



G-Cloud 14 - service definition

Ciphr HR SaaS Service

Lot 2 cloud software

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Introduction

Company overview

Ciphr is the go-to HR software and solutions partner for medium and large organisations in the UK. Our integrated HR, payroll, learning, recruitment and benefits software, services and content provide invaluable insights to HR teams to inform their people strategy and grow and develop their organisations. Based in Reading, and backed by ECI Partners, Ciphr is on a mission to amplify the voice and value of HR through intelligent people data solutions that help HR be heard – in the boardroom and across the business.

Employing more than 200 people across the UK and with 30+ years' experience, Ciphr works to be a strategic partner in the delivery of software and services for effective people management, to unlock the true value of people-related data. We meet customer demand through software, outsourcing, data management and new forms of knowledge-based services.

Fully integrated HR software, services and support joins all the dots, which means more time for your people and your people strategy. Our tools gather the intelligent people data you need to inform your strategic decisions. Our people provide you with the perfect blend of service, process, and support.

Providing solutions to over 1000 organisations', ranging from those with 100 staff up to those with 30,000, and supporting our customers in managing the data of millions of people, Ciphr works in partnership with organisations where people communication, development and engagement are critical to both individual and organisational development and success. Consequently, Ciphr will support public sector bodies by delivering a solution that creates efficiencies and levels of control that enable the organisation to focus on serving the wider public. Ciphr has extensive experience across UK private and public sectors and multiple verticals within these sectors, with notable experience supporting public-sector organisations.

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Value proposition

Ciphr helps public sector organisations solve a variety of problems across the whole employee lifecycle. We enable teams to streamline their HR processes, reduce manual administration and intervention, and eliminate risk and duplication of data entry, enabling HR professionals to focus on more strategic tasks.

Ciphr's highly configurable self-service capability empowers staff and managers. Driving employee engagement and enabling organisations to communicate and deploy content to underpin their culture, brand, and identity, Ciphr supports customers in realising their values more effectively. In addition to assisting customers with meeting their obligations under applicable UK GDPR data protection law, Ciphr also includes several features to help mitigate risk and assist with regulatory compliance, such as policy acceptance, statutory returns, integration with Microsoft Active Directory, online payslips and background checks, including right-to-work, as well as additional sector specific support, for example, in respect of single central register, census returns and data collections.

What the service provides

Ciphr is a highly configurable people management solution that helps organisations manage all aspects of data in relation to their people (which in addition to employees may include volunteers, students, contractors, interns, trustees, and governors). With secure and highly flexible API integration tools, Ciphr ensures that an organisation's data is entered once, minimising data errors and reducing risk across customer's business systems. Accessible via a browser over a cloud connection, users can access Ciphr on a range of mobile devices. Full on boarding/implementation services and ongoing support are provided during and post project with access to a UK-based customer care desk for business as usual (BAU) support calls.

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**Be clear on compliance**

Mitigate risk with online HR software that helps HR teams record, track and manage HR cases securely and efficiently. Defined workflows, automated reminders and auditable histories mean swift case resolution.

**Training and learning that does the job**

Keep track of your learning and development programmes. Our cloud HR software helps you plan, deliver and track your training so you can monitor results and make sure it's effective.

**Efficient at its core**

This is self-service HR software. Your people get to own their admin and you get to streamline, reduce costs, improve data accuracy and up employee engagement. It's a single-provider approach that improves core processes.

Functional overview of the G-Cloud service

Ciphr designs, develops, implements, and supports Software as a Service (SaaS) solutions that support all aspects of employee and people data. This includes, but is not restricted to, HR management, absence, and time, pay and benefits, post and organisational structure, manager and employee self-service, recruitment, applicant tracking, on boarding, talent and performance management, employee relations and case management, safeguarding, checks and training and development.

Ciphr also provides powerful, flexible, and intuitive learning management capabilities to support online learning and employee engagement, as well as the provision of off the shelf and bespoke digital learning content.

Ciphr benefits, powered by Avantis, is a premium employee benefits platform, designed from the ground up to satisfy the most demanding employees. Our platform's attractive and succinct presentation, combined with intuitive processes, delivers the first-class experience your employees expect.

Ciphr's specialist payroll services encompass in-house software up to fully outsourced services, with options also available for flexible, hybrid payroll bureau models.

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Ciphr is a SaaS-delivered people management solution encompassing:

Ciphr HR

- HR management and workflow; Administration and support
- Manager, employee, and administrator secure browser access
- Training and development
- Performance and Talent management
- Employee sentiment and internal NPS survey
- Live chat and Communications
- Absence and leave management.
- Post and organisational structure.
- Management information, standard reports package and design, and dashboards
- API integrations
- On boarding
- Safeguarding and checks including integration to background check services.
- Case management
- Timesheets
- Multi language and multi entity
- Electronic signature
- Payroll integration, online payslips, and payroll documents
- Data-retention dashboard and subject access request support
- Expenses management through a third-party service provider (webexpenses)

Ciphr iRecruit

- Online recruitment
- Applicant tracking

Ciphr Payroll

- Payroll bureau, payroll managed service or SaaS payroll software

Ciphr LMS

- Learning management
- Off the shelf and bespoke learning content

Ciphr Benefits

- Accommodates any benefit, whether existing or from our portfolio
- Total Reward Statement & Reward & Recognition

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Functionality is modular and can be implemented as a total solution or with additional aspects added at later stages.

To implement and deliver solutions to meet your objectives, the following additional and complementary services can be provided:

- Technical analyst
- Product systems consultancy
- Strategic HR consultancy
- Project management and coordination
- User and system management training
- Online learning and support resource via Ciphr academy
- Ongoing support and customer success account management services
- Managed services and service packs

Ciphr delivers rich, intuitive, and flexible functionality through user-friendly interfaces. Professional implementation services, project management and coordination, training and ongoing support ensure real value benefits and return on investment. Flexible and powerful standard report suites and report design facilities enable true analysis of operational trends and patterns to protect and support the employer and employee, as well as providing real information to assist with organisational efficiency and effectiveness.

The solution is deployed within secure, EEA-based, ISO27001 accredited cloud provisions and is accessed via the internet through supported browsers. Ciphr is confident that our service can be classed as suitable for OFFICIAL data.

System administrators with appropriate security rights have access to powerful configuration tools allowing for the definition of additional fields and changes to system rules and settings. Security profiles, code tables and other administrative tasks are managed easily by appropriate user roles.

Configuration rules include defining Bradford factor trigger points, work patterns, holiday years, holiday entitlement schemes, terms and conditions, organisation structure, grades, variable pay elements and many more.

Data can be updated in bulk using the bulk-change wizard, enabling the organisation to efficiently manage any organisational or structural change. The salary review area allows organisations to efficiently model and manage salary proposals, applying these across the organisation or to specific subsets

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of staff. Ciphr includes facilities to manage complex grade structures, with defined rates, ranges, or spine points.

