

G-Cloud15

Access Salary Extras

Service Definition

Contents

1. Service Overview	3
2. Onboarding	5
3. Additional Service Options	7
4. Service & Support Management Details.....	8
5. Account Management & Customer Success	9
6. Outage and Maintenance Management	10
7. Backup and Disaster Recovery	11
8. Business Continuity Statement/Plan	12
9. Accreditations and Awards	13
10. Development Life Cycle	14
11. Technical Requirements.....	15
12. Service Constraints	16

1. Service Overview

What We Do

Access Salary Extras is a cloud-based employee benefits and engagement platform designed to help organisations reduce costs through salary sacrifice schemes whilst improving employee wellbeing, engagement and retention.

Our platform transforms the employee benefits experience by bringing together salary sacrifice, retail discounts, health and wellbeing resources, and benefits administration into a single, integrated solution that employees can access from any device.

Suitable for organisations from **10 to 10,000 employees** across single or multi-site operations.

Salary Sacrifice Schemes

- Cycle to Work scheme with full HMRC compliance
- Electric Vehicle scheme
- Holiday Trading (buy and sell annual leave)

Net Pay Deduction Schemes

- Technology scheme (partnership with Currys)
- Season ticket loans

Salary sacrifice schemes integrate directly with Access Payroll Services (APS) and provide monthly CSV deduction files. Employees benefit from tax and National Insurance savings of 28% for lower rate taxpayers and approximately 42% for higher rate taxpayers (at time of writing).

Employee Discounts & Lifestyle Benefits

Access to **approximately 200 retailers covering thousands of locations and offers** delivering instant e-gift cards and discount codes typically within 30 seconds of purchase.

Health & Wellbeing

Dedicated wellbeing hub featuring mental health resources, fitness content, financial wellbeing tools, and health assessments to support whole-person employee wellness.

Integration of Existing Benefits

Creation of dedicated pages, including application, amendment and termination processes if necessary, for all existing benefits – for example Pension or Private Medical Insurance

Platform Features

- Single sign-on (SSO) capability for seamless access
- Native mobile Discounts app for iOS and Android devices
- Comprehensive reporting and analytics dashboard
- Automated payroll integration and deduction management (with Access PeopleXD)

2. Onboarding

Standard Implementation Timelines

The standard implementation timeline for Salary Extras is **under 3 months** from contract signature to platform launch. Actual timelines depend on scheme complexity, client responsiveness, and integration requirements.

Deployment Complexity	Typical Timeline
Standard (core schemes, no integrations)	4-6 weeks
Standard with integrations	8-10 weeks
Complex (multiple schemes, custom requirements)	10-12 weeks

Implementation Approach

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 benefits implementation expertise. Our remote-first approach means that you have regular, accessible communication with us to keep you on track at every step of your journey.

You have control, but we are never far from your side.

Implementation is a collaborative process with clear milestones and regular communication:

Phase 1: Discovery & Configuration

- Initial kick-off meetings to understand your benefit schemes, suppliers, rules and eligibility criteria
- Platform branding and design configuration
- Specification sheets created for each benefit documenting how schemes work, eligibility rules, and lifecycle events
- Integration requirements gathering (PeopleXD/People HR connectivity, payroll file formats)

Phase 2: Build & Testing

- Benefits schemes configured on platform
- Approval workflows set up
- Payroll file testing and validation
- Weekly project calls to track progress and resolve queries

Phase 3: Launch Preparation

- Administrator training delivered
- Employee communications materials finalised
- Platform ready for launch
- Go-live support scheduled

Post Go-Live

- Dedicated support during initial launch period
- Regular check-ins with your implementation team
- Transition to standard Customer Success Manager engagement

Throughout implementation, you'll have a project plan ensuring delivery meets your target enrolment window timings. Our implementation team handles the heavy lifting - you're primarily answering questions and approving configurations rather than doing the technical work yourself.

