

G-Cloud15

Access Education

People and Payroll

Service Definition

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1 Service Overview

Our payroll service team is a specialised and engaged extension to your school or Trust. We will work closely with you to provide an efficient, flexible, secure, and reliable service which is delivered by a dedicated and qualified payroll professional. We understand that the needs and budget of schools and trusts for payroll varies and that is why our tiered approach ensures that we have solutions to meet all requirements, including payroll with absence management, as well as an on-demand pay and benefits portal.

	Package	
	Starter	Standard
Features	Absence Management Employee pay slip self-service Mobile Application Set of statutory reports Managed pension and payroll service	Everything included in our 'Starter' package, plus: Performance and Appraisals Grievance and disciplinary module Training Module Single Central Record Recruitment module

Managed Payroll Service

Access Education Payroll Service (APS) provides customers with a service that delivers your payroll in line with your payroll schedules without the need for in-house payroll or pension expertise at your school or Trust. You will have a dedicated Payroll Executive who will work with your team to ensure that the payroll service is delivered as your business needs it to be and inline with our KPIs.

Appropriate users at the school or MAT will input all new starters, leavers and employee changes throughout the month into People (the HR system) which are then extracted by us and used to process your payroll. The Payroll Executive will run check reports for you to validate and sign off the payroll prior to the final payroll stages. The APS team will then be responsible for producing electronic payslips and creating the BACs file for payment to employees as well as completing a full pension processing service if required.

Accreditations:

- HMRC recognised
- BACS approved
- CIPP PAS accredited (Payroll Assurance Scheme)
- IPASS qualified payroll experts (Irish Payroll Association)
- ISO27001 service accredited
- SOC certified

Benefits:

- Access to the expertise of our dedicated CIPP PAS accredited team
- Thorough understanding of payroll regulations specific to Irish businesses, with IPASS qualified payroll experts
- Pay employees on time, every time, without putting a strain on in-house resource
- Reduce payroll administration and ensure maximum accuracy
- Reduce risk by removing the need to manage complex payroll requirements and keep up to date with local legislation
- Reduce payroll costs whilst increasing efficiencies – avoiding the need to employ additional staff as your business grows
- Free up internal resource, enabling smaller teams to focus on other strategic initiatives

Starter Package

Your payroll will be set up within our secure platform using all your existing rules and procedures. We will complete a full scoping exercise as part of the implementation, providing expert advice and best practice ensuring that efficiencies are gained immediately.

You will be allocated a dedicated payroll executive providing a personalised service, reporting to a team leader and into our Head of Payroll Services. They will work with you to ensure your payroll is accurate and compliant at all times. All calls are answered in person and we support several communication routes such as telephone, email, and the online portal (Collaborate).

All services are provided by our own employees and all based within the UK and Ireland. We class payroll as a profession, not a process. For this reason, every member of our payroll team is either CIPP or IPAS qualified or are working toward the qualification.

Using our HR system, Access Education People, enables a seamless and secure flow of accurate data through to our Payroll Services team, who complete the processing for you. You can get back to focusing on strategic objectives, as the Access Payroll Services (APS) team ensures that all payments and deductions are processed correctly and in line with localised legislation.

Rather than just processing the information you've entered; your payroll would be subject to a quality monitoring check each month before your pre-commit / control reports are issued to you. During this check your dedicated Payroll Executive will complete a Net-toNet comparison versus last month, investigate and explain / detail why there are differences. This process helps highlight any user errors on the customer side.

Our payroll service team consists of over 100 payroll professionals with decades of combined payroll experience. We produce over 2 million payslips per year for over 1,600 customers, generating over £6billion of BACS payments with an accuracy of 99.9%.

Standard Package

In addition to the excellent benefits of our 'Starter' package, you will also gain access to an enhanced version of Access Education People, focusing on employee autonomy and development, as well as attracting new employees and statutory reporting. Our user-friendly performance and appraisals functionality encourages employee development, and when combined with the training module, allows for easy tracking and integration with key training metrics.

Our user-friendly recruitment module seamlessly integrates into your website, giving you full control over your vacancies. By utilizing pre-filled templates, you can save time by automating offers and rejections, while enabling candidates to manage their own process, including selecting interview slots and building their profile for HR upon successful application.

2 Onboarding

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

Access FlightPath

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

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

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

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

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

Clear roles and responsibilities

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

Your onward journey

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

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

Full details of our Flightpath implementations for Access Education People and Payroll can be found [here](#).

3 Additional Service Options

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

FlexPoints	<p>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.</p> <p>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.</p>
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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.

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 Education People and Payroll as detailed below.

The Essential Plan

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

The Standard Plan

Get answers faster

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

The Premier Plan

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

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

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

Get to know our knowledge base

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

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

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

Got a question? Ask our Community

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

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

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

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

5 Account Management & Customer Success

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

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

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

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

6 Backup and Disaster Recovery

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

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

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

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

Retention for backups:-

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

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

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

Standard Restore Testing

We undertake a restore test automatically on a weekly basis.

DR Testing

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

SQL Server

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

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

Single Virtual Machine Failure – IIS or RDS Server

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

Single Virtual Machine Failure – SQL Server

In the unlikely event of the SQL Server virtual machine (VM) failing then a new instance of the VM will be started. This new instance will be an exact copy of the VM from when it stopped responding. The solution has been designed with an RPO of 12 hours and a RTO of 6 Hours.

Complete Primary Datacentre Outage

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

7 Business Continuity

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

8 ISO27001 Accreditation

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

9 Development Life Cycle

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

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

10 Technical Requirements

Access Payroll Service (APS) is a service rather than software. All information required for us to provide you with a payroll service must be input into the Access Education People HR software. This software is cloud based, browser run software which runs on any computer or browser and internet connectivity. Self service elements are also mobile enabled to allow users to carry out self service tasks from the convenience of a mobile device such as a tablet or smart phone.

Web Browsers

Internet Explorer 11 and above, Microsoft Edge, Firefox, Safari, Google Chrome

Mobile Devices

IOS, Android

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.