Ciphr HR

Ciphr HR is the central HR system, encompassing the recording, tracking, and reporting of key employee data, including personal details, job, pay and reward, absence, training, appraisal/review & skills, and qualifications. Ciphr HR also supports post management and the maintenance and recording of the organisational structure. Integral organisational charting, employee sentiment and live chat facilities are also provided.

Ciphr HR's comprehensive self-service facilities for employees, managers and HR professionals empower employees to manage, maintain, and review their own information – while reducing the administrative burden on HR teams and improving staff engagement. Employees can request holiday, enter absences, and update their personal information, with manager and HR verification, through Ciphr HR.

Key features include but are not restricted to:

- Create and maintain employee data, including job, pay and reward records
- Multi-post support/management
- Share and enable access to an employee directory, policies, and procedures (including policy acceptance), and news about your organisation
- Managers can review team pay, benefits and reward, including online basic salary modelling and submission
- Manage absence and sickness, including pro rata holiday entitlement (accommodating bank holidays and part-time working based on standard Ciphr calculations), multiple entitlement schemes, time off in lieu (TOIL) management, automated notifications, and alerts on absence thresholds, supporting documentation upload and return-to-work (RTW) processes
- Training and development records, and training needs management
- Upload and store documents against an employee's record – these documents can be hidden or visible to the employee and manager
- Send emails and letters to recipients within and outside your organisation, quickly and easily using templates you can load and manage in Ciphr HR
- Store policy documents easily and securely within Ciphr HR. When updates are made to policies, or new starters join your organisation, employees are notified that they need to read, understand, and accept

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the policy. Ciphr HR creates an auditable history of employees' acceptance of crucial documents and policies, helping you track and manage compliance

Self-service

Ciphr's self-service portal can be easily configured by customers to give users access to as much of their own data as required, including absence and time off, performance reviews, learning and development, contact details, documents, learning and development, career history and much more. Access to the data is controlled by page and field level permissions assigned to user roles being either 'hidden', 'available' (ready-only), or with 'edit and update' allowed. Where a user is allowed to change data, the system can be configured so that edits are either accepted automatically or required to be verified by line manager or HR users, or by HR users only, with multi-level verification available.

Managers can view data in relation to subordinates, with varying levels of permissions as appropriate.

Access to self-service is possible via any internet enabled device, including mobile.

Benefits

Ciphr benefits, powered by Avantus, is a premium employee benefits platform, designed from the ground up to satisfy the most demanding employees. Our platform's attractive and succinct presentation, combined with intuitive processes, delivers the first-class experience your employees expect. Our platform can accommodate any type of employee benefits. Whether they are your existing benefits, or chosen from our extensive, constantly updated portfolio. Comprehensive configuration tools allow for tailored views and offerings, dependent on criteria such as service, role or location.

Key features

- Fast site deployment
- Embed your own videos and graphics
- Schedule reports to approved recipients with automatic notifications
- Dynamic total reward statements (TRS)
- Our approach combines all benefits - broker, client and Ciphr
- We can build modules and interactive forms, to streamline your workflows

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- Make instant content changes
- News and views with survey features
- Intelligent automation for employee data changes (lifestyle, salaries, rules)
- Integration of almost any benefit is possible
- Social media integration for futureproofing
- 1000+ retail discounts including gym memberships

Training and development

Ciphr encompasses the complete cycle of learning and development, from identifying a development need, arranging attendance on a scheduled event, or recording ad hoc training, to capturing and maintaining associated skills, qualifications, and competencies. Events can be scheduled based on predefined course templates. Administration of training is simplified and efficient with automatic tasks, actions, reminders and email and Microsoft Word templates available for communication to delegates and online training evaluations.

Talent and performance

Talent management allows you to develop individual career paths and identify and grow talent in the organisation. This ranges from being able to create both simple and complex appraisal forms, having multiple versions of these appraisal forms for groups of employees, to redefining and building comprehensive models to enable you to enhance your talent management processes. Supporting everything from annual big bang appraisal, to end of probation review and continuous assessment models, functionality includes:

- Objective management and tracking
- Review and appraisal management, including 360-degree feedback and peer review
- Succession planning
- Performance and potential and flight risk nine-box grid
- Flight-risk management
- Reporting and dashboards

Safeguarding and checks

- Quickly and easily create and retrieve information about employee checks to comply with regulatory requirements. Once set up, you can

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instantly view a staff list and information about checks completed for each individual.

- Flexible system enables you to record details of any kind of check, for any worker or volunteer — such as Disclosure and Barring Service (DBS) checks, right-to-work checks, reference checks and passport checks.
- Create your own 'categories' of checks, which you can assign to specific workers or volunteers.
- Against each check you can record the validity of checks, expiry dates, relevant documents, and any other pertinent information.
- Automatic notifications can remind you when checks are due to expire.
- Define who is responsible for a check and require them to accept responsibility for checks — meaning you have a full audit trail.
- Export details of checks — by employee or category of check — to Excel

Identity & Background Checks

Ciphr's Identity and Background Checks module (IDBC) supports integration from Ciphr's iRecruit online recruitment and applicant tracking system, as well as from the Safeguarding module within HR, to specialist third-party background checking services, Experian and TrustID. Automated triggering and submission of required checks to the third party is complemented by effective tracking and receipt of check results and reports via Ciphr (note that actual checks service requires direct agreement between the customer and Experian and/or TrustID).

Case management and employee relations

- Manage HR queries and cases within Ciphr HR.
- Configurable tool that mirrors and supports your HR policies and processes.
- Creates a secure, accurate record of each case's history so you have an auditable trail of evidence should a case reach tribunal.
- Define workflows for each of your case types, ensuring that each case follows a consistent process.
- Report on case data and analyse trends.
- Automatically generates a new tracking number for each case.
- Store correspondence records and supporting documents against individual cases.
- Specify default priorities and outcomes in line with your policies.

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- Set default case owners and define who can contribute to each type of case, including creating different roles for groups such as workers, managers, and HR users.
- Restrict access to sensitive cases to specific users.
- Dashboard view shows cases you have raised, have been assigned to, or that you have been asked to contribute to
- Automatic notifications alert contributors and owners to updated correspondence and required actions.
- View each case's historic timeline of actions.
- Assign and view related cases to help you monitor recurrent problems.

Onboarding

An effective and comprehensive induction programme is essential for engaging and retaining new hires. Our onboarding software helps new employees familiarise themselves with your brand, ethos and values before their first day – making them feel like a valued part of your organisation before they even begin work. It integrates with our HR software and recruitment platform for a seamless candidate experience.

