

**EPLOY**

# Implementation & Professional Services

GCloud 15 Service Definition Document

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# Eploy Service Definition Document

## Eploy Implementation & Professional Services

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## Company Profile

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.

## Selected Public Sector Experience

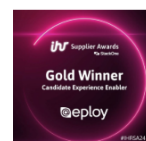


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# Award Winning Software, Services & People

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

All prices will be subject to VAT at the standard rate.

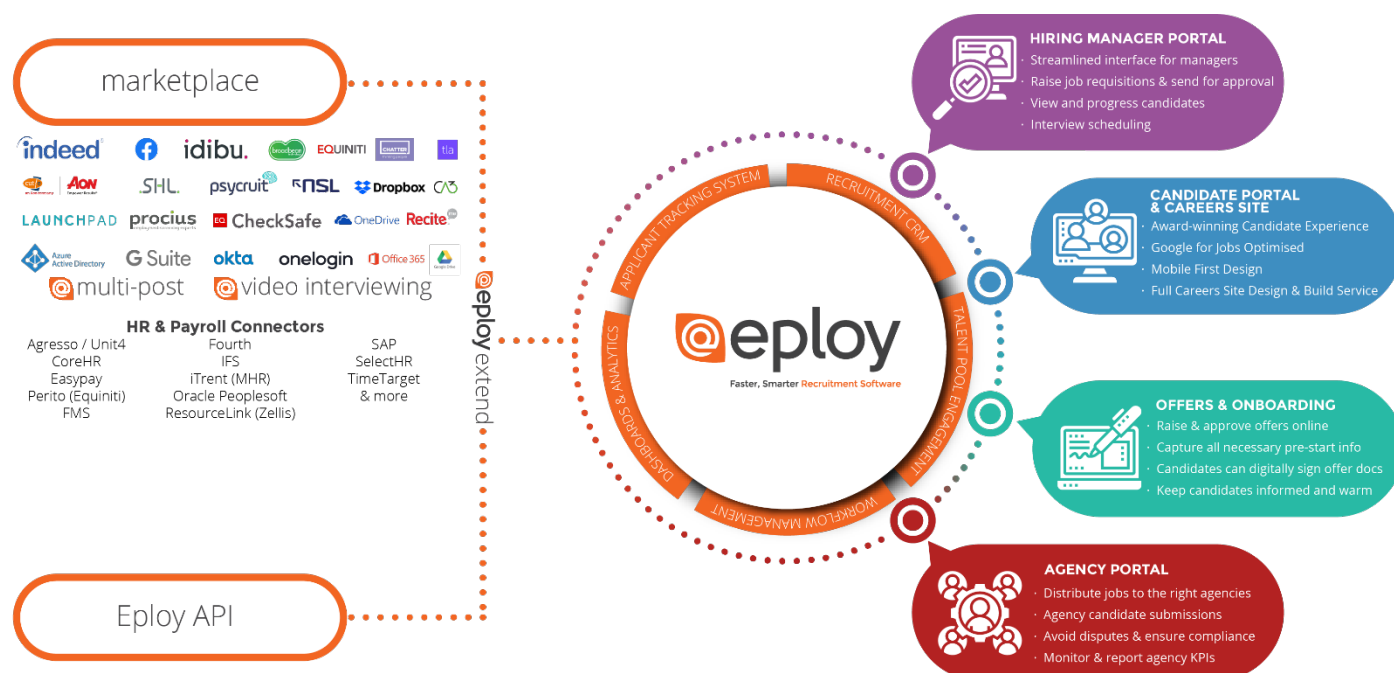
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## Functionality – Complete Talent Acquisition Platform

Eploy is the complete cloud-based platform for modern in-house recruitment teams. Eploy combines Applicant Tracking, Recruitment CRM, Onboarding, Talent Pools and Analytics into a unified web-based platform. Eploy integrates seamlessly with your website to provide an excellent candidate experience.

Eploy automates and simplifies recruitment processes to help you attract, engage, recruit and onboard candidates quickly. As Eploy is also your full talent engagement platform, you can manage your relationships with candidates, talent pools, departments and hiring managers better. And with Eploy's award-winning dashboards and analytics, you can measure and monitor your entire hiring function - in real-time.

For your candidates, hiring managers and agency partners, Eploy gives you specialised "portals" where they carry out their recruitment tasks. Eploy Portals are fully mobile-responsive so that users can complete all their activities on smartphones & tablets as well as desktops & laptops.



\*Modules provided may vary depending on requirements

## 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.

## Integrations & APIs – Eploy Extend

Eploy Extend is the way to connect the HR, recruitment and other technologies you use every day with your Eploy Recruitment Platform.

Eploy Extend enables third-party applications to integrate into your recruitment database and workflows. Whether you are looking to add Video Interviewing, psychometric testing, job board multi-posting or synchronise candidates with your HRIS– Eploy Extend bridges the gap.

