

G-Cloud15

Access People HR

Service Definition

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1 Service Overview

Our flexible HCM solution provides a powerful framework for your organisations workforce, ensuring full compliance and operational accuracy. The system is designed to maintain default parameters across your companies, safeguarding consistency while enabling scalable growth. It enables the secure storage and management of employee contractual and personal data.

Employee records can be managed to reflect any changes or updates required, allowing for real-time adjustments that reflect evolving needs. There are no limitations on the number of concurrent or historical roles an employee may have, and all contract changes are tracked with an accurate, date-effective history. This ensures organisations have full visibility into their workforce's dynamic structure. The employees record also holds their absence records and employment documentation, which can be uploaded too, and automatically updated using the solutions in built mail merge and e-signature tools.

Our solutions powerful workflow tool, Ripple, allows organisations to create automated processes tailored to their specific requirements, ensuring operational efficiency and accuracy. Tasks can be automatically allocated to users when required, based on data and date specified triggers.

As well as workflows, system administrators can also create custom fields and screens to allow you to capture and store information unique to your organisation.

Self Service and Manager Self Service are at the heart of our solution, and we provide a native mobile app, as well as a browser-based portal allowing employees to have access to their HR records, and perform tasks such as requesting holiday, managing their objectives, viewing their payslips, or clocking in or out. Likewise, managers can use their Manager Self Service to actively manage their employees by approving requests, adding absence data, completing tasks, managing employee's performance and viewing dashboards. Our AI tool, Co-Pilot, also gives employees and managers access to a "digital HR Assistant" where they can ask questions on your organisations specific policies, procedures as well as data related questions, thus easing the burden on HR answering run of the mill questions from employees and managers alike.

Our solution also provides extensive capabilities to support the end-to-end processes within recruitment. This ensures the flow of role related data from the HR solution through to the vacancy and likewise the transition of successful candidate information from recruitment to the new starter record within HR. The Workflow tool can then help automate the Onboarding process, increasing organisational efficiencies and ensuring new starters have the best possible recruitment and onboarding experience.

The solution also includes a powerful inbuilt reporting tool, enabling users to build reports and view data in both listing and graphical formats. Our Analytics tool also allows users to dynamically view HR information in drillable dashboard

format, with easy to interpret data trends and predictive analytics, which helps to enable strategic decision making.

Our wider solution brings together HR, Payroll, Recruitment, Employee Performance, Benefits, Engagement and Learning together in one complete People Platform – Access Evo, giving HR professionals, employees and managers a complete one stop shop for everything all in one place, using one user name and password and one place to go

2 Onboarding

Access Implementation Methodology (AIM)

Our consultants follow a 4-phase, 12-step process and we propose a scale of project, management and administration that's appropriate for your specific needs. From evaluation, planning and design, through to implementation of your business solution.

Phase 1, Pre-project planning

Step 1: Needs analysis - After detailed consultation we will clearly define your needs in a proposal document that identifies the benefits you will experience by updating your systems.

Step 2: Solutions demonstration - We will take you through a tailored demonstration of your proposed solution and work with you to agree which elements will be included in the initial project. We listen and take account of all your feedback and will provide a quotation outlining the anticipated cost of your project.

Step 3: Sales handover - Having finalised the project's scope and agreed commercial terms, we prepare a handover document from sales to the project team who will partner you throughout implementation. They will meet with all appropriate members of your team to ensure continuity throughout the process.

Phase 2, Configure & Install

Step 4: Definition - The Access project team will work with you to define the structure and control processes that will guarantee the success of your project. Documents that we provide you at this stage will cover all your project objectives, the full specification and success criteria. This gives total clarity over individual tasks and responsibilities to ensure you're fully informed going forward.

Step 5: Solutions workshops - this step helps your project team become fully immersed in the proposed software. We map business processes to functionality so that you can understand how the solution will look and feel.

Step 6: Confirmation of requirements - following your feedback from the solutions workshops, we will confirm the detailed actions and solution components necessary to meet the project success criteria we identified earlier.

Phase 3, Training

Step 7: Configuration - the components identified in Step 6 are delivered and a User Acceptance Test (UAT) system is built ready for you to carry out a pilot test. We configure and tune all the variables within the system to match your specific requirements.