Key features

- Communicate and engage with your new employees before their first day
- Enable access to relevant policy documents, handbooks, FAQs, and multimedia presentations
- Inform and educate employees about your organisation's brand, identity, structure, history, ethos, and culture
- Communicate 'housekeeping' content such as building layouts, fire and first aid wardens, access, transport, and catering information.
- Improves your communication with new hires during the fallow period between making a job offer and their first day
- Helps new starters to feel welcomed and valued by your organisation – which can help to improve staff retention and increase productivity
- Streamline initial information capture by enabling new employees to update required information – such as emergency contacts, bank details and skills – in advance of their start date
- When integrated with our HR software, data entered in the onboarding platform is automatically transferred back into the HR software on the individual's first day – removing the need for HR to re-enter data
- Replaces labour-intensive manual processes, forms, and emails. You will no longer need to send the 'new starter pack' in the post or employ a central administrator to enter basic employee details into multiple

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systems

- Use it to share important documents and policies - and require individuals to confirm they have read this information - to support and promote compliance from day one
- Enhances your employer brand by communicating your identity, culture, and philosophy through bespoke branding and any content you might choose to load, such as floor plans or welcome videos
- Amend branding and change content yourself – pictures, presentations, welcome messages, and video streams can be customised to support and educate new employees

Absence and leave management

Absences of any type can be managed easily and efficiently within Ciphr with specific absence types made available to users via self-service. Absences can be monitored and tracked with scheduled reports, triggers for exceeding Bradford factor warning levels or other thresholds and associated notifications. Sickness absences include functionality for recording return-to-work interviews and reporting on communicable diseases. Multiple leave entitlement schemes may be maintained, in days or hours, leave entitlement pro-rated for starters and leavers, and entitlement and draw down against non-core leave schemes managed and tracked (e.g. charity/volunteer days/training days).

Post and organisational structure management

Defining the organisational establishment or post structure creates efficiencies in managing headcount reporting, turnover, reporting lines and assists with succession planning. Each job or post can be defined with a set of requirements for specific skills, qualifications, and competencies, enabling organisations to match individuals to jobs based upon the requirements. Additional criteria may be linked to posts, including variable allowances, safeguarding checks and even user defined, such as, assignable equipment, uniform etc.

Management Information and Reporting

Ciphr includes a wide range of standard reports on all aspects of data, including simple list-type reports and sophisticated analysis and summaries. These include manpower and turnover reports; simple listings of employees by various categories; equal pay and ethnicity reports; training and development (including who has not attended specific training); salary and total pay; absence; reviews; and reports on any additional fields and categories configured by the system administrators.

Existing reports can be branded and modified by the system administrators, who can also create additional reports and output to a variety of formats including PDF, Excel, and CSV. Once saved and checked in by the creator, reports can be made available to specific user roles, published to defined folders, or made available to end users through automatic scheduling and distribution to a published folder or email address.

Dashboards and analytics are a powerful feature of Ciphr (see “Analytics”), enabling organisations to define the analysis they need, configure the appropriate dashboards, and define key performance indicators (KPIs) and metrics that can be used for analysis and regular reporting.

Access via the Ciphr API can also support data collection for group reporting tools such as PowerBI.

Analytics

Your HR system holds a great deal of data — the key ingredient for decision-making. But to make great decisions, you need great stories. And our HR analytics functionality is here to help you do just that.

Our absence, holiday, organisation, and DEI (diversity, equity and inclusion) analytics dashboards have a variety of customisable filters and datasets. You can easily extract specific reports at the click of a button or explore the pre-configured dashboards containing key measures.

Key features and benefits

- Security follows HR permissions
- No need for separate user settings; HR can grant broad access, confident that sensitive data stays protected
- Drill down to underlying data

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- Instantly see the data behind a summary total and boost confidence in your analysis
- Out-of-the-box dashboards
- Ready to use, immediately. Eliminate the need for dedicated data teams to build analytics from scratch
- HR-specific dashboards
- Focus on key employee metrics and provide a quick starting point for common HR queries
- Dashboards viewable by HR organisation units
- Automated aggregate data makes it easy to segment insights by department or division
- Extract and explore views
- Create complex custom reports hassle-free and export to Excel. You're always ready with answers for leadership teams
- Dedicated DEI dashboard
- Keep sensitive diversity data secure when you disable drill-downs and hide small cohorts
- Historic HR data access
- No need to load old data separately; everything is available from day one (dependant on your system setup and subscription level)
- Interface built for analytical reporting
- Designed for deep analysis, you can access filtering and reporting tools easily
- Year-on-year analysis view
- Quickly compare past performance without the hassle of data exports
- KPI analysis view
- Zero in on specific metrics to answer key business questions with precision
- Integrated navigation between analytics and HR
- Powered by PowerBI
- Make better use of the skills in your organisation, help teams get up to speed faster and save valuable time

Paylink

Paylink is designed to support the collection, validation, and regular export/output of payroll-related change data in output files and reports from your Ciphr HR system, for submission to Ciphr Payroll or your third-party payroll system or service, reducing reliance on spreadsheets and removing duplication of data entry. Data includes base elements such as starters, leavers, job and pay, and personal, as well as variable components such as allowances, payments, and deductions.

Note that the universal paylink is not designed to conform to the import or format requirements of any specific payroll solution or version and is simply outputting validated payroll change data in a csv file(s) format.

Data retention dashboard & Subject access request (SAR)

Ciphr enables organisations to meet their GDPR (General Data Protection Regulation) obligations through the manual identification and deletion of unwanted data. The data retention dashboard functionality includes configurable data retention periods for different groups of staff and allows for individual or bulk deletion or anonymisation of data that falls outside retention periods, making the management of data much more efficient.

Organisations using Ciphr can respond to SARs by producing a data protection report in a variety of formats (PDF, Excel, or CSV) and providing this to the subject. The SAR portal creates efficiencies by allowing the subject to access their data through a secure portal and will enable them to download that data directly, removing the need for any manual interaction between the subject and the HR team.

Expense management (webexpenses)

Automate employee expense tracking and reconciliation, invoice processing, reimbursement, and more with Webexpenses.

Webexpenses is a leading global provider of expense management software that transforms how companies manage employee expenses. Simple and intuitive, Webexpenses turns a complex, manual process into an efficient, automated one, which is proven to save organisations up to 30% in time and efficiency costs.

Ciphr's partnership with webexpenses provides integration between the solutions, with single sign-on (SSO) between Ciphr and webexpenses, and

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the transfer of data between the systems – including updates for new starters, leavers, and changes of key personal details as well as expense payments that can then be transferred to payroll if appropriate.

Ciphr is a reseller of webexpenses, a third-party service provider.

Key features

- Build claims in seconds with a photo of a receipt and use drag-and-drop reporting to allow your financial teams to manage expenses, whether on our app or on desktop.
- Manage your business payments, reconciliations, reimbursements, and expenses simply, quickly, and easily, accelerating administrative tasks and make for overall happier employees.
- Remove manual data entry and streamline your process with invoice automation and remotely manage your POs and invoices to accelerate approvals.

Ciphr iRecruit (e-recruitment)

Reduce recruitment costs, simplify administration, and attract quality candidates with Ciphr's applicant tracking system (ATS). Ciphr makes it easy to publish vacancies, capture CVs, manage, filter and respond to applications, and capture a talent pool of potential candidates for future roles. It's available as a standalone product or integrated with our HR software and onboarding solution.

