

EPLOY

Applicant Tracking System & Recruitment CRM for Police, Fire & Rescue Services

GCloud 15 Service Definition Document

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Eploy Service Definition Document

Eploy Applicant Tracking System & Recruitment CRM for

Contents

Company Profile.....	2
Selected Public Sector Experience.....	2
Award Winning Software, Services & People	3
Functionality – Complete Talent Acquisition Platform.....	4
Software Updates & Roadmap.....	4
Integrations & APIs – Eploy Extend.....	5
Eploy Project Implementation and Timescales.....	5
Training, Support & Maintenance.....	6
Hosting and Security	7
Experience & References	8
Contract & Service Levels.....	8
Summary.....	8
SLA Scope.....	8
Support Services	8
Escalation and complaint process	10
Service Availability.....	10
Maintenance	11
Backup and Restore.....	12
Off-boarding	12
Accessibility.....	12
Pricing Overview.....	14
Optional Functionality: Advanced Features & Integrations	16
What Makes Eploy Different?	17

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

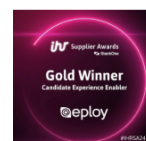


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Award Winning Software, Services & People

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

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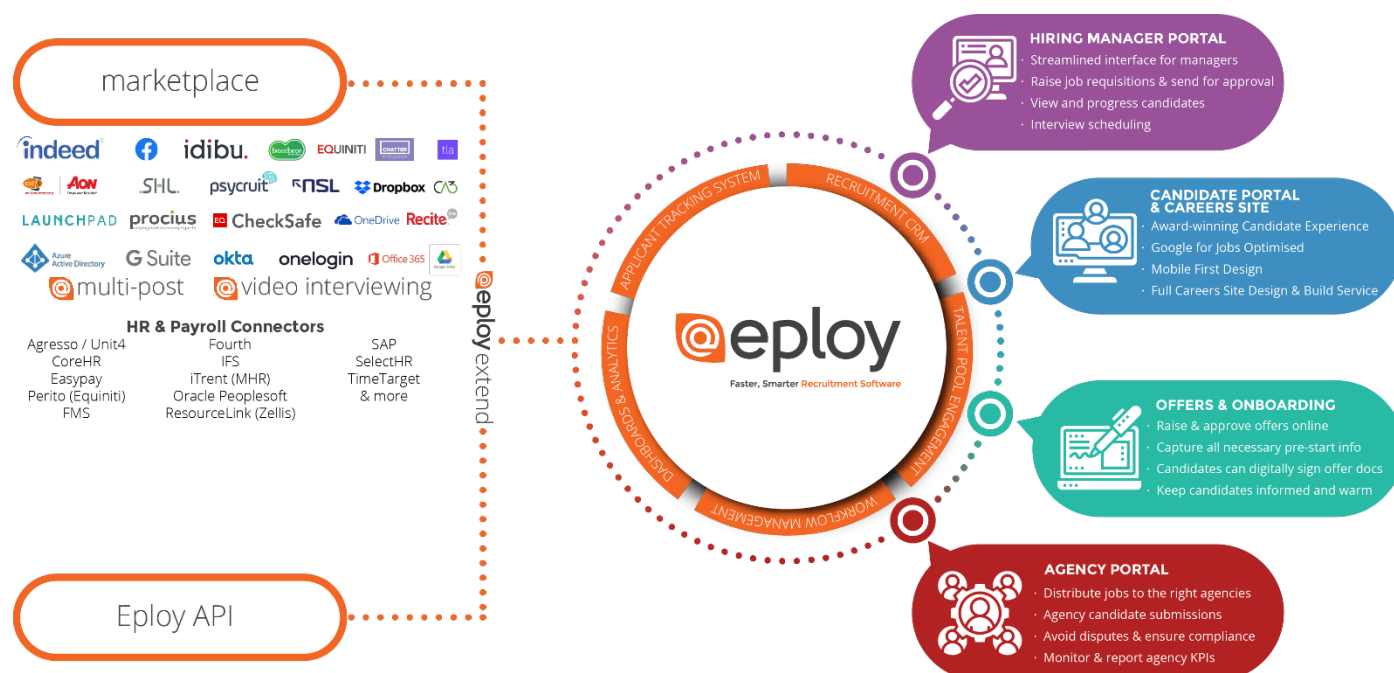
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Functionality – Complete Talent Acquisition Platform

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.



Job Requisitions

Get your recruitment campaigns off to a flying start and ensure your 'request to recruit' process is followed every time.