Eploy Extend includes the Eploy Marketplace and the Eploy API.

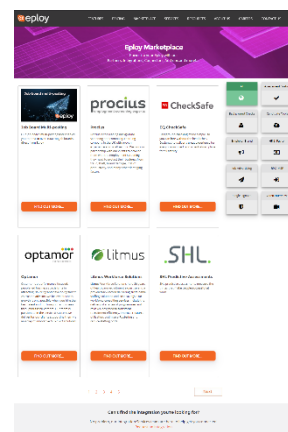
### Eploy Marketplace

The Eploy Marketplace is a directory of ready-to-go integrations, custom solutions and service partners. Marketplace categories include Single Sign-on, Video Interviewing, Testing and Assessments, Employer Branding, Candidate Tools and more. To view the marketplace please visit <https://eploy.com/marketplace>

### Eploy API

With the Eploy API, you can connect the tools you use every day to our talent acquisition platform and deliver amazing experiences for everyone involved in the recruitment journey. Eploy's API also enables customers and partners to build custom apps and enhancements to Eploy's Talent Acquisition platform.

Developers can request access to our RESTful API documentation via the Eploy Developer Portal: <https://eploy.com/developers>



## Eploy Project Implementation and 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.

# Your roadmap for online recruitment success with Eploy



Eploy's proven project methodology provides you with an implementation plan centred on your unique recruitment requirements.

The Eploy Implementation Methodology is both scalable and flexible, making it ideal for both complex and simple implementations of any size.

We've built our methodology upon the experience gleaned from working with thousands of recruiters, in organisations from 100 to over 100,000 employees.

## Objectives

The Eploy Implementation Methodology is designed specifically to streamline and standardise the implementation process, reducing both time and cost. By standardising our processes we ensure that you receive the system you have agreed to, within the agreed time frame, allowing you to focus your attention on your critical recruitment functions.

Eploy's Implementation Methodology provides a practical approach to:

- Identifying the activities required to complete the implementation process.
- Creating guidelines and time frames which you and your Eploy Implementation Manager must adhere to.
- Creating document templates which must be completed at each stage of the implementation.
- Creating standard procedures and checklists to help you manage the process.

## Our Implementation Team

- Works closely with customers and partners to ensure successful implementations and customisations of Eploy Recruitment Software.
- Has over 40 years combined experience of implementing recruitment solutions.
- Guides clients through every step of the implementation, bringing forward functional and technical knowledge that delivers successful results.
- Provides the highest levels of customer service.

# The 4 Ps of a successful recruitment transformation project



At Eploy we recognise that technology alone can not ensure recruitment transformation success. That's why we have a methodology in place that is proven to deliver real business benefits to our clients.

Our methodology is built on four key pillars, the 4 Ps, people, partnership, planning and process.

## People

Your Eploy Implementation Manager will be by your side to guide you throughout your project. Our Implementation Managers typically have a HR and Recruitment background, they have each worked on many projects similar to your own, they are fully versed in modern project management methodologies and are augmented by specialists in areas such as training and integrations.

## Partnership

We have an open and honest culture at Eploy which we will bring to the partnership. We are not afraid to challenge you if we feel there are ways of working or process changes that will transform your recruitment for the better

We collaborate with you throughout the implementation using the online platform -Teamworks Project. Meaning, you will always know what is going on, we can spot any potential blockers early and put corrective actions in place.

## Planning

We plan for success from the outset, this means we will ensure we fully understand your goals and objectives and what success means to you.

We'll also ensure that we've prepared you throughout the journey, making sure you know precisely what you need to do at each stage, so that the project remains on track for a successful, on-time launch.

## Process

The Eploy implementation methodology has been honed and refined over 400 system implementations, we do not rest on our laurels and are continually seeking new ways to refine the customer experience.



## Benefits

The main benefits of using the Eploy Implementation Methodology are:

- We will complete the project on time.
- We will complete the project within budget.
- Your Eploy system meets your expectations (as documented and agreed in advance of the start date).

## Pre-Project

During the Pre-Project, your Eploy Solutions Specialist will work with you to look at your current recruitment processes and requirements. Based on this investigation we will produce an initial proposal underpinned by Eploy Recruitment Software. During this phase we will also identify any gaps between our standard solutions and your processes - some of these areas may require more in-depth investigation as the project progresses. Based on our previous experience in working with thousands of recruiters, we aim to provide you with a project cost estimate.

Provided the estimate falls within your budgetary expectations, we will then work with you to build a deeper understanding of your requirements. We call this phase 'Scoping', and at this point, we will introduce you to our Implementation Services team who will drill-down into your processes to scope your requirements in detail.