Implementation Team

Access Resources:

- Sales Executive participates in initial kick-off call for smooth handover
- Account Manager serves as dedicated point of contact throughout delivery and post-go-live
- Dedicated Implementation Consultant oversees configuration and setup
- Implementation team responsible for benefits scheme configuration
- Design team creates branded platform theme, tiles and banners based on your brand guidelines
- Marketing team assists with supporting communications copy
- Client Services team (Sandbach helpdesk) available to address employee questions post-launch
- Head of Operations oversees customer service delivery and acts as escalation point

Client Resources Required:

- Someone with authority to determine which benefits should be implemented and provide final launch approval
- Subject matter expert who understands existing internal benefits and how they should be presented
- Individual who can provide access to basic employee data required for setup
- Person with authority to approve and sign off on platform design work
- Individuals willing to test the platform before go-live

Clear roles and responsibilities

Crucially our implementation approach clarifies our joint expectations, helping us both understand the process that we will jointly commit to, in order to successfully launch your chosen platform to your end-users in a timely and efficient manner.

3. Additional Service Options

On top of the services included within the standard implementation, the table below highlights the additional value-added services that our consulting teams can provide.

Additional Modules and Features

Service	Definition
Total Reward Statements	Annual or on-demand PDF statements showing full value of employee remuneration package including base salary, benefits (monetary value), pension contributions, and additional perks. Fully branded and customisable, delivered through the platform and accessible forever.
External Benefits Hosting	Configuration and hosting of client-specific externally-managed benefits with custom eligibility rules, approval workflows, and provider-specific requirements including liaison with insurance brokers and benefit providers.
Additional Benefits Scheme Configuration	Consultancy to review and configure complex benefit schemes with custom eligibility rules, approval workflows, and scheme-specific terms and conditions.
Comprehensive Reporting	Detailed reporting on scheme uptake, financial value of changes, application approvals, ROI calculations, and employee engagement metrics beyond standard platform reports.
Employee Communications Campaign	Additional marketing materials beyond monthly refresh including video production, printed materials, and benefits fair support.

Complementary Solutions

Product	Description
Access Applause	Recognition platform with peer-to-peer and manager recognition, points-based rewards, e-voucher redemption, long service awards, and values-based recognition.
Access Engage Comms	Multi-channel employee communications platform with email, SMS, push notifications, targeted audience segmentation, and campaign analytics.

Note: Additional modules and services may require additional licence costs which should be discussed with your Account Manager.

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 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.

Support Channels

Channel	Availability	Description
Support Portal	24/7	Log and track tickets, access knowledge base
Telephone	Business hours	Direct line to UK-based support team

Support Hours

Standard Support Hours: Monday to Friday, 09:00 – 18:00 (UK time), excluding UK public holidays

Target Response Times

Priority	Description	Target Response
P1 - Critical	Complete service outage affecting all users	1 hour
P2 - High	Major functionality unavailable, no workaround	4 hours
P3 - Medium	Functionality impaired, workaround available	8 hours

Note: Response times are targets and represent the time to first meaningful response, not resolution

5. Account Management & Customer Success

Customer Success Manager

For complex deployments, a dedicated Customer Success Manager (CSM) is allocated to ensure ongoing value realisation and platform adoption. Your CSM provides:

- Regular business reviews to assess platform performance and ROI
- Proactive recommendations for optimising benefit uptake
- Early access to new features and roadmap discussions
- Escalation point for complex requirements
- Coordination of additional services and consulting

Account Management

All customers have access to an Account Manager who serves as primary relationship owner for commercial matters, contract renewals, and service expansion discussions.

6. Outage and Maintenance Management

Planned Maintenance

Planned maintenance is scheduled during low-usage periods to minimise disruption:

- **Standard maintenance window:** Sundays 02:00 - 06:00 (UK time)
- **Notification:** Minimum 5 business days advance notice for planned maintenance
- **Emergency maintenance:** Communicated as soon as practically possible

Unplanned Outages

In the event of an unplanned outage:

- Status updates published to service status page
- Affected customers notified via email
- Post-incident reports provided for significant outages

7. Backup and Disaster Recovery

Data Protection

All customer data is protected through comprehensive backup procedures:

Recovery Point Objective (RPO) and Recovery Time Objective (RTO):

This time starts from when a support call is logged with Access.

