

G-Cloud15

Access

Pay and Bill

Service Definition

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1 Service Overview

Access Pay and Bill is HMRC-recognised recruitment payroll software designed specifically for agencies managing temporary workers, contractors, and permanent placements. It streamlines the entire process from timesheet capture through to payroll and client invoicing.

Core Capabilities

Timesheet Management

Online and mobile timesheet submission is available through the web portal, supported by flexible approval workflows with multiple approvers and built-in alerts. Timesheets are validated before reaching payroll, ensuring accuracy from the outset.

Payroll Processing

The system handles high-volume payroll automation with speed and accuracy, automatically calculating deductions, taxes, and adjustments. It supports all worker types including PAYE, self-employed, limited company, umbrella companies, and second-tier agency relationships. Real-time processing and automated payslip generation with scheduling options keep operations running smoothly.

Billing and Invoicing

Integrated client billing operates from a single system, with automatic invoice generation from approved timesheets. Invoice details can be customised to meet client-specific requirements, enabling faster billing cycles to improve cash flow.

Automation and Scheduling

A scheduler enables timed triggering of key processes, with event-driven automation to chain-link activities. The system supports planned periodic actions running around the clock—hourly, daily, weekly, or monthly—with co-processes for simultaneous execution.

Compliance

Access Pay and Bill is HMRC-recognised and compliant with both UK and Ireland regulations. Regular updates maintain tax law compliance, whilst IR35 support addresses off-payroll contractor requirements. Built-in checks ensure audit-ready payroll at all times.

Integration

The software integrates with Access Recruitment CRM Evo and offers APIs for custom integrations. Real-time synchronisation with front-office CRM systems means single data entry flows automatically into payroll and billing.

Self-Service Portals

Branded portals are available for clients, workers, and consultants. Candidates can manage their own profiles, update availability, view jobs, submit timesheets, access payslips, and apply for leave. Clients can handle job requests, timesheet approvals, and invoice access independently. Visibility controls can be customised to suit your requirements.

Reporting

Detailed payroll reports are available at any stage of the process, with real-time access to key data for consultants and account managers. Monitoring is available via Access Evo from anywhere.

Additional Modules

Scan Automation retains images of documents such as timesheets for printing, reprinting, enquiry, and correction purposes.

Pre-Bill and Self-Bill allows clients to self-bill against timesheets and generate a pre-bill before creating a final invoice, helping to avoid potential invoicing problems.

Flexible Timesheet Importer enables electronic form and variable data feed imports, reducing manual input from paper timesheets.

Global Trading Module suits UK or Ireland businesses trading with overseas workers and clients who need to process multi-currency cross-border payroll and billing.

International Module supports multinational and overseas recruitment businesses incorporated in different countries, providing integration and compliance with local payrolls and legislation.

SMS Messaging sends alerts to workers for events such as late timesheets.

Early Pay offers on-demand pay, giving candidates the flexibility to access their earnings when needed to support their financial wellbeing.

2 Onboarding

We aim to provide you with an excellent experience in getting up and running. Our Implementations packages range from small site implementations using our rapid FlightPath Implementation packages right up to larger solution projects where we would use our Access Implementation methodology. For the set-up process to be as successful as possible, we need to work together to achieve this.

Access FlightPath

Our FlightPath services have been designed to be remote-first, providing you with an improved low-risk implementation journey, no matter how your organisation is structured or wherever your employees are working.

We use video technology to facilitate face to face contact, so you still get the hands-on benefit of working with an Access expert and our years of software deployment expertise. We have also invested in product e- learning, so your users can learn our products at their own pace.

Our remote-first approach means that you have regular, accessible communication with us to keep you on track at every step of your journey and that your software can be delivered flexibly to suit the needs of your organisation and employees.

All our FlightPath consultants and on-boarders are not only certified in our products, they are also trained and certified in our remote-first FlightPath implementation methodology, including training in effectively delivering remote customer projects.

Each FlightPath implementation programme from Access follows a well- defined journey with key milestones. These milestones represent – at a high level – the individual phases of your implementation journey. We'll be using these milestones to help us both track and communicate progress towards successfully launching to your users. Our aim is to give you value from your investment as quickly and as fully as possible. Using our years of software deployment expertise, we have defined the FlightPath methodology. This is a journey based on best practice and designed to deliver timely value to you and your colleagues. And while it is ultimately your journey, we are here to support you all along the way.