## Scoping

The first step in this stage is a proposal review between you, your Eploy Solutions Specialist and an Eploy Implementation Manager. At this point we drill further into your requirements to identify and scope the most appropriate Eploy solutions.

Where your processes and requirements necessitate configuration of standard Eploy software, your Eploy team will set out how this can be achieved or, if suitable, how you can tailor your business processes to match Eploy's standard functionality.

Once we have analysed and investigated your requirements fully we will be in a position to provide you with a refined proposal. At this point we hope you will be in a position to select Eploy as your recruitment technology partner.

# Phase 1: CUSTOMER READINESS

FLIGHT TIME  
**3**  
weeks (approx)



At the outset of the project we work closely with you to help you prepare, we call this 'Customer Readiness'.

Our training team will deliver your "Getting Started with Eploy" webinar. This will guide you through the standard Eploy product so that your team will get an excellent feel for what it is capable of and spark ideas for your implementation. We'll share expertise and start to get under the covers of your recruitment processes.

During this stage we will carry out a specification review with you. We also provide you with the Customer Readiness Phase 1 Overview Guide to help you organise all of your requirements and specifications.

## Highlights

The key aims of the Customer Readiness phase are:

- Welcoming your team to Eploy - the technologies and people that will work with you to achieve your recruitment goals.
- For you to understand how Eploy 'works' so that you can make informed decisions about how you want your future processes to be embedded into the system.
- Gathering your requirements and providing them to your Eploy Implementation Manager.

## Guides & supporting resources

We'll provide you with a series of documents and guides that collate and clarify how we will run the project together. The pack includes:

- Phase 1 Overview Guide
- Access to Online Help Guides
- Project Plan & Task List (via Teamwork)
- Specification Documents (vacancy requisition & authorisation, candidate registration & application, recruitment workflow, offer details and authorisation, onboarding etc)
- Access to an Eploy Demo System

## LEARN MORE:

Download the Phase 1 Overview Guide here:



## Phase 2: EPLOY BUILD & CONFIGURATION

FLIGHT TIME  
**3-6**  
weeks\*



Next, we move into the Eploy Build and Configuration phase. Here, your Eploy Implementation Manager will take all of the knowledge gained in the readiness phase and hand this over to our team of Implementation Engineers to configure your Eploy System to meet your requirements.

During this stage, the key milestone will be the Build Delivery Day, which depending on your preference will be an onsite or remote meeting where we'll walk you through your Eploy system so you can see how it has been built based on your specification.

### Highlights

The key aims of the Eploy Build & Configuration phase are:

- For the Eploy Implementation Team to build your Eploy system based on the specifications provided in the Customer Readiness phase.
- The Build Delivery Day
- For you to get prepared for the next phase (Customer Configuration). We'll provide 2 x 2.5 hour Customer Configuration training sessions to help you understand how to customise parts of the system.

### Guides & supporting resources

During this phase, we will provide you with the Phase 2 Overview Guide, access to online help guides on how to prepare for the next phase, Customer Configuration, so you can prepare for the following tasks:

- Vacancy Templates
- Authorisation workflows
- Application & Onboarding forms
- Recruitment Workflows
- Email & iCal templates
- Document Templates
- Job Alert settings
- Reference Collection settings
- Drop-down lists
- GDPR module, password & security settings

### LEARN MORE:

Download the Phase 2 Overview Guide here:



# Phase 3: CUSTOMER CONFIGURATION

FLIGHT TIME

3

weeks



The third stage is the Customer Configuration phase. Now you will start to take ownership of your system and use Eploy's many configuration and personalisation features to make the system your own.

You'll set up your templates for vacancies, emails, and SMS – but we don't leave you entirely to your own devices. Your Eploy Implementation Manager is always on hand to guide you through the process and get you ready for customer testing.

During this phase we'll also give you a full 'Solution Playback' an end to end walkthrough of your configured and built Eploy system.

## Highlights

The key aims of the Customer Configuration phase are:

- For you to configure all of the parts of Eploy that you have prepared for during the previous phase, to add your personalisation to the system.
- To prepare for the Customer Testing phase.
- For you to attend the 3 hour Customer Testing training session to help you understand your training approach and take advantage of Eploy's templates and online help guides.

## Guides & supporting resources

During this phase, we will provide you with the Phase 3 Overview Guide and give you access to online help guides on how to configure your system so you can customise:

- Vacancy Templates
- Authorisation workflows
- Application & Onboarding forms
- Recruitment Workflows
- Email & iCal templates
- Document Templates
- Job Alert settings
- Reference Collection settings
- Drop-down lists
- GDPR module, password & security settings

## LEARN MORE:

Download the Phase 3 Overview Guide here:



## Phase 4: CUSTOMER TESTING

FLIGHT TIME

3

weeks



With your system built, configured and personalised to your way of working, we'll then enter the Customer Testing phase. At this point, you'll be able to put your Eploy System through its paces, run some real-world scenarios and together we'll be able to make any changes, tweaks and flourishes to ensure the system is fully aligned to your business.