KEY FEATURES:

Job raising • Jobs library • Hiring team assignment
Authorisation workflows • Notifications • Customisable forms
Requisition Workflow Builder

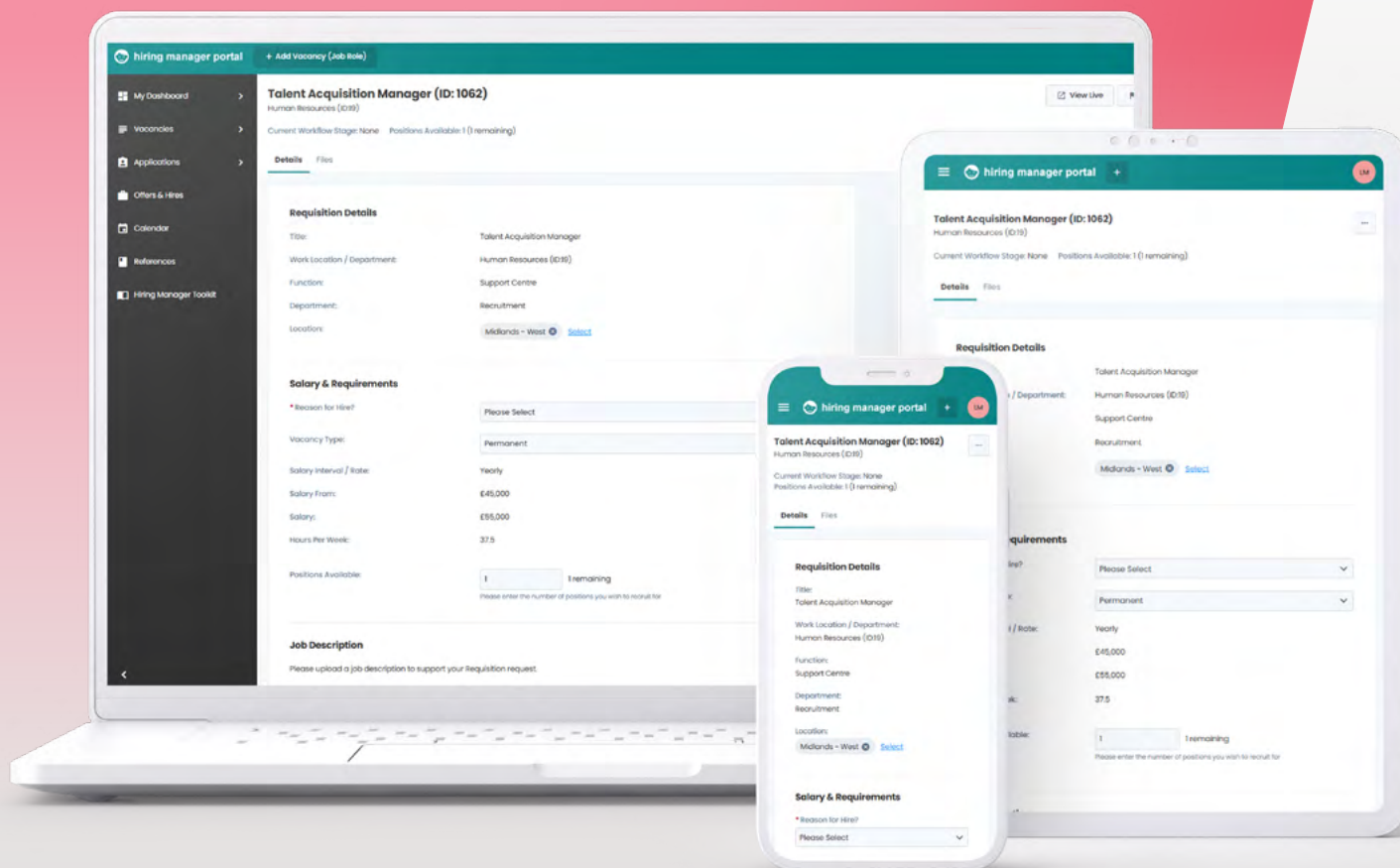


Raise jobs accurately, gain approval efficiently and kick-start your recruiting.

Raising a job should be simple, but always ensure approval is gained before posting.

Eploy gives everyone the right tools to make requisitions a completely paperless process. Hiring managers can raise requests by selecting from your jobs library or creating new roles from scratch. Next, the requisition is sent to the right people for approval before your recruitment campaign starts.

Along the way, you can gather more information, like timescales and reasons for recruiting. Eploy tracks every requisition at each stage and provides the checks and balances needed for successful workforce planning and hiring.





Talent Pooling

Talent Pools become second nature and easy to nurture with Eploy's Candidate Relationship Management for your passive and active candidates.