Key features

- Create an effective, intuitive, careers site, linked to your organisation's main website, ensuring a seamless candidate experience
- Publish vacancies to multiple websites, job boards, agencies, and social media channels (supported by integration to aggregators; direct license between customer and third-party aggregator required).
- Candidates can apply for jobs online; you configure the application forms to suit your needs, with tailored questions (to include checks and screening questions, for example), and the option to ask candidates to upload CVs and other documents.
- Enable candidates to make multiple applications, track their status and monitor communications.
- Use templates for fast vacancy publication.
- End-to-end tracking of candidate information and progress
- Includes a comprehensive set of standard reports that covers all aspects of the recruitment process, from cost and budget control,

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quality, and time to hire, through to source analysis, equal opportunities, and diversity monitoring.

- Capture a talent pool of potential candidates for future roles.
- Online assessments, panel shortlisting and feedback
- Schedule interviews and assessments with candidates, and match candidates against job requirements
- Integrated communication generation facility enables you to communicate with applicants via Microsoft Word, email, and SMS.
- Accessible anytime, anywhere, on any internet-enabled device
- Integrates with Ciphr HR and onboarding software to create a streamlined experience across the employee lifecycle. Also integrates with a range of other third-party software.

Ciphr LMS & learning content

Ciphr LMS is a fully functional end-to-end learning management system (LMS) provided standalone or alongside the Ciphr HR system. It is a platform to both create and launch a blended learning journey using multiple content formats, from interactive, SCORM- based programmes to PDFs, PowerPoint presentations, webinars, videos, and quizzes. It enables users to search and complete digital learning content, as well as view and book scheduled training sessions on any device. It uses elements of gamification through leaderboards, badges, and online forums to transform learning from a solo endeavour to a collaborative experience. Ciphr LMS also includes a suite of reports to analyse learning behaviours, measure uptake and return on investment.

Ciphr LMS makes it easy to create, deliver and manage engaging online learning activities that enable and support the development of your people.

- Ciphr LMS provides a fully blended solution to deliver an engaging, robust learning experience for all employees, including.
- Content management to enable you to upload and create a range of activity types, from eLearning, video, audio, workbooks & documents to workshops, webinars, assessments, surveys, on-the-job & coaching.
- Fully branded homepage that you can completely customise using the CMS editing tool.
- Ability to group together courses in an engaging programme for learners to complete, including Map-style Journeys, Guides and Training Plans
- Ability to create face to face or virtual workshops for learners to book on to via the Calendar function, arrange instructor-led training, notify

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users of upcoming classes, automate joining instructions, and allow learners to register on waiting lists for courses. In-built Assessment Builder to enable you to build their own assessments and attach these as pre- and post- assessments on courses or include a programme to make sure learners are retaining information.

- Ability to identify gaps in the workforce based on competency frameworks using the Skills Analysis to complete self-assessments plus 180° & 360° reviews that give a detailed insight into the competencies in the organisation and highlight what areas of the business require further development.
- Ability to create Discussions Groups to facilitate social learning on key topics relevant learners' professional development.
- Capture mentoring and coaching conversations by allowing employees to nominate themselves and be searchable as Mentors by tagging their skills and offering themselves as a coach for those who are struggling in their area of expertise. Meetings and notes related to the mentor/mentee relationship are captured within the system.
- A dedicated knowledge base "Blogger" will be able to upload knowledge base articles to the system that learners can search for.
- Access to the advanced Rules Engine to set rules using multiple 'if' statements, automatically sending reminders for refresher training and issuing rewards for course completion.
- Ability to gamify the learning approach by using a range of engagement features including pop-up reward points and badges, as well as configurable leader boards.
- Access to insights and analytics dashboards as well as a suite of baseline reports
- eLearning content packs delivered by Ciphr's content specialist business, Marshalls. Content can be customised and quickly deployed, is scalable, covers a wide range of topics, and are also leading providers of learning content to the UK education space. Find out more at [eLearning courses | Online Courses](#)

Learning content

Ciphr offers a range of off-the-shelf eLearning content modules via our own Marshalls content catalogue and our content partners (including iHasco, Thrive, and Simon Sez IT).

Topic areas covered are:

- General Compliance (e.g. Data protection, Anti-money Laundering, Anti-bribery etc.)

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- FCA Compliance (inc. new Consumer Duty legislation)
- Equality, Diversity, and Inclusion
- Mental Health and Wellbeing
- Management and Leadership
- Workplace Soft Skills
- Health and Safety
- Microsoft Office Training

Full course catalogues are available on request.

In addition, via Marshalls (a Ciphr Group company)

- Bespoke and tailored courses specific to your organisation’s requirements and brand
- Micro-learning offering access to material in bite-size, digestible formats
- Diversity consultancy – leverage our expertise and knowledge for your specific needs

Content library summary

Disability	Families	LGBTQ+	Age
Gender equality at work	Neurodiversity	Menopause	Bullying & harassment
Let’s talk about race in the workplace	Unconscious bias	Sexual harassment	Allyship
Compliance	Safeguarding	Environment & sustainability	Health, safety & wellbeing
Working across cultures	Microaggressions	Equality, diversity & inclusion	Management training

Ciphr Payroll

Available standalone or alongside the HR system, Ciphr Payroll is a specialist, integrated payroll solution providing HR and payroll teams a single point of data entry for all payroll data changes. Ciphr Payroll is scalable with flexible configuration for all sizes of payroll. Our clients benefit from a range of services including in-house software deployed via SaaS or a fully outsourced managed service from our team of friendly, experienced, and professional payroll staff.

Payroll bureau

We believe every person is entitled to be paid on-time and accurately, every time. We provide a best-in-class payroll service so that business leaders don't have to worry about workforce dissatisfaction due to issues with their pay. We offer both fully managed and part-managed payroll services, helping customers to improve their organisations' compliance with the latest payroll legislation, and to mitigate risk.

A level of service to suit your needs

- We provide four levels of payroll bureau services:
- Level 1 – full end-to-end payroll processing
- Level 2 – payroll processing up to BACs submission
- Level 3 – BACs and filing only service
- Level 4 – BACs-only service

Why choose Ciphr's payroll bureau services?

- Dedicated payroll administrator and payroll manager
- X4 payroll contingency
- Payroll procedures manual
- Fully or part-managed service options available
- UK-based payroll bureau teams
- Accredited payroll professionals
- Online payslips, P60s, P11Ds and P45s
- Pensions auto-enrolment service
- Bacs submission to employees, HMRC and third parties

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Payslips and P60s are available to users through employee self-service and all historic payslips can be viewed or downloaded. In conjunction with Ciphr HR, Ciphr's offboarding profile gives leavers continued access to their payslip history for a limited time after their leave date.