Clear roles and responsibilities

At the 'Getting Started' milestone phase, you will receive a Welcome Pack. In here you'll find clarity on roles and responsibilities. What you'll need to do, and what we will do. Crucially our FlightPath approach also clarifies our joint expectations, helping us both understand the process that we will jointly commit to, in order to successfully launch your chosen software to your end-users in a timely and efficient manner.

Your onward journey

Even when your implementation has successfully landed, and you are in a position to go live with our software, we will ensure that you are successfully transitioned to the care of our Success Team.

The Success Teams include our support colleagues and Customer Success Managers and will be available to support you as you use your software and realise the benefits of your investment in your Access Solution.

Full details of our Flightpath implementations for Access Pay and Bill can be found [here](#).

3 Additional Service Options

The table below highlights the additional value added services that our consulting teams can provide. Please take some time to review these.

Evo Ready	Your Onboarder will deliver a welcome call, running you through the project process and roles & responsibilities
Finance Extract Flightpath	Access Pay & Bill is able to create custom csv file extracts to meet the needs of your finance extract requirements. This services module provides the necessary Implementation Consultant and Developer time required to scope, specify, build and test the required extracts.
Custom BACS Flightpath	Access Pay & Bill is able to create a custom BACS file for both normal and Faster Payments, to meet the needs of your payroll requirements. This services module provides the necessary Implementation Consultant and Developer time required to scope, specify, build and test the required BACS file.
Automation	This Automation services module covers the discovery, specification, configuration and user training for the Automation engine, allowing for the automation of timed or event-driven tasks.
Kofax Scanning	The Kofax Scanning module covers the setting up of the functionality to convert incoming timesheet documentation, either from emails, folders or scanned paper versions, with integration to Access Pay & Bill.
Global Trading Module	The Global Trading Module enables your business to operate internationally on multi-currencies through our Access Pay & Bill inbuilt functions. Our Implementation Consultant will provide training on trading in various currencies for both paying the worker and invoicing the client.
Implementation Consultant Onsite Training	This onsite training services module allows for Implementation Consultant training and workshop sessions to be delivered onsite, at the location of the customer. Additional travel and subsistence costs would apply.
Flexible Timesheet Import Module Training	Our Access Pay & Bill Implementation Consultants will configure the system to take timesheet data directly

	from a wide range of sources, speeding up the payroll process and reducing the cost to serve. Training will be provided on how to set this up and how best to configure for any future requirements
Pre-Bill Module Training	Our Access Pay & Bill Implementation Consultants will provide training on how to process client-specific billing and prebill invoicing with additional consultancy on the feature best practices.
Client Self Bill Module Training	Our Access Pay & Bill Implementation Consultants will configure the system and provide training for the customer to maintain client self-bill templates. The Client Self-Bill module allows customers to cut the time spent on timesheet and purchase invoice reconciliation for Umbrella and Limited Company Contractors by exploiting the Self Billing functionality within Access Pay & Bill.
Bespoke Consultancy	Any consultancy required to be conducted on behalf of the customer. For example, Emergency Admin/Data entry, Reconfiguration etc. Please contact Onboarding with requirements for quotation
FlexPoints	Access FlexPoints are a cost-effective, flexible way to easily access and consume value added services including customisation, training, integration, analytics or reporting, as your business needs evolve. Access FlexPoints provide a simple way to create an allocation of points that you can call on at any time to spend on Access services. Having a banked allocation of FlexPoints provides the reassurance that as your business needs evolve you can use them to extend and modify your use of the technology.

4 Service & Support Management Details

At Access we know why you choose our products, it's because you want to be more successful. We want you to be more successful too. So, we've taken a good long look at how we support you, taken on board feedback and made it a whole lot better. We're not just here to support you when you need a hand - we're here with you at every stage of your journey.

Support Commitment

We recognise that the systems, software and services we supply may be critical to the well-being of your business. Our aim is to ensure that you have continuous operational capability from our products. We will help you to achieve this by providing efficient support, resolving the majority of tickets at first-line contact.

