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Access Eploy

Service Definition

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1. Service Overview

At Eploy, our mission is to provide the perfect journey for everyone involved in the recruitment process.

Eploy is the trading name of ITS Software Systems Ltd, a UK based company with headquarters in Kidderminster, Worcestershire. We've been helping companies move their in-house recruitment management to the cloud and recruit faster and smarter since 1998. Eploy is an Access Group company

Today, Eploy employs over 80 people and is 100% focused on the continued development, implementation and support of the Eploy platform and our hundreds of clients. Our client base ranges from mid-sized firms with a few hundred people all the way up to multi-nationals, government departments, the NHS and companies with over 130,000 full-time employees

2. Onboarding, Implementation & Timescales

Your project commencement date is the day on which we receive your signed Eploy Order Form and initial payment. At this point, we will allocate you an Implementation Manager (this will typically be within 1 to 3 weeks of the commencement date, however during busy periods this may be longer). Your Implementation Manager will then be in touch to arrange a commencement call during which they will discuss your project timelines and organise a project start date. Within 12 weeks of the project start date, we will expect to complete your full system implementation (Go-live date). Once we have allocated your start date, we will provide a comprehensive project plan, detailing key milestones, feedback periods and areas of responsibility, ensuring you can plan your internal resources appropriately.

As Eploy is a cloud-based solution, you will have access to a test environment throughout the project for UAT and any initial training and consultation sessions. Our methodology ensures you are completely confident at each stage of the implementation and are fully prepared to execute your “go-live” plan, which we will prepare with you. The plan includes transitioning from any incumbent system and managing live vacancies and candidates that are currently in your recruitment pipeline.



3. Additional Service Options

The below highlights the additional value-added services that our consulting teams can provide (at an additional cost)

- Optional Employee Referral Module – Used to take full control of your employee referrals programme. It enables you to tailor every aspect, from referral settings to rewards, and effortlessly administer and monitor its performance (+20% of subscription fee)
- User provisioning to support the creation, maintenance and updating of user accounts and access from multiple applications and systems.
- New core system user training – when new users are added or additional training is required.
- Additional branded candidate portals.
- Full Careers Site Design & Build services – quoted on a case by case basis.
- Building of Situational Judgement Tests.
- Online Timesheet Module – for timesheet completion and authorisation. Video interviewing module.
- Custom Data Export function for HRIS integration.
- Integration with 3rd party DBS checks or testing providers .
- Professional Data Migration Services.
- Eploy RESTful API
- Single Sign On (Active Directory etc.)

4. Training, Support & Maintenance

We deliver dedicated training courses at each stage of your implementation, but our trainers are always available should you need any additional bespoke sessions. Available training includes:

- **Customer Preparation Training.** We will invite you to attend a series of hour-long Webinars which introduce you and your team to the system, its key components and discusses the options available to you for system customisation. These Webinars also provide greater clarity on the information we require from you to help configure your system. We will also invite you to attend a Standard User Training day, delivered via webinar, which looks at a typical Vacancy lifecycle, using a generic training system. This training day will complement the other training sessions you attend during this phase of implementation and provide greater context around each of the topics while providing a basic understanding of how Eploy works, how to navigate around the system and how to carry out the most common tasks performed during a vacancy lifecycle
- **Customer Configuration Training.** Once we have fully understood your specific requirements, we will begin to build your system. During this period, you will be able to start defining your Recruitment Workflows, Email and Document Templates, Screening Forms and Security Settings. Dedicated training Webinars are available to you during this phase to teach you how to plan for and make the necessary changes to these areas of the system, ready for testing.
- **User Acceptance Testing Training.** During the Testing phase, User Acceptance Testing (UAT) Training will be available to you and your team. We explore the topic of User Acceptance Testing from the ground up, comparing a good from a bad UAT. We will also look at how to feed back any issues resulting from your testing to us, and explore in detail the types of problems that you can resolve yourself.
- **Standard User Training.** Once your system has been fully configured and tested, we will deliver Standard User Training. We will teach your Recruitment teams how to process your Vacancies and Applications from creation through to Placement, looking at the process from each vantage point – the Core System, Hiring Manager, Candidate and Vendor Portals. We will use your fully configured system and processes for this training day.
- **System Administration Training.** This is a dedicated training course for your System Administrators and Super Users to provide them with the skills necessary to keep your system up-to-date. This training course can be delivered at any time, including during implementation, if you wish.
- **Proactive Recruitment/Talent Pooling Training.** This 6-hour training course and workshop will teach you how to use the tools available to you within Eploy to search your Candidate pool and find Candidates already within your system who may be suitable for any of your Vacancies. We will teach