KEY FEATURES:

Talent pools • Skills library • Auto-skilling • Auto skills match
Saved searches • Advanced search • Filtering • Full candidate CRM
Email & SMS marketing • Document merging

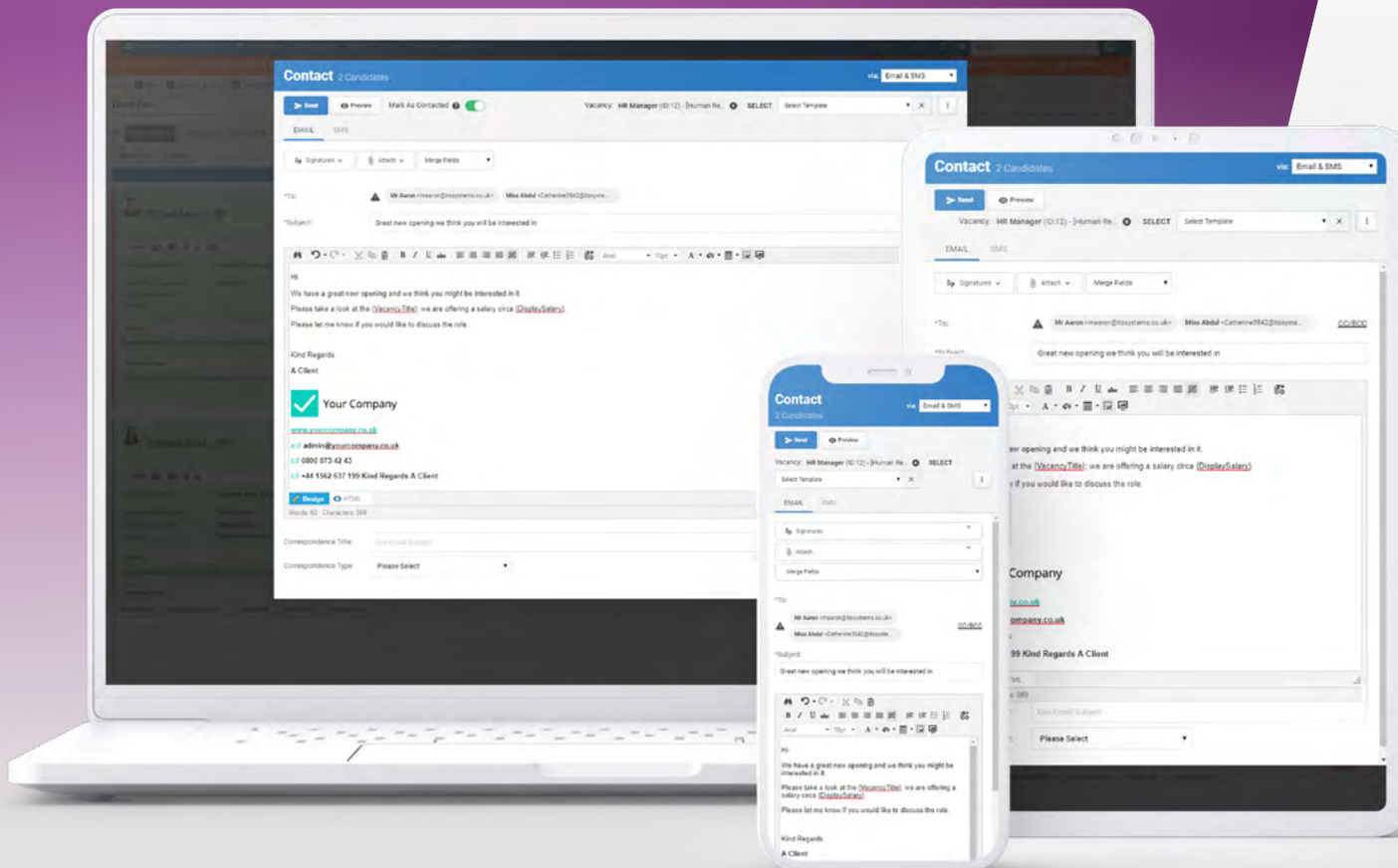


Start recruiting pro-actively. Organise, target and engage your ideal talent.

Ensuring you always have the right talent in the right place at the right time requires well-stocked, enthusiastically engaged pools of qualified candidates. So, when you can't rely on sufficient, qualified active candidates applying to your jobs you'll need a talent pipelining strategy.

With Eploy you can create talent pools of passive candidates and consistently and measurably engage with them. So, when that next job requisition hits your desk, you're ready to go. You'll already have a target list of pre-screened, engaged candidates ready for your approach.

Group talent by any criteria - like skills, experience, qualifications and location. With Eploy you can ensure you target the right talent with the right messages.





Candidate Attraction

Deliver a stellar candidate experience that attracts and engages the right talent at the right time, on any device.

