access
freedom to do more

G-Cloud15
Access PeopleXD
Service Definition

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1 Service Overview

The Access Group's HRIS offering includes a mobile first, AI driven, SaaS HRIS and Payroll solution that connects processes from hire to retire including Payroll, People Management, Workforce Management, Talent, Recruitment, Learn, Compliance and Analytics. Our unified solutions can be deeply integrated or implemented as standalone.

What We Do

Recognised as a 'Core Leader' by the Fosway Group in 2025, Access transforms how medium to large, complex organisations approach their people strategy by giving you absolute freedom and flexibility to adapt, evolve, using our modern technology to create engaging experiences your people will love. The Access Evo portal now brings all our solutions together on Access' next generation platform including Generative AI and predictive analytics. Access Evo delivers a consistent experience for all Access customers offering an intuitive platform for you to engage your most valuable asset, your employees.



Who We Are

We are an innovative, forward-thinking and agile organisation dedicated to meeting the growing needs of today's organisations. Our HR solutions provide maximum flexibility so you can overcome business challenges in your order of priority. No matter where you begin or how far you choose to go, the capability is in your hands. PeopleXD helps you to easily scale and achieve sustainable growth. Our continuous releases also means you get faster access to the latest functionality.

Our valued customers cover multiple industries and company sizes. Some names include:

- Blind Veterans
- Card Factory
- GE Healthcare
- Greencore
- Hays Travel
- The Doctors Laboratory
- University of Oxford

.....and many more

People Management

Our dedication to great service, delivery and support is demonstrated by a 98% client retention rate and a customer satisfaction score of 94%+.

Below is a key summary of system modules and key benefits.

- Maintain one source of truth for HR data

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- Automate tasks, streamline transactional workflows and reduce the HR burden
- Reduce time to productivity with an engaging onboarding experience

Workforce Management

- Automate, simplify and optimise your workforce
- Effortlessly track and manage Time & Attendance
- Empower employees with shift swap on mobile
- Save 95% of workforce time with compliant auto rostering
- Understand planned vs. actual roster spend

Recruitment

- Accelerate time to hire and minimise HR spend with reduced costs and shorter timelines
- A simple, transparent Applicant Tracking process
- Involve key stakeholders and data to manage bias and ensure a successful new hire
- Create a positive, unique and lasting candidate experience through to on-boarding

Payroll

- Transparent, compliant and efficient UK & Irish payroll
- Simplify payroll with efficient, transparent processes
- Devolve data input while retaining control
- Ability to offer 'on-demand pay'
- Resolve errors before payrolls run
- Engage employees with self-service access to payslips on mobile
- Hands-on support from Access People payroll and legislation experts
- Option to outsource your payroll with the Access Payroll Services

Expenses

- Allow employees to submit claims via a mobile App
- Automate mileage calculations through post code look up
- Ability to feed approved expenses directly into payroll

Engage / Flexible Benefits

- Offering a flexible communications platform, including events, articles and a social feed
- Introduce a comprehensive, flexible benefits package
- Highlight employee wellbeing, with health and financial wellbeing libraries
- Recognise your employees with either Non-Monetary or Monetary rewards
- Reduce Er's NI through salary sacrifice schemes

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Learn e-Learning

- Engage employees and drive professional development
- Track and evidence compliance
- Access off-the-shelf content in multiple formats
- Visibility of training across the organisation with a connected SaaS solution
- Achieve closer alignment between the learning progress of your people and the strategic goals of your business

Talent

- Create a culture of continuous feedback for rapid development and growth
- Align competencies and future proof your business with robust succession plans
- Empower employees to take control over their own development
- Streamline mentoring with an efficient automated solution
- Make smarter talent decisions with data driven insights and reports

Reporting & Analytics

- Powerful actionable Analytics surfacing out of the box dashboards to drive business decisions
- Make smarter data led HR decisions with an extensive customisable solution
- Complete end-to-end reporting solutions
- Analyse key employee data in real time with instant access to reports
- Combine HR and business metrics to deliver meaningful insights in one platform

PeopleXD Hub

- The PeopleXD Hub drives your experience of the PeopleXD solution
- Access the latest functionality and implement it with an intuitive onscreen assistant
- Enhance your use of key features by checking out product guides
- Drive agility by exploring and sharing best practice reports and processes across users
- The PeopleXD Hub enables you to innovate faster, adopt new features quickly and realise more value faster

PeopleXD Mobile App

- Empower, engage and connect your agile workforce
- Exceed expectations with a consumer grade mobile experience
- Empower people with secure control of their data and daily tasks
- Keep teams connected with in the moment recognition, pulse surveys and feedback
- Enable managers to focus on high value activities as employees self-serve

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2 Onboarding

We use our own process-based implementation methodology, which has been developed over the last 30 years to support the successful project deployments.