Payroll software

Pay your people more quickly, simply, and accurately with Ciphr. Our powerful, reliable, and scalable cloud payroll software is backed by industry-leading support and expertise. By choosing Ciphr as your provider of payroll software, you avoid duplication of work and manual data entry, while also improving the accuracy and security of your data. Our payroll software is supported by a dedicated team of qualified payroll professionals and account managers, who are always on hand to resolve any difficulties quickly and with the minimum of fuss.

Key features

- API led, cloud payroll
- ISO 9001 and ISO 27001 certified
- Robust, accurate and dependable software ensures your staff are paid on time, every time
- Helpful, UK-based service desk
- Real-time information and pension auto-enrolment enabled
- HMRC-recognised
- Extensive reporting capability
- Pensions auto-enrolment
- Accessible from any location, any time
- Meets statutory payroll requirements as standard
- Regular updates to meet legislative and regulatory requirements
- Integrates with a range of business systems, including Ciphr HR, enterprise resource planning (ERP) systems, time and attendance software, and HMRC online services (via DPS)
- Pensions auto-enrolment is automated and configured to the needs of your pension providers and scheme rules – substantially reducing the amount of time you need to spend on pensions administration
- Integrates with all industry standard financial software, and includes a payroll journal nominal ledger export as standard
- Comprehensive reporting functionality enables you to check and analyse payroll calculations results and historical data quickly and easily

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Ciphr Payroll Benefits In Kind (BIK)

From April 2027, HMRC's mandatory real-time Benefit-in-Kind (BIK) reporting comes into force. Ciphr's BIK functionality will support compliance with the requirement to report benefits through payroll in real-time - every pay period, per employee, automatically.

Using the service

Ordering and invoicing

Organisations looking to order should contact Ciphr to discuss requirements and scope of the project to determine the most cost-effective package solution based on the G-Cloud price list. Where required, Ciphr will assist in the completion of the call off agreement. Orders and enquiries can be sent directly to the allocated Account Development Manager or to sales@ciphr.com. Upon receipt of a signed call-off agreement, Ciphr will raise any appropriate invoice and begin scheduling applicable services.

Availability of trial service

Ciphr is pleased to conduct several product demonstrations as part of the purchasing cycle. Access to online “vanilla” demonstration systems can be provided for an agreed limited period pre order, to assist with evaluation. This will not contain any specific client configuration and will be restricted to specific modules/ facilities.

Pricing basis & overview

- Ciphr is a Software as a Subscription Service (SaaS), with the annual subscription fee covering access to and use of the system, hosting, support, backups, disaster recovery and general updates. The Subscription Fee is based upon the Current Record License and inclusive modules within project scope. Annual Subscription is payable 100% annually in advance, unless otherwise agreed in writing in the Call-Off Agreement.
- Costs for the Ciphr modules are based on the bands shown within the Pricing document, therefore an organisation of 600 employees will be purchasing solutions in the ‘up to 750 employees’ band.
- Additional Annual Subscription fees for additional Current Record Licenses procured during the term will be as set out in the Pricing Document.
- Professional Service fees are charged in respect of the implementation of the system, which may include Project Management, Consultancy, Technical resource, and access to Ciphr Academy. Professional Service fees are payable based upon date milestones typically spread over 3-6 months following the Start Date. All pricing for services is as per the SFIA rate card, and ranges from £750 to £1,250 per day.

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Discounts

- Volume discounts are available on bulk purchase of modules, see pricing schedule.
- Volume discounts are available on bulk purchase of Professional Services see pricing schedule.

Implementation

Embarking on any business software project can be daunting – especially if you haven't experienced such a transformation journey before, or if you're introducing your organisation's first people management solution. Our team of expert consultants are on hand to guide and support you at every stage of your Ciphr implementation project. You'll be assigned a dedicated project delivery manager and implementation consultant, who'll be with you throughout your Ciphr journey to understand the challenges and aspirations of your organisation, to offer support and guidance, and to answer questions. Our experts have years of experience with HR technology – with many being former in-house users of Ciphr software – so you can rest assured that you're in safe hands.

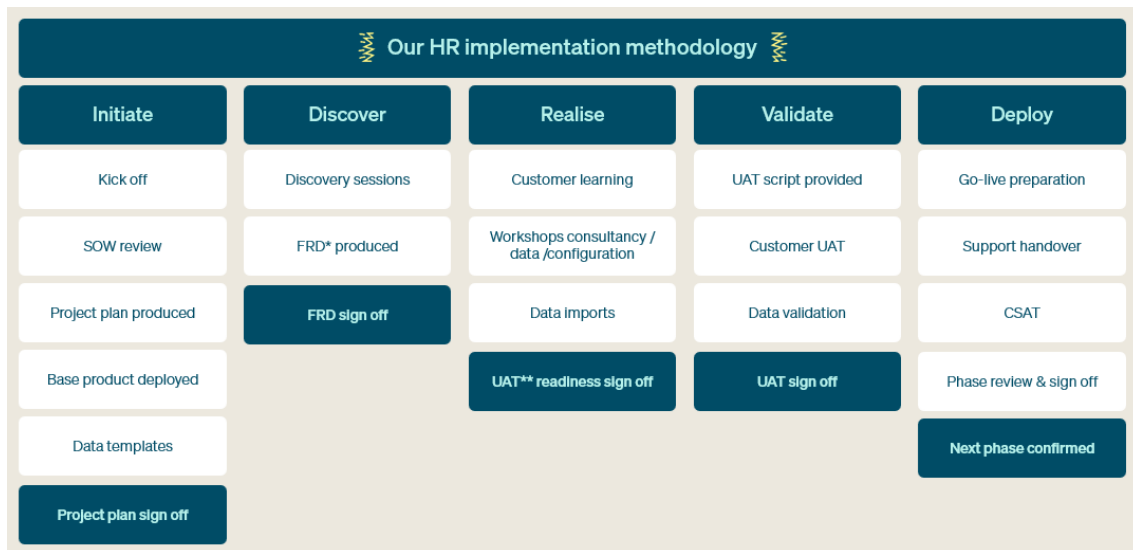
Key Features

- We'll help you realise the benefits of our solutions as quickly as possible
- We'll equip you with the skills and resources for long-term success
- Frequent checkpoints and contact with our team
- Regular, bitesize actions that you can fit alongside your typical workload
- Sign off at the end of each stage to ensure quality and that requirements have been met
- Our commitment doesn't end at go live. We provide continual support to drive adoption and maximise value

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Project delivery services

Ciphr's team of project delivery experts will make sure that the right Ciphr expertise is available to you at every stage of your implementation project, at the right time. We work in partnership with you to help you get to 'business as usual' as quickly as possible – think of us as an extension to your project or HR team so you can get your Ciphr system up and running as soon as you can.

Before work gets under way, your designated project delivery manager will create a project plan – outlining which Ciphr products and functionality will be implemented and when – so you can better organise your organisation's resources and therefore achieve critical project milestones. Throughout the project, your delivery manager will be in regular contact with you to discuss what tasks have been completed (both by Ciphr and by your organisation), what tasks are due, and any milestones, activities or events you might need to be aware of.