Standard RPO & RTO times:

SQL Server

- 15-minute RPO
- 12-hour RTO

Non-SQL Server

- 24-hour RPO
- 12-hour RTO

Retention for Backups

Non-SQL Workloads: Standard retention for non-SQL data/servers is 30 days with stated RTO & RPO

SQL Workloads:

Backup Type	Retention Period
15-min SQL	28 days
Daily	28 days
Weekly	3 months
Monthly	6 months*

*Note: Payroll data is retained for 5 years based on database naming conventions. Some products also deviate from monthly 6 months. Additional information can be requested from our Team.

8. Business Continuity Statement/Plan

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

Access has a BCP framework covering all elements of the business should there be a catastrophic event at any one location. Support, Technical Services, Professional Services, and Development teams are spread across at least two (2) distinct geographical locations and are not dependent on any single location to gain access to the primary or secondary data centre within which customer data resides and the SaaS Service is delivered from.

Additional operational support centres in Romania and Kuala Lumpur provide technical infrastructure support ensuring resilience and continuity of service.

9. Accreditations and Awards



Cert No. 12124/ISM-001



Cert No. 12124/PII-001



Cert No. 12124/AIMS-001



**HM Revenue
& Customs**



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 42001¹ - 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

¹ We are one of the first companies in the UK to be accredited ensuring responsible use of AI

10. Development Life Cycle

As one of our core products Access Salary Extras 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 detail for the next 3 months including user stories. Beyond that top line plans are in place by quarter for a further 12 months with a list of additional options waiting to be added.

New functionality is added when ready with releases deployed on Thursdays. Platform enhancements and core functionality updates included in your subscription are made available to all customers simultaneously.

Security First Programme

Product development is governed by Access Group's Security First programme, a formal secure software development policy based on the OWASP Software Assurance Maturity Model (SAMM).

11. Technical Requirements

Browser Compatibility

Salary Extras is accessible via modern web browsers:

- Google Chrome (latest two versions)
- Microsoft Edge (latest two versions)
- Mozilla Firefox (latest two versions)
- Safari (latest two versions)

Mobile Applications

Native mobile Discounts apps available for:

- iOS (App Store)
- Android (Google Play Store)

Integration Options

- **API Integration:** RESTful API available for data exchange
- **Single Sign-On (SSO):** SAML 2.0 and OAuth 2.0 supported
- **Payroll Integration:** Monthly CSV deduction files compatible with all major UK payroll systems; direct integration with Access Payroll Services (APS)
- **HRIS Integration:** Native integration with Access PeopleXD and People HR; API connectivity for third-party HRIS platforms

Data Synchronisation

Employee data updates are synchronised on a scheduled basis, with changes reflected in the platform within 24 hours of receiving updated data files.

12. 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 99.80% of each calendar month**. That is our standard SLA across all Access products.

However, Salary Extras customers in the last 12 months have experienced 99.95% uptime availability, as we aim to provide maximum usage and uptime for our customers, and exceed our SLAs.

As a true SaaS solution **customisation is available extensively based upon client requirements (for example custom benefits, branding)** although the product can be **configured to meet all standard setup requirements** including:

- Benefits scheme rules and eligibility criteria
- Approval workflows and scheme-specific terms
- Platform branding (colours, logos, banners)
- Enrolment windows and timeframes
- Communication templates
- Administrator permissions and roles

Offboarding Process

When a customer wishes to exit the service:

- The Renewals team receives notification and undertakes discussions with the client and Account Manager
- Once termination is confirmed, the solution is closed down at the agreed contract end date
- Customer data will be available for export to facilitate transition to alternative providers
- Post-termination, all customer data is handled in accordance with our data retention policies and deleted upon request

All customer data is held in UK-based data centres.