### Highlights

The key aims of the Customer Testing phase are to:

- Agree your testing plan, including identifying who will take part in the testing.
- Prepare your test scenarios and collate your test scripts.
- Test that the system functionality matches the agreed specification documents.
- Update the testing and feedback logs.
- Re-test any items re-worked by your Eploy implementation team following your feedback.
- Sign off the system so that we can make it 'live'.

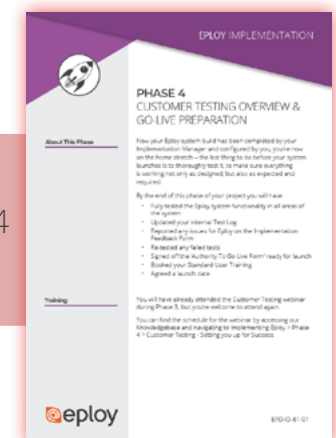
### Guides & supporting resources

During this phase, we will provide you with a Phase 4 Overview Guide, access to online help guides on how to go about testing your full end to end recruitment process, from raising a vacancy in the Hiring Manager Portal to signing a contract as a candidate and everything in between. We will also provide you with the following supporting documentation:

- Testing log template
- Example testing scenarios
- Testing script template
- Feedback form template to gather feedback for your Implementation Manager

### LEARN MORE:

Download the Phase 4 Overview Guide here:



## Phase 5: LAUNCH & HYPERCARE

FLIGHT TIME

3

weeks



Finally (and most excitingly!), we move into the Customer Launch and Hypercare phase, this is where we launch your Eploy System to the world, but again, we are by your side to hold your hand.

At this critical point in the project. We aim to get all of your users, hiring managers, and broader community fully enthused with the system to realise the benefits they are seeking. We'll also be training your new users

across the relevant aspects, features and portals of the system so that they are confident and ready-to-go when we launch.

In the unlikely event of something being missed – we are there to make any final system amendments and provide any additional training or refreshers as required.

### Highlights

The key aims of the Launch & Hypercare phase are to:

- Add your live vacancies.
- Make sure all of your Eploy system users are comfortable with processes and how they will use the system in their day-to-day roles.
- Launch your system out to the external world.
- Provide you with a Floorwalking Session, where we will spend time with you and your team to ensure everything is running smoothly.
- Assign you with a dedicated Account Manager.

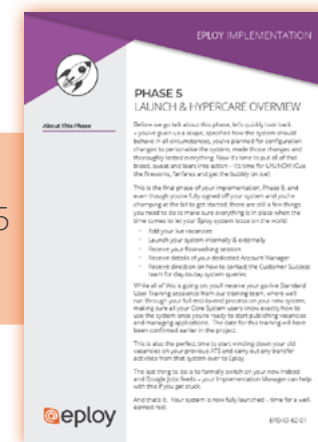
### Guides & supporting resources

During this phase, we will provide you with the Phase 5 Overview Guide with lots of useful information around this final phase of your project. You also have access to Introduction to Dashboards and Reports online training session.

During Hypercare, your Eploy Implementation Manager will continue to be your main point of contact at Eploy.

### LEARN MORE:

Download the Phase 5 Overview Guide here:



# Beyond Launch: CONTINUAL PARTNERSHIP



Your journey with Team Eploy does not end at the point at which you go live. In many respects, it has only just begun.

We continue to support you both online and in-person. Our Customer Success team are on hand to ensure you are getting the very best out of your investment in Eploy, and our Account Management team will keep you up to date with all of our latest developments.

## Eploy's Customer Success Team

Our Customer Success team are highly trained Eploy Experts. The team has a wealth of prior experience working within recruitment but have successfully made the transition to working within a dynamic software business.

Put simply, they understand recruitment, understand Eploy and will understand your objectives.

You can contact the team by phone and email, and they will handle all of your service requests directly via our online ticketing system, ensuring you are always kept 'in the loop'.

## Eploy Knowledge Base

The Eploy Knowledge Base is our online platform for user help, video tutorials, support documents, and raising service request tickets. You and your team can

access the Knowledge Base directly from within your Eploy system.

## Eploy Account Management

Once you have successfully gone live, we will introduce you to your Eploy Account Manager. Your Account Manager is responsible for ensuring the smooth running of your account.

Your Account Manager will handle any account queries or requests and will keep you up to date with the latest news and technical innovations as soon as we introduce them.

As well as being available via phone and email, your Account Manager will arrange a face-to-face account review with you at least once every six months. For this meeting, your Account Manager will prepare a detailed presentation which includes system and website statistics (including insights from Google Analytics) and support tickets (volume, categories and satisfaction). It's an excellent opportunity for us both to learn more about each other and build a great working relationship together.