Your delivery manager will also help you to understand the roles of Ciphr's various technical teams, and why you might be working with different people to complete different elements of your implementation project. For organisations with more complex needs or those who have limited internal project resources, we are able to offer additional project delivery services.

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HR system consultancy

Ciphr's HR system implementation consultants work closely with you at critical points in your project to help configure your system to meet your organisation's challenges and goals, and to ensure your system mirrors your existing HR processes as far as possible.

Many of our implementation consultants have previous experience working in HR roles – with a significant proportion being former inhouse users of Ciphr – and therefore understand common pain points you're likely to be addressing by introducing new HR technology, along with the myriad other pressures on your HR team.

Your designated implementation consultant will be on hand to support you at key points throughout your project, and, if you're implementing specialist functionality - such as our recruitment software - you'll also work with consultants who are experts in those products.

Your consultant will work in partnership with you to identify ways that Ciphr can support your existing HR processes, and, where necessary, suggest tips and best practice ideas for configuring your processes so you get the most out of your system. All our consultancy sessions are delivered virtually.

Technical consultancy

Ciphr's technical experts are available to support you with additional knowledge should you need it. This could include developing or setting up integrations with other business systems via our API, data extraction and import, as well as advice and support on data transformation, and on system and data security.

Project manager	Implementation consultant	Business as usual (BAU)
• Main point of contact for all project matters • Manages project delivery within budget and on time • Manages project change control • Runs regular project reviews • Coordinates all internal resources to make sure all tasks are delivered	• Subject matter experts on Ciphr products. They are industry professionals in their relevant field • Through consultancy sessions, they'll provide advice, guidance and recommendations on configuration options • Provide project-related documentation for topics they cover, and any actions for your team and us	• After your software is implemented and your project is closed, your customer experience manager (CXM) and account manager will support you through the rest of your project journey • They'll help you identify better ways of working, and how our solutions can better support your organisation

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Strategic HR consultancy services

If you want more advice and support on how to optimise your HR processes so you can get the most out of your investment in your Ciphr system, our strategic HR consultancy team is here to help. They can assist with:

- Workflow improvements
- Data accuracy improvements
- Introducing good practices for business-critical processes
- Eliminating system redundancies and duplication
- Streamlining data capture and analytics
- Software integration and optimisation
- Stakeholder engagement with HR technology

User training

The Ciphr Academy offers meticulously designed online learning journey's, complemented by a series of expert-led bite-sized classes. These resources ensure that all relevant users and system administrators acquire the essential skills and knowledge needed to effectively utilise the proposed Ciphr solution.

The training journeys and recommendations for bite-sized classes are based upon user profiles.

Training and associated fees are based on the delivery of training through the Ciphr Academy's remote platform, employing a balanced blend of digital learning content and expert-led bitesize classes.

A critical component of the successful implementation of Ciphr's solution is the timely completion of the designated learning journeys, aligned with the mutually agreed-upon timelines within the project scope.

It's noteworthy that our training content remains in a state of continuous enhancement and updating, aligning with product advancements. Thus, please be aware that training content is subject to modification.

Test environments/sandbox

Ciphr can provide a test environment for customers to use for the purpose of testing configuration, integrations and/or user training/familiarisation. This will be a single iteration available for the duration of the agreement, unless otherwise agreed in writing. This test system will be provided within our Shared Server Environment. This test system could utilise a 'snapshot' of the

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live production system on an ad-hoc basis. Any Ciphr updates would still automatically be applied to both the live production system and the test system, however the customer system administrator(s) can determine when to turn on features for other end users.

Ongoing Support and Business as Usual (BAU)

Ciphr provides first-class customer care and support services to all our clients. Staffed by knowledgeable professionals, our support teams provide a highly effective 'how to' service that is designed to assist and support clients with both the day-to-day operation and ongoing evolution of their HR systems.

Our dedicated account managers and customer success managers will develop relationships with you during the implementation project, liaising closely with the project team. They will conduct regular system reviews with you to ensure you are gaining benefit from your Ciphr system, whilst engaging at a strategic level to ensure Ciphr supports the growth and evolution of your organisation.

In addition, regular events and communications will provide you with a learning and networking environment, and our website provides access to online support that incorporates instant chat with the support team.

Your SaaS subscription includes:

- Customer care telephone support between 0900hrs and 1730hrs Monday to Friday (excluding UK bank holidays)
- Customer success access and support
- Regular news update bulletins
- Problem diagnosis and resolution via remote assistance
- Free legislative and software enhancement updates

Customer Success

Ciphr operates a customer success model of account management with a dedicated Ciphr customer success manager responsible for ensuring that each customer can experience maximum value from Ciphr's offering. To help monitor the health of our customer relationships, we conduct customer satisfaction and net promoter score (NPS) surveys. As well as the operation of Customer Advisory Groups, Ciphr also provides a calendar of events, webinars, and email communications throughout the

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year to help our customers understand our offering and the latest product developments.

Customer Care

Ciphr's Customer Care team provides customer support via telephone, chat, and online portal between 0900hrs and 1730hrs Monday to Friday excluding UK public holidays. As is typical for all SaaS services, occasionally scheduled, routine maintenance will be required that limits access to Ciphr's service during the maintenance window. Any scheduled maintenance is arranged to ensure it occurs during times when low volumes of use are expected, i.e. outside of business hours, and our service desk ensures that customers are made aware of such restrictions well in advance, in accordance with published SLA's.

Service levels and maintenance management

As a one-to-many SaaS provision, the SaaS Service is underpinned by a standard agreement and standard service levels consistent across the entire customer base, and which are not able to be varied for individual customers. Service Levels, the SaaS Service Definition, Incident Priorities, Cancellation Policy & Third-Party Support (where applicable) are available to the buyer at <https://www.ciphr.com/terms>

Financial recompense model for not meeting service levels

Service credits are typically not offered for contracts with an annual subscription fee of less than £100,000.

Offboarding processes and scope

The customer may request a copy of their data at any time during a paid subscription period, and Ciphr shall provide the customer with a copy of the customer data in the form of a standard CSV file extract to an SFTP site at no charge to the customer. Provision of data in any other format will be subject to charge to be determined following a scoping exercise.

In accordance with our obligations under applicable data protection legislation, on instruction, all customer data will be securely returned and deleted following the end of any agreement. Backups are maintained for a period of three weeks and Ciphr has no obligation to maintain data beyond this period after the termination of the agreement.

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Additional services

Ciphr Service Packs (CSP's)

Ciphr Service Packs (CSPs) are made up of our most frequently used and 'value adding' professional services to offer our customers greater flexibility to deliver a superior service to their own organisation at a competitive price.

Ciphr Service Packages include unlimited virtual training sessions via the Ciphr Academy, an annual system optimisation check, and professional service hours you can use for on-demand activities. These services will help you get the most out of your Ciphr platform, enable your in-house HR team to focus their efforts on the strategic priorities that matter most to your organisation, and, ultimately, help you deliver an outstanding level of service to your employees. Our four service packages are complemented by a more comprehensive offering, Ciphr Managed Service, which is ideal if you need additional capacity to supplement your inhouse HR team.