you how to tag Candidates and Vacancies using Skills to help speed up the search process, and how to add "watchdog" widgets to your Dashboards, identifying new talent as they register, according to pre-defined criteria. This course is typically delivered 6-8 weeks after your system has gone live.

- **Dashboards and Reporting Workshop.** During this workshop, we will teach you how to optimise your existing Dashboards and create new ones through the use of Metrics and Widgets. We will also show you how to use these dashboards as the launching point for creating and running bespoke reports, using the Eploy Reports Builder. We will then work with you to help you define and create your new Dashboards and Reports, and show you how to share them with other Eploy Users and Hiring Managers.
- **Hiring Manager Training.** Although Hiring Manager training is typically handled in-house, it is an additional service we are able to offer. We can deliver Hiring Manager training on-site, or via webinar. We are also able to produce training videos for your Hiring Managers. If you would like to explore the options available, please speak to a member of our Sales or Training team.
- **Bespoke Training.** If you would like to combine elements from any of our courses into a single bespoke training course, our Training team would be more than happy to discuss the options with you and customise a training even to suit your requirements.

Once the system has gone live, your team will have ongoing access to:

- The Eploy Knowledge Base which includes extensive training manuals, quick reference guides, recorded webinars and videos
- Direct access to our UK-based Customer Success team
- All future system updates and upgrades

Eploy has a dedicated support team on hand during office hours. As Eploy is managed entirely by us, most support queries usually are to do with system use. Our friendly team are always willing to answer all questions, no matter how large or small.

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5. Account Management & Customer Success

With hundreds of organisations using the award-winning recruitment software, we have a dedicated team focused on helping customers maximise their investment in Eploy.

This includes our **Customer Success Team**, made up of recruitment technology specialists who work closely with customers after go-live. Their role is to ensure you get the most from Eploy by providing expert guidance, configuration support, and access to resources such as the Eploy Knowledge Base and Eploy Academy. These include help guides, video tutorials, and training sessions to keep you up to date with new functionality and best practice in day-to-day use of the platform.

One client shared:

“Our overall experience has been excellent; the customer service is second to none and highly personalised. The ongoing innovations and upgrades ensure that we are always at the forefront of recruitment technology and our users find the system easy to navigate and efficient for their needs”.

Our **Account Management Team** partners with customers to review system usage, recruitment processes and identify opportunities for improvement. They schedule regular review meetings, share updates on new features and integrations, and help you plan for future enhancements. Depending on your needs, this support is delivered through virtual meetings or on-site visits, ensuring you always have a strategic partner to guide you.

Account Managers also keep you informed about emerging technologies and how Eploy’s capabilities can benefit your business. They provide insights into the technical and operational advantages of new features and collaborate with you to ensure you are aware of the full breadth of services and support available from Eploy.

Another client shared:

“We have received positive feedback from around the business on the improvements made and ease of Eploy to use ... Everything from vacancy approval to onboarding is much easier for all involved in the recruitment process and provides a fair and transparent experience.”

6. Accreditations and Awards

We are proud to have won awards for our products and services. We're equally proud to have worked with award-winning teams and people as their recruitment technology partner.