## Eploy Training

Our dedicated Training Team provide online, classroom and on-site training in all aspects of Eploy. Training is a continual part of the process and is particularly useful when you have new team members or when you introduce new Eploy features.

## Upgrade Release Management

When we upgrade your version of Eploy we work with you to agree a time and date for the upgrade to give enough time for you to make any preparations if necessary. Typically upgrades are performed in the window of 4am to 7am unless otherwise agreed with you first.

Eploy creates detailed release notes for each Eploy System Upgrade, in addition, new training materials for new features are created and added to the online Eploy support centre. Release notes are distributed via email, via the support centre and also within the product itself following a system upgrade.

Prior to a system upgrade, we will create a secure test environment, completely segregated from your live environment. This will enable you to conduct User Acceptance testing prior to rolling out the upgrade to the live environment.

## Configuration Management

Eploy is a highly configurable system, so there are a vast number of modules and processes that can be configured directly in the system by you and also by Eploy.

Of course, you can always contact our Customer Success team who are there to help with any configuration changes that you may wish to make to your Eploy System.

# Beyond Launch: CONTINUAL PARTNERSHIP



## Change Management

We appreciate that even in the most thoroughly scoped and specified projects, change requests will inevitably arise for several reasons. Whilst we can manage change requests by 'exception' rather than by rule, we understand that this is a normal part of implementing software and a vital element of an agile and flexible approach to our work with you.

### Changes to requirements and configuration during implementation

Each request will be assessed by your Implementation Manager, with the support of the Head of Implementation Services if necessary. Each request will be discussed with your assigned project lead and triaged by your Implementation Manager to understand the impact of the change. The Implementation Manager will carry out a risk assessment to other project activities.

We will then work with you to identify a solution to the change request. For minor changes, these are usually managed as low-level activities and not recorded with change control, providing they are sufficiently documented and agreed through the Implementation Feedback Form or project action log. Where change control is required, and following triage and a mutually agreed solution confirmed, your Implementation Manager will provide you with a change control form to review, sign and return to us.

The change control form will include an agreement of any additional costs to be paid, e.g. costs of any additional development.

### Changes to requirements post-implementation (in BAU)

Once your project is live and you are in 'Business As Usual' (BAU) your dedicated Account Manager will manage any changes to your requirements such as adding products or services. This type of change will require a Service Order Form, which will detail the addition/ change along with the associated cost. Examples of such changes may include extending the roll-out of your Eploy system, new website designs, bespoke integrations or should you require consultancy services from our professional services team.

## Business Continuity

Eploy reviews, tests and updates our business continuity and disaster recovery plans at least annually, or when there is a new threat or change to operations. Please also refer to ESEC-BC-01 Eploy Business Continuity Plan, which provides details of RPO and RTO.

## Capacity Management

We have automated monitoring on our systems that report on page speed as well as identify performance bottlenecks such as slow queries. This allows us to continually monitor and improve performance of the Eploy platform. We also regularly upgrade our infrastructure and conduct stress tests on our systems to ensure they can handle high volumes.

Eploy is audited by Netcraft on a rolling quarterly basis. This involves Netcraft testing our internet infrastructure and supplies us with the information we need to maintain your security and eliminate vulnerabilities. The service provides Eploy with a dynamically generated seal which audits that no serious vulnerabilities were found. This gives our users and customers the confidence that we are proactive about security, and the assurance that our services are scanned regularly.

## Information Security

At Eploy, Information Security for our business and our customer's data is at the heart of everything we do. We have implemented a comprehensive Information Security policy and governance framework which has been certified to the IASME Governance Standard and Cyber Essentials Plus.

## 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.

All prices will be subject to VAT at the standard rate.

Tel: 0800 0734243. Email: [gcloud@eploy.co.uk](mailto:gcloud@eploy.co.uk) [www.eploy.com](http://www.eploy.com)

# Hosting and 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.

## Experience & References

The Eploy team have extensive experience with the provision of online recruitment systems to medium and large organisations with a wealth of case studies to support our work. Please find below links to a few select case studies.

📄 [NHS Digital Case Study](#)

📄 [NEST Case Study](#)

📄 [Mencap Case Study](#)

📄 [Thinking Schools Academy Trust Case Study](#)

📄 [British Heart Foundation Case Study](#)

📄 [Highbury College Case Study](#)

Please contact us if you would like to speak to any existing Eploy clients. We would be more than happy to facilitate an introduction so that you can discuss their experience of working with Eploy further.

## Contract & Service Levels

### Summary

Eploy are committed to continuous service improvement to meet the highest standard of excellence and best practice in our industry. We have developed this Service Level Agreement (SLA) to ensure maximum performance and system uptime.

This SLA is the framework by which our Customer Success Team delivers 'Support Services'.

