G-Cloud15

PaySuite Collect App

Service Definition

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1 Service Overview

Access PaySuite Collect App

Access PaySuite ("PaySuite") is a PCI Level 1 payment service provider and is ideally positioned to help your organisation succeed in delivering a programme of change by simplifying income streams through the unification of payments and income management services. PaySuite offers a flexible, secure and compliant payments platform for customer-present, customer-not-present and self-service payments that can scale with your needs.

As an organisation that processes card transactions and with the UK's implementation and introduction of GDPR and Data Protection Act 2018, card payment data is now classed as 'personally identifiable' and, as such, must be processed and secured to the highest standards. This, coupled with the Payment Card Industry Data Security Standards (PCI DSS), can place a large amount of strain on costs to your organisation.

Service description

The PaySuite 'Collect App' is a mobile self-service payment application that empowers your customers to manage their payments conveniently from their smartphone. Available on iOS and Android, the app provides a modern, digital-first approach to payment collection that meets today's customer expectations while significantly reducing your organisation's cost to serve.

In an increasingly digital world, customers expect to manage their finances on their own terms, at their own convenience. The Collect App delivers this flexibility while dramatically reducing the administrative burden and operational costs associated with traditional payment channels such as phone payments, postal remittance, and in-person transactions.

By shifting payment activity to a self-service mobile channel, organisations can achieve substantial cost savings while improving customer satisfaction. The app eliminates the need for staff time spent processing payments, reduces payment processing delays, and minimises errors associated with manual data entry. This digital adoption strategy allows your team to focus resources on more complex customer service needs while routine payments are handled seamlessly through the app.

How it works

Customers download the Collect App from the App Store or Google Play and register using their email address to create a personal account. This account becomes their secure hub for managing all payment activity with your organisation.
Once registered and authenticated, customers can immediately begin making payments. Each payment they make is stored in their personal payment history, creating a comprehensive record of their transactions over time. Customers can also

save payment references and card details within their account for quick and convenient future payments, eliminating the need to re-enter information each time.
When ready to make a payment, customers simply enter or select a saved payment reference, specify the amount they wish to pay, and choose from multiple convenient payment methods including card payments, Apple Pay, Google Pay, or cash through the nationwide PayPoint network.

The app integrates seamlessly with PaySuite's PCI Level 1 compliant secure payment gateway, ensuring all card data is processed to the highest security standards without ever passing through your organisation's systems. This significantly reduces your PCI compliance scope and associated costs.

Once the payment is completed, the transaction is immediately synchronized with your core income management system in real-time, ensuring your records are always current and accurate. Customers receive instant confirmation via digital receipt, eliminating the uncertainty and delays of traditional payment methods.

Service benefits

Cost reduction through digital channel shift

- Dramatically lower cost per transaction compared to phone, postal, or counter payments
- Eliminates staff time spent processing routine payments
- Reduces administrative overhead and manual processing errors
- Minimizes PCI compliance costs by removing card data from your environment

Improved cash flow and collection rates

- 24/7 payment availability increases payment completion rates
- Real-time payment processing accelerates cash receipt
- Convenient payment methods reduce barriers to payment
- Instant account updates eliminate reconciliation delays

Enhanced customer experience

- Customers pay on their schedule, not yours
- Simple, intuitive interface requires minimal learning
- Multiple payment options cater to customer preferences
- Instant payment confirmation provides peace of mind
- Access to payment history and account information anytime

Operational efficiency

- Automated payment processing reduces manual workload
- Real-time integration eliminates data entry and reconciliation
- Full audit trail of all transactions and customer interactions
- Staff can focus on exception handling and complex customer needs rather than routine transactions

Security and compliance

- PCI Level 1 compliant payment processing

- 3D Secure authentication for card payments
- Encrypted data transmission throughout
- GDPR compliant data handling
- Removes sensitive payment data from your systems

Service features

Mobile application capabilities

- Native iOS and Android applications
- Secure customer authentication
- Biometric login support (fingerprint/face recognition)
- Push notifications for payment confirmations

Payment functionality

- View complete payment history for all transactions
- Save payment references for quick access to frequently used accounts
- Flexible payment amounts (full balance, partial, or custom amount)
- Multiple payment methods:
    a. - Card payments (Visa, Mastercard) with 3D Secure
    b. - Apple Pay
    c. - Google Pay
    d. - Cash payments via PayPoint locations
- Save preferred payment methods for one-click future payments
- Instant digital receipts via email

Integration and administration

- Real-time synchronization with your core income management systems
- Automated payment posting eliminates manual reconciliation
- Flexible branding to match your organisation's look and feel
- Comprehensive reporting and analytics on payment activity

Customer support features

- In-app help and FAQs
- Direct contact options for customer support
- Clear payment instructions and guidance
- Transaction history for reference and record-keeping

The Collect App represents a strategic investment in digital transformation that delivers immediate cost savings while future-proofing your payment collection capability for an increasingly digital customer base.

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

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

<u>Step 2: Solutions demonstration</u>
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.

<u>Step 3: Sales handover</u>
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

<u>Step 4: Definition</u>
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.

<u>Step 5: Solutions workshops</u>
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.

<u>Step 6: Confirmation of requirements</u>
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 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 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.

4 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 specialising 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.

5 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.

6 Business Continuity

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

7 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.

8 Development Life Cycle

As one of our core products, PaySuite Collect App 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.

9 Technical Requirements

Technical Requirements – Collect App

- Mobile application accessible over the internet using HTTPS://
- Available as a native iOS and Android application downloaded from the Apple App Store and Google Play Store.
- Allows customers to make payments via a secure, PCI DSS Level 1 compliant payment gateway without card data passing through the organisation's systems.
- Supports real-time integration with core income management systems to automatically post completed payments.
- Can be accessed and used by customers 24/7 subject to service availability.
- Supports multiple payment methods including card payments, Apple Pay, Google Pay, and PayPoint cash payments.
- All data is transmitted securely and processed in compliance with PCI DSS, GDPR, and UK Data Protection legislation.

10 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.