It employs proven Project Management methods, industry best practice and proven client experience to allow for an optimised approach to HR implementations. It is designed to be a flexible toolset which can be easily understood and applied to HR projects whether they contain Payroll, Personnel, Time & Attendance or any/many other elements. This methodology uses a consistent approach to understand requirements, implementing solutions to match client requirements and providing the wrap-around services required to support the implementation and on-going use by clients.

Access Implementation Methodology

One of the key principles within the project is a collaborative approach with our clients, ensuring that above all, they are self-sufficient post go-live.

The project methodology incorporates logical, stage by stage deployment of each phase of the project allowing for planning, execution, quality gates, milestone sign offs, testing and go live of all project criteria. The elements of the methodology are termed stages and where the project is multi-phased, these stages are repeated within each phase. All our implementation consultants are trained and accredited in the implementation methodology.

Throughout the implementation, Access People will always be challenging your Project Team on '*Why*', '*How*' and '*What*', to ensure that the new solution provides an innovative approach to the way in which employees will be engaged through self-service tools. Administration functions adopt the software and become more strategic rather than transactional and executives manage data on their employees to be more effective leaders and proactive in their approach to business activities.

The approach to innovation takes on different forms across the deployment stages:

- **Getting Started** – using tools to manage the project, conduct meetings, deliver documentation and engage. Your dedicated Project Manager will guide your team through the methodology, providing a clear understanding of each step involved. Comprehensive supporting documentation is available to help you explore this approach further and apply it to future projects if desired.
- **Preparation** – We collaborate with your team through structured workshops to capture your requirements, business logic and specific scenarios before building anything. Your subject matter experts work alongside our consultants to make real-time decisions, producing a signed-off Solution Design Document that provides complete clarity on what's being delivered.

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We configure PeopleXD with regular playback sessions throughout, so you review progress incrementally and provide feedback when changes are simple to make.

- **Learning** - Your Project Team receives comprehensive training through two complementary approaches. Access provides PeopleXD University access for the project duration, enabling your team to complete relevant content before discovery workshops and providing ongoing reference materials.

  Our consultants then deliver central process-based training at one site for each defined process family using a train-the-trainer model. This means your Project Team becomes equipped to cascade training throughout your organisation beyond the direct implementation team, ensuring knowledge spreads effectively across your business. You retain control over user readiness training for the wider business, scheduling and delivering this in a way that suits your operational needs.

- **Validation –** We will load a full set of employee data for User Acceptance Testing, it is managed through TestRail and Salesforce in order to provide complete transparency, whilst full dataload and reconciliation against your legacy system proves data accuracy before parallel run.

  Continuous validation eliminates surprises at testing stage. You're involved throughout, ensuring the build matches your expectations. The structured testing approach and early reconciliation provide confidence in both system and data.

  If payroll is in scope, we process a full payroll cycle in both your legacy system and PeopleXD, reconciling systematically through Gross to Nett, BACS/SEPA, FPS and GL. This proves your solution works correctly under real conditions and validates your team's ability to operate PeopleXD effectively before cutover.

- **Launch & Review** - Once parallel run is signed-off, PeopleXD becomes your system of record. We collaborate with you to determine the optimal rollout approach for your organisation - whether that's a "Big Bang" for immediate full deployment, a "Soft Launch" for phased adoption, or a tailored approach that manages change across different business units. User accounts and profiles are created in line with this plan, ensuring your people have the right access at the right time.

  Any outstanding items that didn't prevent go-live are systematically worked off through an agreed plan, so nothing falls through the cracks. We facilitate a comprehensive handover to our Live Support team using your Solution Design Document as the foundation, ensuring complete knowledge transfer. Your implementation team and our consultants conduct formal project closure and lessons learned activities, capturing insights that benefit your ongoing system optimisation.

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The list above provides a helpful guide to the approach projects typically take. Each project is unique and while some innovative ideas may not apply to every customer, we tailor solutions to ensure the best fit for their specific needs.

Our methodology has been refined over 30 years and hundreds of successful implementations. By front-loading risk mitigation and maintaining continuous collaboration, we deliver projects that go live successfully whilst minimising disruption to your business operations.

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3 Additional Service Options

Please CLICK HERE for our FlightPath documentation information on additional services.