### SLA Scope

Unless otherwise specified in a Scope or SOF, any services, including Support Services not detailed as a 'Priority' in the table below, are out of scope. These will be dealt with on a case by case basis and may be refused or subject to an additional charge. This includes:

- Change requests for configuration and system settings not accessible by a Customer's Authorised Users
- Platform, infrastructure and server configuration (e.g. changes to the cloud infrastructure)
- Training and consultation
- Requests for support of software or hardware other than provided directly by Eploy
- Any support beyond the point of exporting data for integrations
- Assisting the Customer with building or maintaining integrations using Eploy APIs.

## Support Services

### Support Services Access

Eploy provides access to its Support Services during Normal Business Hours of 09.00 -17.30 GMT (BST applies in the summer months) on Normal Business Days, Monday to Friday excluding Bank Holidays in the UK.

(Please note that Eploy's offices are closed between Christmas Eve and New Year's Day and out of hours support will apply). Eploy Support Services accept queries via telephone, email and through the Eploy support centre. All communication is in English.

Customers have access to the Eploy support portal and Eploy knowledgebase via their Eploy system.

### Who can contact Eploy Support Services?

Customer personnel named as Nominated Support Users by the Customer are authorised to raise support tickets. The Customer names Nominated Support Users during implementation and can be amended by contacting the Customer Success Team. The number of Nominated Support Users shall not be excessive.

All prices will be subject to VAT at the standard rate.

Eploy shall provide Support Services only to that specified set of users (with the exception of security or data incidents).

The Customer shall provide front-line support to its Authorised Users. Eploy will not accept support requests directly from Authorised Users (including Candidates) who are not Nominated Support Users. Nominated Support Users may contact the Customer Success Team in order to raise tickets that they themselves cannot resolve after performing a reasonable level of diagnosis.

## Your Eploy Account Management

Customers will have access to the Eploy Account Management team who are responsible for the overall management on all service-related matters.

## Raising a support ticket

A support ticket is created automatically by the Customer using the correct Support Services email address, or automatically when using the Eploy support centre (accessed by logging into the Customer's Eploy system) or is manually created by the Customer Success Team if raised by phone.

On raising a support ticket, the Nominated Support User shall supply a detailed description and sufficient information to enable the Customer Success Team to investigate and where necessary duplicate any problem.

## Ticket Triage

Eploy's Customer Success Team will determine the priority of any support request, using one of following:

| Priority    | Description                                                                                                                                                                                                                                          | Response Time                                  | Target Resolution Time                            |
|-------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------|---------------------------------------------------|
| Priority 1  | The entire Service is down and inaccessible*.                                                                                                                                                                                                        | Within 2 Normal Business Hours.                | 4 Normal Business Hours.                          |
| Priority 2  | Operation of the Services is severely degraded, or major components of the Services are not operational and work cannot reasonably continue*.                                                                                                        | Within 4 Normal Business Hours.                | Within 1 Business Days after initial response.    |
| Priority 3  | Customer has a question regarding the use of the Services.                                                                                                                                                                                           | Within 8 Normal Business Hours.                | Within 2 Business Days after initial response.    |
| Priority 4  | Certain non-essential features of the Services are impaired while most major components of the Services remain functional affecting any part of the user base. (e.g. SMS merging facility is not operating correctly).                               | Within 8 Normal Business Hours.                | Within 5 Business Days after initial response.    |
| Priority 5a | Errors that are, non-disabling or cosmetic and clearly have little or no impact on the normal operation of the Services.                                                                                                                             | Within 2 Business Days after initial response. | Next Eploy version update or patch if applicable. |
| Priority 5b | Requests for new features/functionality that does not exist in the current version of the Services will be reviewed by product management/development and may be included in future releases if broadly applicable to the wider Eploy Customer base. | Within 5 Business Days                         | Next Eploy version update if applicable.          |

\*P1 and P2 tickets should be raised by phone out of Normal Business Hours.

The Response Time and Target Resolution Time begin when a support ticket is raised. No

representation or warranty is given by Eploy that all faults or defects in the Services will be fixed within a specified period of time nor that any support request, defect or fault which does not materially affect the Customer's operations using the Services will be corrected.

All prices will be subject to VAT at the standard rate.

All Nominated Support Users will have access to the Eploy support centre for the tracking of open and closed support tickets. Eploy's performance for the Customer against priority level response and target resolution times are available on request.

## **Out of Hours Support**

In the unlikely event that a system outage occurs outside of the Normal Business Hours, a Nominated Support User should phone in the query, phones are managed by an answering service who will message key out of hours support staff.

Support queries out of hours will be actioned the next working day they are received. As such, receipt of a support request outside of Normal Business Hours will only trigger our Support Services and any Response Time or Target Resolution Time from 0900 GMT the next working day.