Outstanding Impact Transformation & Change 2024

Winner: Arco in partnership with Eploy

Best Onboarding 2022

Winner: Wren Kitchens



Gold: Candidate Experience Enabler 2024

Winner: Eploy

Best Tech Hiring Strategy 2021

Winner: NHS Digital

Best In-house Recruitment Team (Newcomer) 2020

Winner: Sunbelt Rentals



The Technical Innovation Award 2024

Winner: University of East Anglia

Best Corporate Use of Online Recruitment 2023

Winner: GSF Car Parts

Best Use of Mobile Recruitment 2023

Winner: Central England Co-operative

Best Use of Online Recruitment in the Public Sector 2023

Winner: Defra

Best Corporate Graduate Site 2023

Winner: Openwork

Best Public Sector / NfP use of Online Recruitment 2022

Winner: NHS Digital

Best Online Candidate Experience 2022

Winner: Wren Kitchens

Best use of Mobile in Recruitment 2022

Winner: Fitness First

Technology Innovation of the Year 2020

Winner: Eploy Recruitment Software

As a wider 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

7. Software Updates & Roadmap

All Eploy customers are entitled to the latest version of Eploy as standard. We update the Eploy platform throughout the year based on direct feedback from existing clients as well as market trends. We future-proof every client's Eploy system, which means that any client-specific development will not affect your entitlement to upgrade to the latest version.

For any significant updates, we will give you a 'sandbox' system, so you can see if and how new releases may affect your day to day activity. We also provide supporting documents and training before the roll-out of the new version to ensure you can take maximum advantage of any new features.

8. Hosting & Security

Security

Security is at the heart of everything we do, from training our employees on the latest security threats and data protection legislation right through to rigorously testing our software. We set ourselves the highest standards when it comes to protecting customer data.

Penetration Testing

The cybersecurity landscape is continuously changing; the best way of staying ahead of any threat is to regularly and rigorously test our software and IT infrastructure. To that end, we run an automated vulnerability scan every month, and a full penetration test on average once a quarter. Eploy uses CREST and CHECK accredited 3rd parties to carry this out.

GDPR & Data Protection

Our business operations are Cyber Essentials Plus certified. Each Eploy system has built-in data management tools, including tracking consent, retention periods, secure deletion and anonymisation of data, so you can manage the rights of your data subjects and meet your obligations as a data controller.



ISO27001 Certification

ITS Software Systems Ltd (trading as Eploy) is ISO 27001:2022 certified by BSI. (Certificate number IS 792543) for the following scope: The information security management system for the design, development, implementation, support and integration of cloud-based recruitment, talent management and HR applications globally.



ISO27001 Data Centres

Eploy uses Tier-4, ISO27001 certified, data centres. Each data centre has the highest standards of security monitoring, data encryption, built-in failover systems, data backup and disaster recovery.

Both primary and backup datacentres are UK based.

9. Service Availability

Uptime Guarantee

Eploym guarantee a 99.9% uptime service availability level ('Uptime Guarantee'). This availability refers to the Customer's ability to access the Eploym system as defined by a Priority 1 ticket. Each Customer is responsible for their own Internet access.

Availability does not include Maintenance Events, Customer-caused outages or disruptions, or outages or disruptions attributable in whole or in part to events caused by third parties within the Customer's reasonable control.

Availability Measurement

Availability measurement shall be carried out by Eploym and is based on the monthly average percentage availability, calculated at the end of each calendar month as the total actual uptime minutes divided by total possible uptime minutes in the month. Eploym shall send to the Customer, on reasonable request, records of its availability measurement activities under this agreement.

Uptime Guarantee Refunds

Downtime begins when the Eploym system is unavailable to the Customer, Eploym has been notified by a support ticket and has acknowledged such failure. Downtime is defined as a Priority 1 ticket.

In the unlikely event the Customer's Eploym system is not available, Eploym will refund 5% of the Monthly Fee detailed in the Customer Service Order Form for each 60 minutes of downtime (up to 100% of Monthly Fees payable in any month).

