management of files within Object storage (bucket storage) configuring tiering depending on use case and retention requirements

Database Backup and Management

- Regular backups of database (with a specified retention policy)

- Management of Data Guard configuration

- Management of ASM (Automated Storage Management) system

Server Provisioning

- Creation and configuration of Compute VMs (Virtual Machines)

- Creation and configuration of DBCS (Database Cloud Service) instances

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