## **Escalation and complaint process**

### **During implementation**

Prior to Go-Live, a weekly project health check is carried out by the Implementation Manager and Head of Implementation, with the Head of Implementation directly intervening if required. The complaint route during this period is Implementation Manager > Head of Implementation > Chief Technology Officer.

### **Business as usual**

Once live and past the 'Hypercare' implementation hand-over period, any failures of ticket SLA and anything other than 'good' ticket satisfaction scores are automatically escalated to the Head of Customer Success who intervenes directly if required. Ticket SLA and satisfaction scores are reviewed weekly by Head of Customer Success and CTO. The complaint route is Customer Success Team Member > Head of Customer Success > Chief Technology Officer.

### **Business as usual (general issues)**

Each customer has a dedicated Account Manager who deals with the overall account. In the event a customer is dissatisfied with any part of the service they can raise it with their Account Manager who escalates and oversees the issue internally, with Head of Account Management intervening directly if required. The complaint route for general issues is Account Manager > Head of Account Management > Chief Technology Officer.

### **Security or data protection**

Anything relating to security or data protection can be raised with any Eploy department who will, if required, immediately involve the Compliance and Information Security Teams. The complaint route is Head of [relevant department] > Chief Compliance Officer > Chief Technology Officer.

## **Service Availability**

### **Uptime Guarantee**

Eploy guarantee a 99.9% uptime service availability level ('Uptime Guarantee'). This availability refers to the Customer's ability to access the Eploy 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 Eploy 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. Eploy shall send to the Customer, on reasonable request, records of its availability measurement activities under this agreement.

### **Uptime Guarantee Refunds**

Downtime begins when the Eploy system is unavailable to the Customer, Eploy 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 Eploy system is not available, Eploy 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).

## Maintenance

Maintenance of the Services that may require interruption to the Services (Maintenance Events) shall not be performed during Normal Business Hours unless otherwise agreed to by the Customer. Eploy may interrupt the Services to perform emergency Maintenance Events at any time (including during Normal Business Hours).

### Maintenance Events

Maintenance Events include security updates, point releases (reliability and performance patches), and version updates (typically 1-2 version updates a year). Eploy shall use all reasonable endeavours to avoid downtime for Maintenance Events.

### Version Updates

Eploy will provide release notes and appropriate opportunity to evaluate new versions in advance. Eploy will coordinate the day/time of the update with the Customer to avoid disruption. Version updates may require additional Services to implement and make use of new features. Version updates will not require the customer to pay additional fees to use existing functionality included in their Scope.

### Scheduled Maintenance

All times listed are in GMT (BST applies in the Summer Months).

- Daily 01:00 am - 2:45 am - Eploy Maintenance Events  
Minimal (less than 1 minute) to no downtime.
- 04:00 am - 07:00 am - Run Version Updates  
Typically 10 minutes downtime.

### Microsoft Windows Updates

Database Server. Microsoft handles all patching and updating of the SQL and operating system code with no downtime always on the latest available patch.

Web Servers are updated on the 1st day of each month at asymmetric times.

## Backup and Restore

Live data runs in triplicate across 3 UK datacentres, each backed up a further 3 times to 3 separate UK datacentres giving 9 backups in total. This gives point-in-time recovery up to 35 days and long term recovery up to a rolling 90 days. All backups are encrypted.

### Customer Data

Customer Data is defined in the Master Services Agreement. Eploy databases are fully managed which automatically handles patching, backups, replication, failure detection, underlying potential hardware, software or network failures, deploying bug fixes, failovers, database upgrades, and other maintenance tasks. All databases are on the latest version of Microsoft SQL.

## Off-boarding

### Notification of End of Service

A customer and/or Eploy can terminate the use of the Eploy Recruitment Platform (SaaS) in accordance with the Eploy Master Services Agreement (or any special provisions documented in the customers Eploy Service Order Form) which includes reference to the return and/or deletion of Customer Data from the Eploy Recruitment Platform (SaaS).

### Return of Customer Data

Customers may request a copy of their data in accordance with the Master Services Agreement, in a format described in Backup and Restore Policy.

### Destruction of Customer Data

When a customer chooses to cease using the Eploy Recruitment Platform, Eploy will delete all customer data from the customer's instance of the database using appropriate measures to ensure that the data is no longer readable. Eploy will also delete all customer backups using appropriate measures to ensure the data is no longer readable.

### Data Sanitization Standard

Eploy use KillDisk Ultimate for data sanitization. KillDisk Ultimate allows storage media to be sanitized using more than 20 international erase methods including US DoD 5220.22 M. It erases permanently all data on Hard Disks, Solid State Drives, Memory Cards & USB disks, SCSI storage & RAID disk arrays even in parallel mode.