We will help you maximise your return on investment by providing the best in technical assistance, advice and customer care. We own your support queries and will ensure that they are resolved as promptly and efficiently as possible.

We provide 3 main support plans for Access Pay and Bill as detailed below.

The Essential Plan

The online service The Essential Plan is available to all Access customers as part of your license fee and provides you with easy-to-access online support for all your queries, facilitated via our Customer Success portal.

The Standard Plan

Get answers faster

As a Standard Plan customer you benefit from faster response times and can access our support teams via telephone and live chat, as well as through our Customer Success portal. To help your team be more productive, you are provided with continued access to our e-learning content as well as a programme of Success webinars, designed to keep you up to date with new features and share best-practice advice and guidance.

The Premier Plan

Boost productivity with direct access to the experts and achieve a higher return on investment

Our Premier Plan enables your team to achieve more and improve productivity through an ongoing relationship with your own designated Customer Success Manager. Your CSM will get to understand how you're using the technology and will advise you on how to get more from it.

Full details of our Customer Success Plans can be found here [Access Customer Success Plans](#)

Get to know our knowledge base

Knowledge Base is our huge database of commonly asked questions, articles and videos. All you need to do is Register and Login and you can find the answers you need any time of the day.

The advanced search function not only searches articles from Knowledge Base, but links up with our Community hub to display the topics that you need. So you've got everything you need all in one place.

Can't find the article to answer your question? Not a problem. Each article links to our Community so you can ask a question, or to raise a case with the Access team.

Got a question? Ask our Community

Community connects our customers together to help them solve problems and share how to get the very best out of their Access products.

Our customers know more about using our products in their jobs than anyone else. Community gives you the chance to receive – and share – friendly expert advice that goes beyond normal customer support. Discover best practice hints and tips from peers in your industry to help you make the most of your experience with your Access product.

Each of our products has its own dedicated Community, so you can get straight to the discussions that matter to you. No unnecessary searching needed.

If a question can't be answered by Community a member of the Access team will reply. We'll make sure that no query goes unanswered.

5 Account Management & Customer Success

With over 160,000 customers using products supplied by the Access Group we have a large team involved with ensuring that our customers are able to build on their investment with Access.

This includes the Customer Success team who are specialists in specific products whose role is to ensure that our customers on Standard and Premier Success plans benefit from educational webinars to ensure that you are always taking advantage of new functionality and most importantly continuing to adopt best practice in the day to day use and set up of the software.

Our Account Management team work with our customers specialising in vertical sectors or specific products. Depending on the complexity of the customer these are either office based using the latest technology to provide our customers with the highest possible levels of service or will visit sites for face to face meetings.

Our Account managers work with you keeping our customers informed on the way emerging technologies can help their business. They prepare briefings on the business, technical and financial benefits of technology and collaborate with customers to ensure the customer is aware of the breadth of software and support that Access can provide.

6 Backup and Disaster Recovery

The solution has been designed to cater for disasters ranging from a database restore through to a complete datacentre outage.

All backups are stored on disk and are retained for a period of 12 Months, financial data is kept for 7 years.

Backups are stored within a multi tenancy data vault and are encrypted at rest. The design of the architecture means that all data is simultaneously available in both the primary datacentre and the secondary datacentre meaning data is always backed up to another geographically diverse site.

All Servers are backed up on a daily basis at 10pm. These backups go directly to storage in the DR Datacentre to ensure off-site availability.

Retention for backups:-

15-min SQL	28 days
Daily	28 days
Weekly	3 months
Monthly	1 year for non-financial data / 7 years for financial data

The solution has been designed to deliver Recovery Point Objective (RPO) and Recovery Time Objective (RTO) using the following definitions:

- RPO is the maximum time period in which data might be lost.
- RTO is the duration of working time within which data should be restored after a disaster. This time starts from when a support call is logged with Access.

Standard Restore Testing

We undertake a restore test automatically on a weekly basis.

DR Testing

We run a full DR test on a 6 monthly basis, this is a non-invasive test where we bring the DR site up in an isolated fashion to ensure the services recover (Zerto allows us to do this without bringing the production environments down).

SQL Server

SQL Server Full Database backups are taken overnight as well as having SQL transaction logs taken at 15 minute intervals. This allows a database to be restored to an overnight position or to be restored to a chosen point in time within the day.