Step 8: User Acceptance Test (UAT) - the UAT is conducted in a workshop environment for your staff against an agreed test plan. At the end of this step, you will be ready to go live.

Step 9: Education – with a fully designed, installed and tested system now in place, we will train your staff on all relevant areas of the software. We are highly skilled at adapting our training to the learning styles of each of your staff members. We can train all of your staff or, if preferred, we will train your in-house.

Phase 4, Support

Step 10: Go Live - the test system is converted into a live working environment ready for the processing of real-time business transactions. This is managed by a pre-agreed go live check list to ensure all possible circumstances are considered and addressed. We will be on-site to answer your questions and support your users throughout this time, helping them to get maximum clarity and impact from the software as they become increasingly confident.

Step 11: Support handover – we prepare a handover document and deliver it to our ongoing support team. This document contains all the information our support consultants need to answer any future queries you may have.

Step 12: Post project review - your experience is extremely important to us. Shortly after you go live, we will request feedback on your experience of the implementation process to help us further refine our delivery processes. We then agree sign-off for the project.

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.

Scoping and Workshop	Additional consultancy time for Scoping and Workshop to help drive out the Confirmation of Requirements
Administrator Training	1 hour training covering all key areas for administration of expense (maximum 3 delegates)
Dimensions Plug-in Configuration	Additional installation of Dimensions plug-ins as required
Credit Card Training	Explanation of both methods (import & manual entry) and a guide on how to set them up and match/submit the lines
Project & Task Training	Explanation of upload process and how filters can be applied, as well as how to request the details based on Expense Type
End User Champion Training	Agreement to train up to 4 End User Champions to then knowledge share and train end users / assist administrators (submitting, approving etc)
Enterprise Documentation Creation	Creation of collateral for Enterprise customers to cover bespoke requirements specific to the environment.
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

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.

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 People HR 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

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.

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 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
 - 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 30days with our RTO & RPO

SQL Workloads

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.

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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 requested from our DBA Team.

7 Business Continuity

The solution has been designed so that there is no hardware single point of failure. Dual Firewalls are used to connect to dual switches, SANs, and Physical Hosts. The Physical hosts run VMWare ESX and operate within VMWare vSphere clusters. The virtual machine images and virtual machine storage are replicated between the two data centres using a combination Zerto Virtual Replication and VMWare vCloud Availability (VCAC).

The use of these technologies ensures that storage and virtual machines are resident in both data centres giving maximum flexibility in the case of a disaster. We monitor servers to ensure sure they are available as well as having thresholds in place to alert us of capacity issues. We run the hardware environment at N+1.

For Access Evo, Access Cloud (our internal hosting team) provides management of the hosting environment up to and including the application infrastructure layer. This includes all hardware, VMWare hypervisor software, storage, operating systems, SQL Database Servers, MySQL Servers, IIS Web Servers and RDS Servers.

The Access applications then run on top of the application infrastructure and are supported by us.

All services run within the primary active Data Centre and can be failed over to the secondary Data Centre. This gives an enterprise level of resiliency which is far more than the traditional cold standby disaster recovery Data Centre.

We are UKAS certified ISO 27001:2013 and our Cloud environment the scope of which encompasses every office and the certificate Scope of Registration is:

“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”.

Additional information can be requested by e-mailing:
buyer.enablement@theaccessgroup.com

8 Accreditations and Awards

As a business we have the following accreditations and awards:



Cert No. 12124/IMS-001



Cert No. 12124/PII-001



Cert No. 12124/AIMS-001



**HM Revenue
& Customs**



- 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 42001² - 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

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: requirements 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.

Security Integration

Security is embedded throughout the SDLC:

- 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.

10 Technical Requirements

Our solution can be extended to self-service functionality which provides compatibility to standard tablet devices that support different browsers (eg, Google, Explorer and Safari).

Furthermore, the solution also has a dedicated Mobile Application to provide tailored functionality on compatible smart phones. This module is device independent and compatible with Apple and Android devices.

11 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.

PeopleHR is not currently WCAG compliant