### Decommissioning of Customer System

When a customer chooses to cease using the Eploy Recruitment Platform, Eploy will remove the customer's Eploy Recruitment (SaaS) platform from the Eploy servers at our Hosting Provider, including any backups. In doing so this will remove all customer user accounts, application software and website portals.

## Accessibility

Eploy'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 Eploy'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 Eploy 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.

Eploy candidate portals are certified WCAG2.1 AA by Digital Accessibility Centre, the certificate can be seen here- <https://digitalaccessibilitycentre.org/index.php/eemploy-candidate-portal>

## Pricing Overview

The Eploy service has banded pricing based on the number of Full-time employees within your organisation, please see the Eploy GCloud Pricing Document for further details.

### SYSTEM MODULES INCLUDED:

#### EMPLOY CORE SYSTEM

The Eploy Core System is your complete recruitment solution. The platform combines an enterprise class Applicant Tracking System, Talent Pool Management and Recruitment CRM. Eploy also includes self-service recruitment analytics to help you measure and monitor your KPIs and activities through customisable dashboards.

#### BRANDED CANDIDATE PORTAL

Eploy Candidate Portals help convert your prospects to candidates. A smooth and straightforward online application process is seamlessly integrated into your careers site.

#### HIRING MANAGER PORTAL

Simple to use, access anywhere, e-recruitment for hiring managers. The Hiring Manager Portal will streamline your job requisitions and authorisation process, feedback collection and interview scheduling.

#### OFFERS AND ONBOARDING

Eploy Onboarding manages your entire offer acceptance process online and with electronic signatures included you can speed up your process, so there's no more paper-chasing.

#### AGENCY PORTAL

Eploy's Agency Portal helps in-house recruiters stay in control of their preferred supplier list (PSL) of approved agencies for both contingent and direct recruitment.

### USAGE ALLOWANCES

#### JOB BOARD MULTI POSTING

The Eploy Multi-Poster can send your vacancy details to your preferred job boards. A 'multi-post' means sending the same vacancy, at the same time, to any number of supported job-board . Please see <https://eploy.co.uk/jobboards>

#### SMS

Eploy's SMS tool enables you to communicate with candidates via SMS. Click to view available plans.

#### VIDEO INTERVIEWING

Eploy Video Interviewing enables you to include video and audio questions and responses within your application and screening forms.

All prices will be subject to VAT at the standard rate.

Tel: 0800 0734243. Email: [gcloud@eploy.co.uk](mailto:gcloud@eploy.co.uk) [www.eploy.com](http://www.eploy.com)

## CONSULTATION, IMPLEMENTATION AND USER TRAINING

Project delivery will include detailed training and implementation which would typically be held face-to-face at your offices. This is also in conjunction with Online familiarisation sessions, phone support and access to Eploy Knowledge Base.

- 1 Day System Discovery (Consultation)
- 1 Day Build Delivery (Consultation)
- 0.5 Days Solution Playback and Review (Consultation)
- 1 Day Standard User Training (8 delegates max)
- 1 Days Go Live Support / Floor Walking

## Optional Functionality: Advanced Features & Integrations

### OPTIONAL FUNCTIONALITY

In addition to the proposed solution there are many Eploy add-ons and integrations that Implementation & Professional Services may choose to add either within the initial project scope or at a later date. For budgetary purposes we have outlined some of the most relevant add-ons below.

For sample list of optional services available please visit <https://www.eploy.co.uk/marketplace/>

Detailed scoping may be required before we are able to accurately quote for integrating Eploy with other 3rd party software packages. Once we understand the requirement, we can estimate the number of days' development required to complete the work.

### INTEGRATIONS / CUSTOMISATIONS

#### SINGLE SIGN-ON / ACTIVE DIRECTORY

SSO Providers currently supported: Office 365, Google G-Suite, Okta, onelogin, Azure.

#### EPLOY API

With the Eploy API, you can connect the tools you use every day to our talent acquisition platform and deliver amazing experiences for everyone involved in the recruitment journey. Eploy's API also enables customers and partners to build custom apps and enhancements to Eploy's Talent Acquisition platform.

#### HR SYSTEM (New Starter) CANDIDATE EXPORT

This price is for a candidate export using our standard methodology. We can create an export of selected fields from Eploy into a CSV/XML file that is then stored on an SFTP server to be collected by your HR or Payroll software.

#### PSYCHOMETRIC & TESTING PROVIDER INTEGRATION

We have already integrated with several providers. However, if a new integration is required with another provider or if your requirements do not meet our current integration processes additional costs will be quoted after further consultation.

#### BACKGROUND CHECKING PROVIDERS

We have already integrated with several providers. However, if a new integration is required with another provider or if your requirements do not meet our current integration processes additional costs will be quoted after further consultation.

#### SCIM USER PROVISIONING

# 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!

All prices will be subject to VAT at the standard rate.

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