In addition to the services included in our standard FlightPath packages, the table below showcases the extra value-added services our consulting teams can offer:

Additional Modules and apps overview training:

Onboarding Module	New Joiner Onboarding: Onboarding checklists which will be tailored to the role or organisational business line with tailored additional content e.g. welcome board, employee directory and other custom content. Onboarding dashboard can be available before join date or after initial onboarding to enable new hires to engage with the business. Cross-boarding: Repeat onboarding process and experience when employees transition to new role or advance in their careers. Continuous Onboarding: HR can release new ad-hoc checklist items to all staff or specific groups e.g. new policies/handbooks to be reviewed by staff or new forms/documents to be completed by staff.
Offboarding module	The process of managing the employees' exit describes the tools and process used when an employee leaves the company, for which they have previously worked within the scope of a work or service contract. It deals with the formal processes revolving around an employee's exit from an organisation. Online P45's can be enabled as part of the Offboarding module.
Custom Workflows	Additional consultancy to review custom workflow requirements
Employee Requests	Additional consultancy to review custom employee request workflows in the system
Manager Requests	Additional consultancy to review custom manager request workflows in the system
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

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	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.

Additional Related Training

Advanced Report Training	Insight Advanced Report training for PeopleXD only. Covering how to connect to tables, create basic listing reports with the ability to add parameters and filter accordingly
Advanced Administration Training	Additional advanced administrator training, including: • Maintaining Reference Data • Data Tree (Organisational Changes to Hierarchy) • Organisational Roles • Email & Document Generation • UDF's (Employee UDF's only) • Language Pack • Themes • PeopleXD Hub • PeopleXD App

Additional Services – Time and Materials basis

Configuration as a service	We will scope specific requirements you may have produced a configuration of requirements for the area of the system and then build to your signed off requirements
Additional Data	We can load additional data into the system other than the current employee data this will be scoped separately and options discussed
Report Writing	Following confirmation of your reporting requirements we will create a bespoke Insight report
Additional User Training	We will provide generic additional user training for HR users of the system
Integration	We will scope your requirements for integration. Determining the best delivery method producing a requirements document and building to meet these

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4 Service & Support Management Details

Providing you and your users with a high level of incident support is of prime importance to us. As well as being able to answer your queries, our support staff will also be able to inform you about the latest software releases and provide hints and tips to ensure you are getting the most out of your product. To emphasise the importance of support to Access we have over 500 employees in the UK in our Support and Customer Success functions.

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.

Support Continuous

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 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 and named Technical Support Engineer. Your Access experts understand how you're using the technology and will advise you on how to get more from it. Working with the same people also makes faster resolution times likely when you're looking for advice and guidance.

Full details of our Customer Success Plans can be found here Access Customer Success Plans

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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.

Get to know our knowledge base

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.

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

Got a question? Ask our Community

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.

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5 Account Management & Customer Success

At Access, we are committed to helping our customers maximise the value of their investment. With over 160,000 customers using our products, we have a dedicated team focused on ensuring continued success and adoption of best practice.

Our Customer Success team consists of product specialists who support customers on Standard and Premier Success plans. They deliver educational webinars, share guidance on new functionality and help embed best practice into day-to-day operations and system configuration.

Complementing this, our Account Management team works closely with customers, specialising in vertical sectors or specific products. Depending on complexity, Account Managers provide service remotely using advanced technology or through on-site visits. They keep customers informed about emerging technologies, prepare briefings on business, technical and financial benefits and collaborate to ensure awareness of the full breadth of Access solutions and support.

Implementation and Ongoing Engagement

During implementation, customers on the Premier Success plan are assigned a named Customer Success Manager (CSM). The CSM ensures the solution meets requirements, supports the transition to business-as-usual and drives engagement and adoption. They work closely with your project team, preparing action plans to keep the project on track and deliver expected outcomes and ROI.

The CSM acts as your trusted adviser and advocate, providing:

- Regular one-to-one meetings and telephone correspondence
- Solution demonstrations where appropriate
- Updates on new functionality, user events and enhancements
- Advice and recommendations to optimise system use
- Acting on feedback and product suggestions

They also serve as a point of contact for service-related issues, disputes or concerns and are familiar with your specific requirements. Our CSMs bring experience from roles in Support and Consultancy, giving them a broad understanding of Access solutions and customer needs.

Together, the Customer Success Manager and Account Manager ensure you receive both strategic and commercial guidance, helping you achieve long-term success and get the very best from your Access solutions.