10. Accessibility

Eplo's approach to accessibility is by 'design and default', which means we integrate or 'bake in' accessibility into all practices, from the design stage right through the lifecycle. There are 3 other key areas where we have the same approach: data protection, security and ED&I. Each of these areas are part of Eplo's DNA and at the heart of everything we do.

Over the last 4 years, we have worked closely with Digital Accessibility Centre who assess and advise on accessibility best practices. They are a not for profit who employ people with disabilities as part of their assessment teams and are seen as the de facto accessibility experts in the UK.

Having worked so closely with DAC their expertise, enthusiasm and culture has had a marked effect on us. They've helped shape our own approach to accessibility, shifting it from a series of technical projects to genuinely buying into the need for accessibility for all. Our own software developers and designers now have the skills and experience to help optimise Eplo accessibility as we develop new features or rebuild existing ones. Like technology, accessibility is constantly evolving and so we will continue to work closely with DAC to help keep pace with changes and regular re-certification.

Eplo candidate portals are certified WCAG2.1 AA by Digital Accessibility Centre, the certificate can be seen here-

<https://digitalaccessibilitycentre.org/index.php/eplo-candidate-portal>

11. What Makes Eploy Different

Award-Winning Candidate Experience

Eploy seamlessly integrates with your website or careers site for the entire candidate journey. Our software and customers have won various awards for candidate experience and careers websites.

Award-winning Self-service Dashboards, Analytics & Reporting

Our completely customisable dashboards help you track recruitment performance, plan your day efficiently, get visibility of your KPIs and targets, monitor compliance and work faster and smarter. Eploy dashboards are entirely self-service, effectively allowing you to create and share dashboards and reports against any data stored in the system.

Award-Winning GDPR Suite

Eploy's GDPR Suite includes everything you need to maintain a compliant candidate database, including support for retention policies, multi-level consent management and data anonymisation.

Intuitive Access for Non-Recruiters

We designed Eploy's Hiring Manager Portal for anyone where recruitment is only a small part of their day-to-day job. The portal allows users to manage the recruitment workflow through an incredibly intuitive user interface, saving valuable time and resources and ensuring they follow your processes.

Complete Recruitment Software for Passive and Active Candidate Management

Unlike most traditional Applicant Tracking Systems, Eploy is also a complete Recruitment CRM. As such, it is ideal for managing proactive recruitment campaigns and building and nurturing talent pools of passive candidates.

Eploy has a comprehensive set of features designed to make it easy for all stakeholders to complete their recruitment tasks, including CV Parsing, Email & SMS marketing and document creation incorporating E-signatures.

Configurable, adaptable, low cost of ownership

Eploy evolves with you. We've designed the platform so that you can create, change, and adapt your workflows, processes, and forms—at no extra cost. You can configure them all in your system. We want you to get the absolute best from the system without additional charges.

Our Development Ethos

We develop Eploy entirely in-house. Our highly experienced, UK-based development team creates solutions for our clients' recruitment challenges.

We've implemented 'Agile' as our development methodology across our business; this means we can develop and continuously improve your recruitment software rapidly. As a result of this, Eploy software has grown organically rather than by acquiring other companies or technologies. We believe that by having a coherent, complete and consistent product that also integrates with the other recruitment technologies you use (such as background checking and testing providers) offers the best solution for modern recruitment teams. Eploy Extend – our integration platform allows for seamlessly connecting third-party products and services into your core Eploy Platform.

UK Based Implementation & Support

It may not sound like a significant differentiating factor, but NOT having the right training and implementation can leave employees disengaged and not using the system to its full potential. Eploy's Support Team, Implementation Managers and Trainers are all based in the UK. The support team answer the phones (no autodialers or complex online systems to contend with) and your implementation and training is most often face-to-face. Our customers often comment that because we're so detailed with our implementation process, when it comes to time for training, users feel like they already know the system!