Frequently a database is restored following a user accidentally changing lots of data so the RPO does not always apply as the user may have changed the data several days ago, however the solution has been designed with a maximum RPO of 12 hours and a RTO of 6 hours.

Single Virtual Machine Failure – IIS or RDS Server

In the unlikely event of a single virtual machine (VM) failing (e.g. the IIS VM ceases to respond but the other VMs are still functioning correctly) then a new instance of the VM will be started. This new instance will be an exact copy of the VM from when it stopped responding. The solution has been designed so that the files on an IIS and RDS server are fairly static with an RPO of 12 hours and a RTO of 6 Hours.

Single Virtual Machine Failure – SQL Server

In the unlikely event of the SQL Server virtual machine (VM) failing then a new instance of the VM will be started. This new instance will be an exact copy of the VM from when it

stopped responding. The solution has been designed with an RPO of 12 hours and a RTO of 6 Hours.

Complete Primary Datacentre Outage

In the unlikely event that the primary datacentre goes completely dark where all VMs are lost or there is no internet connectivity an investigation period will be undertaken for 2 hours to determine the cause and decide if a datacentre promotion is required to make the secondary datacentre the primary one. Once this decision has been made the solution has been designed with an RPO of 12 hours and a RTO of 12 Hours 'Optional' Customer Copies of Backups.

7 Business Continuity

The Access Group's full and most up to date business continuity plan can be requested by emailing buyer.enablement@theaccessgroup.com

8 ISO27001 Accreditation

The Access Group holds ISO27001:2022 accreditation across the entire organisation. This independently verified certification demonstrates our commitment to protecting your data. Maintaining this accreditation requires us to demonstrate effective security controls, regular staff training, and documented processes that are tested through independent annual audits.

9 Development Life Cycle

As one of our core products Access Pay and Bill has a detailed roadmap of improvements driven both by customers and by our own roadmap. Ongoing development against each application is supported by a development plan that has high levels of details for the next 3 months including user stories. Beyond that top line plans are in place by quarter for a further 12 month with a list of additional options waiting to be added.

New functionality is added on a regular basis (usually every quarter) with all companies benefitting at the same time.

10 Technical Requirements

Access Pay and Bill is generally accessed in one of two ways

Hosted Environment – On a hosted environment the product is accessed via a Citrix web front end.

Hardware Requirements

Requirement	Specification
RAM	Minimum 2 GB
Disk Space	1 GB (for both fresh installation and upgrade)

Software Requirements

Component	Version
.NET Framework	4.8
.NET Desktop Runtime	8.0.15 or later (up to 8.x) — x86 version required even on x64 systems
Microsoft Edge WebView2 Runtime	Version 131 or later
Microsoft Visual C++ Redistributable	14.42.34433.0 or later (version 2508+)

Supported Operating Systems

Windows Version	Notes
Windows 11	21H2 and later
Windows 10	Enterprise (32-bit and 64-bit), Home*, Pro
Windows 10 LTSC/LTSC	2016 LTSC 1607, LTSC 2019
Windows Server	2019, 2022, 2025

On Premises Environment – When a customer decides to host on their own premises they require two separate servers. One to run the application and one to run the SQL Server. The required specifications are as follows.

Application Server

Component	Specification
CPU	8-16 cores (Intel Xeon or AMD EPYC)
RAM	32-64 GB
Storage - OS/Application	100-200GB SSD
Storage - Temporary/Documents	200-500GB SSD
Network	10 Gbps

Operating System	Windows Server 2022
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MS SQL Server Specifications

Component	Specification
CPU	8-16 cores (Intel Xeon or AMD EPYC)
RAM	64-128 GB
Storage - Data	500GB-1TB NVMe SSD (RAID 10)
Storage - Transaction Logs	100-200GB NVMe SSD (Separate Drive)
Storage - TempDB	50-100GB NVMe SSD (Separate Drive)
Network	10 Gbps
SQL Server Edition	Enterprise or Standard
SQL Server Version	SQL Server 2022

Service Constraints

Maintenance windows as detailed above are minimal with the service so that we use all reasonable efforts to ensure that the SaaS Services are available for 99.70% of each calendar month.

As a true SaaS solution customisation is not available although the product can be configured to meet all standard set up requirements.