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6 Backup and Disaster Recovery

The solution has been designed to cater for disasters ranging from a database restore through to a complete data centre outage. This section covers all Access managed data centres

All backups are stored on disk and are retained as indicated below. They 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 data centre and the secondary data centre meaning data is always backed up to another geographically diverse site.

All servers are backed up on a daily basis outside of UK core hours. These backups go directly to storage in the DR data centre to ensure off-site availability.

Backup technology in use is for our hosted environments is Cohesity

Recovery Point Objective & Recovery Time Objective

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 RPO & RTO times are as follows:

- SQL Server
  - RPO - 15 minutes
  - RTO - 12 hours
- Non-SQL Server
  - RPO – 24 hours
  - RTO – 12 hours

Retention for backups

NON-SQL Workloads - standard retention for non-sql data/servers is 30days with our RTO & RPO

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Retention for backups:

15-min SQL	28 days
Daily	28 days
Weekly	3 months
Monthly	6 months[1]

Backups will be deleted upon client request following termination of contract, otherwise they will be aged out via retention policies.

Standard Restore Testing - we undertake restores automatically on a weekly basis via an automated process to a separate server to ensure that the backup is consistent and valid on restore.

Standard Restore Testing - we undertake restores automatically on a weekly basis via an automated process to a separate server to ensure that the backup is consistent and valid on restore.

[1] Payroll Data is retained for 5 years this is based on database naming conventions. Some products also deviate from Monthly 6 months. Additional information can be requestioned from our DBA Team.

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7 Business Continuity Statement/Plan

For PeopleXD, we have invested in best of breed hardware with resiliency and redundancy at each tier to serve as the platform for our SaaS Service. Each tier has redundancy built into the architecture to facilitate patching and maintenance windows which would typically not require service downtime. Each tier has multiple nodes working in an intelligent load balanced manner. Should one of these nodes become unresponsive, there would be an automatic failover to another node. Behind these tiers is a series of hardware elements, each having an intelligent failover solution in place, providing both security and business continuity should an issue occur with any one single piece of hardware**.**

Customer data is protected via a layered approach with physical layers of security and redundancy between the public domain and the customer data.

The DR location at the secondary data centre mirrors the architecture of the primary data centre from the perspective of dedicated hardware and levels of resiliency at each tier.

For Access Evo, our internal hosting team, Access Cloud, manages the hosting environment up to and including the application infrastructure layer. This covers all hardware, VMware hypervisor software, storage, operating systems, SQL Database Servers, MySQL Servers, IIS Web Servers and RDS Servers.
Access applications run on top of this infrastructure and are fully supported by us.
All services operate within the primary active data centre, with failover capability to a secondary data centre, providing enterprise-level resiliency far beyond traditional cold standby disaster recovery solutions.

We are UKAS-certified for ISO 27001:2013 and ISO 42001. Our Cloud environment certification scope includes every office and is defined as:

'The Information Security Management System in relation to hosting, payroll services, software development, client data and infrastructure related to the organisation's software products in accordance with the statement of applicability.'

For additional information, please email:
buyer.enablement@theaccessgroup.com.

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8 Accreditations and Awards

As a business we have the following accreditations and awards:

- ISO Accreditation
  - ISO 27001 - accredited through our commitment to best practice with regards to our security controls.
  - ISO 27701 - an international standard that provides a framework for managing privacy information, specifically focusing on Personally Identifiable Information (PII), a privacy extension to ISO 27001.
  - ISO 42001[2] - this is an international standard that provides a framework for organisations to establish, implement, maintain and continually improve an Artificial Intelligence Management System (AIMS). It helps organisations ensure responsible and ethical AI development, deployment and operation. The standard focuses on risk management, transparency, accountability and alignment with ethical principles throughout the AI lifecycle.
  - Cyber Essentials: a UK government-backed and industry-supported certification scheme that helps organisations of all sizes protect themselves from common cyber threats by implementing basic technical controls
- Payroll Assurance Scheme - Our Payroll Services Division (APS) are CIPP *no recommendations we can make; The Access Payroll Team pass with flying colours!*"
- HM Revenue & Customs - Access payroll services meet the requirements of the published HM Revenue & Customs Payroll Standard and the relevant sections of HM Revenue & Customs Quality Standard. It incorporates online filing and supports Extra Pay Frequencies, Directors' NI, Contracted Out and Net Pension Deductions.