What's Included?

Ciphr Service Packages (sometimes referred to as CSPs) comprise our most frequently used services at a competitive price. There are four levels of service package, which are suitable for all types and sizes of organisation. These sit alongside our managed service option, which is ideal for organisations with high demand and complex requirements.

	Academy+	Discover	Transform	Innovate	Managed Service
Academy+ subscription	✓	✓	✓	✓	✓
Annual system optimisation check	x	✓	✓	✓	✓
Professional service hours*		25	45	60	100 - 200

* Amount of service hours vary depending on the Ciphr Service Package purchased and the size of the organisation

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Academy+

- Our HR user learning content is delivered virtually via the Ciphr Academy. This premium subscription enhances the standard content of over 400 help guides, learning journeys and release notes to offer additional benefits, including:
- An ever-evolving range of trainer-led bitesize classes
- On-demand thought leadership webinars
- Seasonal bitesize workshops, such as year-end processes.

System optimisation check

Our experts will review your current systems annually and make recommendations to eliminate system redundancies and duplications. We will also recommend improvements in data controls that should lead to better governance, which is crucial for ensuring that your HR and people data remains high quality and is accessed by only the right people.

On-demand professional services

Outsourced professional service time that you can use whenever you need it, so you delegate system tasks to the Ciphr team.

Examples of tasks include:

- Roll out of self-service updates to all employees
- Weekly data uploads via web service
- Data extracts on demand Organisational restructure changes – reporting lines, department changes
- User role – creation/changes
- Holiday year rollover (annually)
- Further information/additional information field creation
- Automation of reports
- Data uploads on demand
- System updates (ie to reflect contractual changes)
- Notifications – creation/modification
- Annual pay review/employee letters
- User entitlement – creation/updates

Which CSP is right for my organisation?

Academy+ only

Our entry-level package gives you the option to benefit from our premium blended learning experience if you don't require any further assistance from our professional services experts.

Discover

Add some professional services into the mix. This package will help you to use your Ciphr platform to create a foundation for future success, while also solving your central HR challenges

Transform

Choose to go to the next level and we'll help you tackle increasingly complex HR requirements, and ensure you receive more value from your investment in Ciphr.

Innovate

Ambitious organisations who want to maximise the value of their investment in the Ciphr platform, and achieve their strategic people goals, should opt for our top-tier package.

Managed Service

Sitting alongside our four service packages, Ciphr's Managed Service is an annual support package designed to provide additional flexibility and capacity to operate and develop your Ciphr platform, and to maximise its potential by assisting and adding value to your organisation's HR processes. Using our expertise and skills across a range of services, we can support your HR team with administrative and transactional tasks so you can focus on more strategic objectives. The service includes scheduled and agreed managed service tasks such as monthly management information and board reports, annual salary review letters and imports, and much more.

Provision of the service**Customer responsibilities**

Unless otherwise agreed in writing with CIPHR, the customer will be solely responsible and liable for all subscription fees and other service fees.

The Customer shall, subject to the G-Cloud Framework Agreement and Call-Off Agreement:

- Obtain maintain and provide to Ciphr all necessary authorisations, consents, licences and services required for Ciphr to possess, install, operate, maintain, host, use or integrate any third-party software (not being Third Party Software or part of the System Environment) required by the Customer for use in conjunction with the Software on the SaaS Services;
- If applicable, deliver in a timely manner any Customer Content and any required updates of Customer Content to Ciphr for inclusion in the Software or the Services;
- Provide Ciphr with any information and assistance which it may reasonably require from time to time to enable Ciphr to perform its obligations under these terms;
- Procure and/or supply, and if necessary, install, support and maintain all software, licences, hardware, network infrastructure, services and environmental and operational conditions that may be required by the Customer to connect to and access the internet for the purpose of accessing the SaaS Services;
- Be liable for all acts and omissions of its Customer Users and procure that each Customer User is aware of, and complies with, the obligations and restrictions imposed on the Customer under this Agreement;
- Promptly notify Ciphr in writing of any changes the Customer requires to System Administrators authorised by Ciphr to have access to the SaaS Services (including when System Administrators cease to be employed or engaged by the Customer or an Affiliate (as the case may be) such that they are no longer entitled to be System Administrators);
- Ensure that it responsibly manages access rights (including individualised login and password information) to the SaaS Services by its Customer Users and System Administrators and promptly revokes such access rights where a Customer User or System Administrator is no longer entitled to access the SaaS Services;

- Ensure that its Customer Users using the Software, and any applicable Third Party Software or Third Party Services, on or in connection with the SaaS Services are trained to use them competently; and ensure that only Customer Users operate the SaaS Service, Software and any applicable Third Party Software and Third Party Service in accordance with this Agreement and any Third Party Service Licences as applicable and operating procedures, guidelines, codes of conduct and processes reasonably specified from time to time by Ciphr or, in the case of any Third Party Service, in accordance with the terms and conditions of the Third Party Service Licence.

The Customer acknowledges and agrees that Ciphr's ability to deliver the Services also depends upon the Customer's timely cooperation and prompt response to issues or requirements referred to it in connection with the Services, as well as the accuracy and completeness of any information the Customer provides.

To the extent that the Customer provides Ciphr access to Customer premises or facilities in connection with this Agreement, the Customer shall comply with its obligations under applicable health and safety regulations with respect to the provision of such access and facilities to Ciphr.

In relation to its use of the Services, the Customer acknowledges and agrees that it is solely responsible for complying with any laws or paying any taxes duties and tariffs applicable in any way to its use of the Services (other than taxes on the net income of Ciphr).

Termination process

Upon termination of the agreement, provisions regarding fees and expenses, rights arising from services, confidentiality and protection of intellectual property, limitations of liability, obligations on termination and any provisions specified as surviving any order form will remain in effect.

Ciphr will comply with its obligations under applicable data protection legislation in respect of, by instruction from the customer, facilitating the secure return in a standard CSV file format and/or secure destruction of Customer Personal Data in its power, possession, or control.

In the event of any termination of this agreement during any agreed minimum term, the whole of the subscription fees (together with VAT thereon) payable with respect to such minimum term shall become immediately due and payable.

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Our experience

Clients

Ciphr has extensive experience across UK private and public sectors and multiple verticals within these sectors, with notable experience supporting public-sector organisations such as Public Sector Partnership Services, RSSB, Zero Waste Scotland, Visit Britain, Met Office, Royal Botanic Gardens Edinburgh, UK Research and Innovation and Sport England and many more.



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Technical requirements & data protection

System requirements for all users

Ciphr is a web-based application provided from our SaaS data centres. All access to Ciphr products is using a secure channel over port 443 (HTTPS).