Awards

- Fosway Group, Core Leader for Digital Learning 2025
- Fosway Group, Core Leader for Learning Systems 2025
- Tech UK, President's Award Winner 2024
- PayTech Awards Winner 2024
- UK IT Industry Awards, Vendor of the Year Award Winner 2023
- UK Tech Awards, UK Tech Company of the Year Award Winner 2023
- UK Business Tech Awards, Tech Company of the Year Award Winner 2023
- Great British Care Awards, Care Innovator Award 2022
- Business Awards 2022 Large Business of the year
- Kofax UK & Ireland, Outstanding Growth Award 2022
- UK Tech deal of the year, UK Tech Awards 2022
- VEEAM Best VCSP Partner of the year 2022

[2] We are one of the first companies in the UK to be accredited ensuring responsible use of AI

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In addition to the above, PeopleXD is housed and deployed from a leading Tier III following industry standards:

- ISO 20000 – IT Service Management
- ISO 27001 – Information Security Management Systems
- ISO 9001 – Quality Management Systems (QMS)
- ISO 14001 – Environmental Management

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9 Development Life Cycle

Our development life cycle is based on Agile methodology, ensuring flexibility, rapid delivery and continuous improvement. Development is organised into sprints, with dedicated scrum teams of 5–6 developers and QA engineers working collaboratively on specific product areas. Backlogs are managed in JIRA, where detailed user stories form the foundation of development tasks.

Planning & Requirements

- User Stories & Backlog: tequirements are captured as user stories in JIRA, prioritised by the Product Strategy team.
- Threat Modelling: each sprint includes a STRIDE-based threat modelling exercise (Spoofing, Tampering, Repudiation, Information Disclosure, Denial of Service, Elevation of Privileges).

Design & Development

- Secure Coding Practices: all developers complete annual security training focused on OWASP Top 10 vulnerabilities and Privacy by Design principles.
- Code Reviews: mandatory peer reviews aligned to security guidelines before merging into the master branch.
- Version Control: code is managed in Git and Entra DevOps, with structured branching for developers and modules.

Testing Approach

- Automated Testing: automated test cases are written for all endpoints before passing the first quality gate.
- Quality Assurance: QA engineers perform detailed exploratory and user testing to identify issues.
- Regression Testing: every release cycle includes regression testing using scripted test packs and automated tools.
- Continuous Integration: CI/CD pipelines include:
  - Static and dynamic code analysis
  - Automated unit and API tests
  - Malicious payload testing (nightly)

Deployment & Release Management

- Continuous Release Strategy: updates and patches are delivered every 2–4 weeks via automated deployment.
- Non-Production First: patches are applied to non-production environments before production, following change management procedures.
- Release Notes: provided in advance via the Community Portal, along with training materials and documentation.

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Security is embedded throughout the SDLC:

Security Integration

- STRIDE threat modelling for every development cycle.
- OWASP Top 10 compliance in coding and testing.
- Automated vulnerability scanning and payload testing.
- Compliance with ISO 27001, GDPR and industry standards.

Compliance Assurance

- All development activities adhere to ISO 27001, ISO 27701 and GDPR requirements.
- Secure development practices ensure data protection and privacy by design.
- Continuous monitoring and regular audits maintain compliance with regulatory and legislative standards.

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10 Technical Requirements

The PeopleXD solution is certified to the following operating systems and browsers:

PeopleXD Web Application

- Operating System:
  - Windows 7, Windows 8.1, Windows 10 and above
  - iOS 14 and above
  - macOS 10 15 and above
- Certified Browsers:
  - MS Edge version v83 and above (portal only)
  - Mozilla Firefox v66 and above
  - Google Chrome v74 and above
  - iOS Safari v14 and above (iPad and iPhone)
  - OS X Safari v14 and above (MacBook)
- Certified Browser Plugin:
  - Sun JRE version 8 update u211

PeopleXD Mobile Application (Native App)

- Operating System:
  - iOS 13
  - Android OS 8.1 (API Level 27)

In addition to the above, we support universal access and web accessibility through the user interface. We have spent time with one of our customers; Blind Veterans UK to ensure we provide a market leading solution for this need.

We have implemented an automated process which ensures our software is developed and tested to WCAG2.1 AA standards.

When we test new software or when a change is made to our web frontend, there is an automated tool that will check all dashboards on a test area to ensure they meet the standards required. This ensures current and compliance to this standard.

Furthermore, we have been testing with JAWSupport, Voice Over, NVDA although there are differences between them all. We have also tested with third party applications such as ZoomTech which is essentially an advanced magnifier and is used in Blind Veterans UK.

We are committed to ensuring digital accessibility for all. We are continually improving the user experience for everyone and applying the relevant accessibility standards.

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11 Service Constraints

PeopleXD is fully configurable to your needs, but not customisable.

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