Ciphr was designed to be used with the latest versions of following browsers:

- Microsoft Edge
- Chrome
- Firefox
- Opera
- Safari

Firewall

All traffic takes place over port 443 (HTTPS). Typically, this port will already be open for all users in the customer environment, so no firewall changes will be required.

Integration with the Ciphr SaaS system

It is often a requirement to integrate Ciphr with other internal systems, including Microsoft Active Directory. For instance, a client may wish to extract a list of employees on a regular basis and import this data into a local system or there may be a requirement to utilise Ciphr Active Directory Connector or CIPHR Trusted Login, amongst others. See below for information in respect of integration capabilities.

API integration

Ciphr's API technology can facilitate integration with a wide range of different applications and cloud services – including software created by our preferred partners, other cloud vendors, and software your organisation has built in-house – to improve the efficiency, integrity, and security of your organisation's people data.

API keys, used to successfully access the APIs, can be created to ensure they only share certain elements of information with specific users and other applications. Each Ciphr API key is unique to both you, our customer, and to each program you want Ciphr to interact with. So, if, for example, you want three different applications to interact with Ciphr and its data, we will create three different API keys, enabling each of the three applications/services to read, update and/or delete specific data fields in Ciphr. Note the standard service encompasses creation and access to the key and standard available data endpoints only, no integration specification and/or development is included

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unless by express mutual agreement (and will incur additional charges subject to specification).

The Ciphr API technology has the following technical characteristics:

- Uses the latest API architecture (the 'RESTful' interface).
- Uses industry-standard instructions (known as 'verbs') – GET (read data), POST (write data), PUT (update data) and DELETE (delete data) – to interact with other applications via HTTPS.
- API keys are unique for each client, and for each application or service that integrates with Ciphr.
- Extra security can be added with domain name and IP mapping, so only certain machines and parts of your organisation are granted access to data held in Ciphr.
- Returns data in three formats to suit your preference (XML, JSON and JSONP).
- You can run queries and filter data as necessary.

Ciphr Active Directory Connector

Ciphr provides an Active Directory Connector module which allows users to be created directly in Active Directory when a new employee is created in CIPHR, automatically terminate users' accounts when they leave and more.

More details about this are available in the dedicated documentation for Active Directory Integration which is available on request.

Information security

CIPHR has a fully developed ISMS (Information Security Management System) in place that has been audited and certified to the ISO27001:2013 standard. The function of the ISMS is to control and document the information security policies and procedures. It is embedded throughout the organisation to ensure that the information assets that CIPHR controls maintain their security, confidentiality, and integrity.

Access control

Strict access controls are implemented across the organisation and are reviewed regularly. We operate on the principle of least privilege basis for all of our employees with access to our solutions and systems. Access to the SaaS environment is only granted to certain employees based on their job role in the organisation. Those employees with access only have permissions according to the requirement of the work they will be carrying out in the SaaS environment. All our employees are trained to a high standard of awareness in relation to security surrounding the information assets and SaaS environment in general.

Ciphr Limited

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Change control

All modifications to the SaaS environment are managed and documented within our change control process. Changes are fully risk assessed then approved or rejected based on a review of the proposed change, risks involved and their impact on the SaaS environment. Once approved the changes will be fully tested before being implemented in to the production servers and reviewed for effectiveness.

Monitoring

Ciphr employs active monitoring for the entire SaaS solution so that notifications are presented to the appropriate members of staff as required. This enables SaaS maintenance staff to respond immediately to all potential resourcing, security or networking related matters quickly. Monitoring includes the following metrics:

- Performance
- Size
- Availability
- Resourcing
- Usage

For the following assets:

- Databases
- Websites
- Servers
- SFTP
- Networking Components

Backups

As part of our standard disaster recovery (DR) offering, encrypted backups of the customer data are taken daily and transferred away from the production data. Testing of these backups is carried out regularly to ensure the integrity of the data. The retention policy for these backups is 30 days.

Business continuity and disaster recovery

As part of our ISO27001:2013 accreditation, Ciphr has a comprehensive DR plan for the office premises and its data centres. This plan is reviewed and tested on a regular basis to ensure its effectiveness.

Microsoft Azure public cloud

Ciphr uses Microsoft Azure, which is a market leading infrastructure service provided by Microsoft, to host our services, the benefits of which include:

- The ability to scale our solutions automatically
- Utilisation of the latest technologies available in the Azure marketplace with reduced effort to implement in comparison to private cloud
- Unparalleled security in relation to identity management and monitoring

Our service and the storage of your data within Microsoft Azure is in UK data centres, and it is protected and/or in compliance with the following standards:

- ISO27001
- UK Cyber Essentials Plus
- UK GDPR
- Disaster recovery: we operate from multiple data centres and leverage Microsoft Azure's extensive resilience options.

Third Party Management Policy & Due Diligence

Ciphr has a Third-Party Management Policy which establishes steps to be taken to manage third party relationships. These steps help ensure that the risk of a breach of confidentiality, integrity, and availability of Ciphr informational assets, in connection to the use of these third parties, is reduced to the lowest feasible level.

The policy is externally audited against the ISO27001 standard on an annual basis. It covers assessing the third parties and sorting them into tiers depending on their function. Their tiering determines the amount of due diligence that will be carried out by Ciphr on the third party.

Azure have been graded as a tier 1 supplier, the highest level. This involves retrieving an extensive amount of information about the organisation, reviewing the information to ensure they meet or exceed the level of security controls and protections which Ciphr offers to its customers. Unfortunately, we are unable to share this information as it is covered by NDAs between Ciphr and the third parties.

In addition to comprehensive initial due diligence upon entering into agreement with utilised third parties, regular audits are carried out to ensure continued compliance to contractual and legislative obligations.

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Additional available configurations

These options may be configurable by the customer through the appropriate portal. However, some can only be requested through your Ciphr project/account manager.

Two factor authentication

Two factor authentication provides an extra security measure by sending a separate one-time pin (OTP) to the users via email address, SMS, or Mobile Application. The user would then require their username and password as well as the OTP.

IP Allow Lists

An allow list of IP addresses or address ranges can be implemented for CIPHR. This means that only devices accessing from those IP addresses that have been pre-defined will be able to successfully reach the site.

Branding

Within the then current constraints of the standard solution, the Customer's corporate branding (colour schemes, logo's, images) may be applied to Ciphr to ensure a seamless user experience and support employee solution engagement. Branding may also be applied to reports.

Development lifecycle of the solution

Ciphr uses the agile development methodology, as well as typical Scrum processes (including typical Scrum ceremonies). The development team maintain a product backlog that is prioritised and used to generate the sprint backlog at the start of each sprint. We follow test- driven development practices and utilise continuous integration to build and test each product change. We have an in-house quality control (QC) team that uses a mix of automated and manual testing for each release.

All modifications to the SaaS environment are managed and documented within our change control process. Changes are fully risk assessed and then approved or rejected based on a review of the proposed change, risks involved and their impact on the SaaS environment.

Once approved the changes will be fully tested before being implemented into the production servers and reviewed for effectiveness.

Contact

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