KEY FEATURES:

Job posting • Careers pages • Online applications • Mobile optimised • Vacancy search
Suggested jobs • Referrals • CV import • Email sync • Agency management
Social login • Rich media job pages • Internal Jobs • Facebook Jobs Integration
Indeed Integration (Indeed Apply & Sponsored Jobs) • Google for Jobs



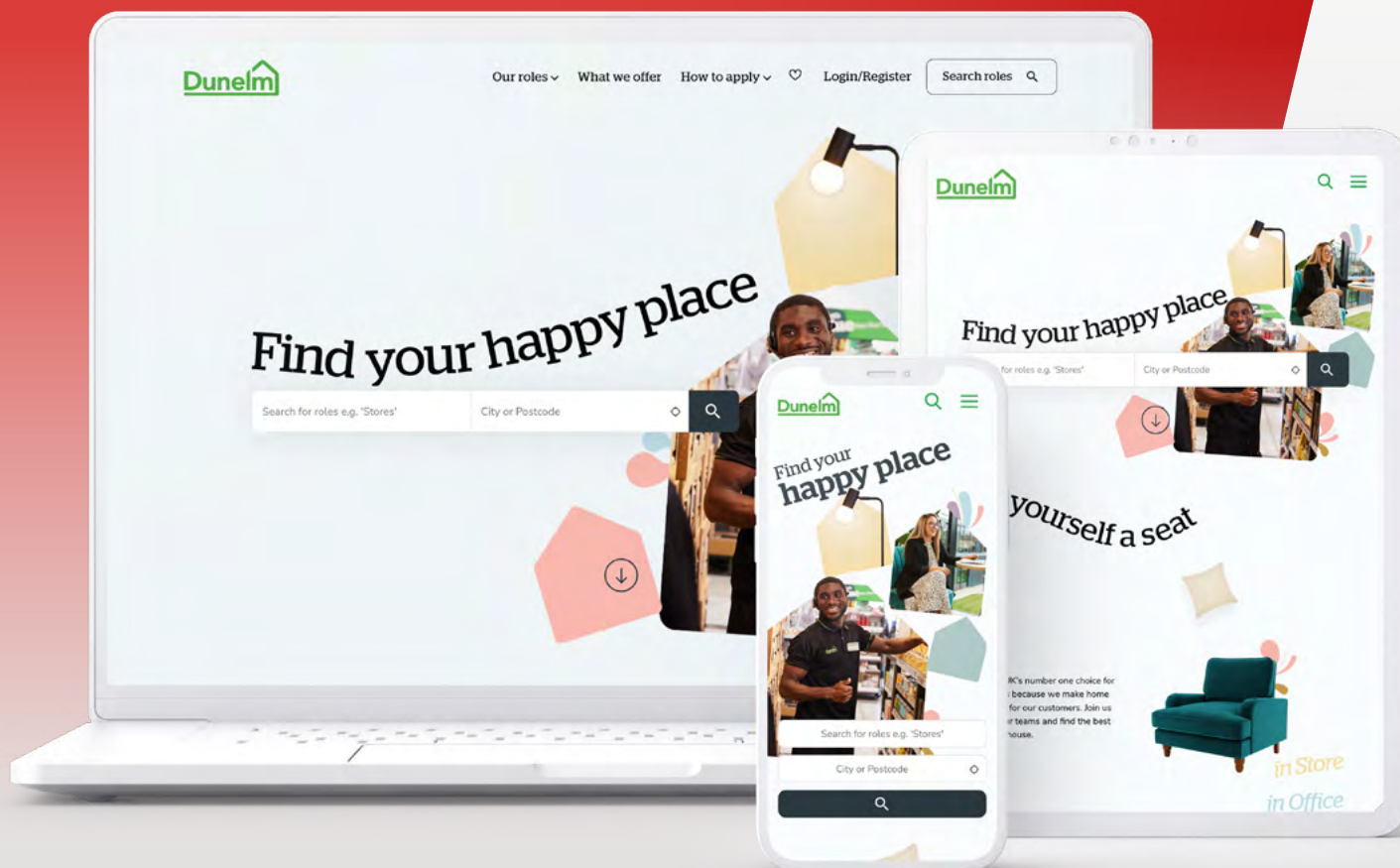
Seamless career site integration.

A first-class experience for your candidates.

Eploy is the ATS designed for modern websites. You don't need to settle for boring, standardised jobs pages - put yourself ahead of your competition instead.

Help your candidates find their ideal career with beautiful search engine optimised landing pages. Your job search and job pages are fully customisable to work for you and your candidates. With Eploy you get the smoothest candidate experience imaginable.

So, whether you're trying to pinpoint that hard-to-find and highly-skilled professional or running your volume recruitment campaigns, Eploy supports your recruitment function at every level – giving you the competitive edge.





Employee Referrals

Unlock the Power of Connections:
Source Top Talent through Employee Referrals.

KEY FEATURES:

Employee Portal • View and share vacancies via email, social, QR codes and WhatsApp • Referral tracking • Points and bonus management
Rewards store • Gamification: dashboards & leaderboards
Programme management • Employee management

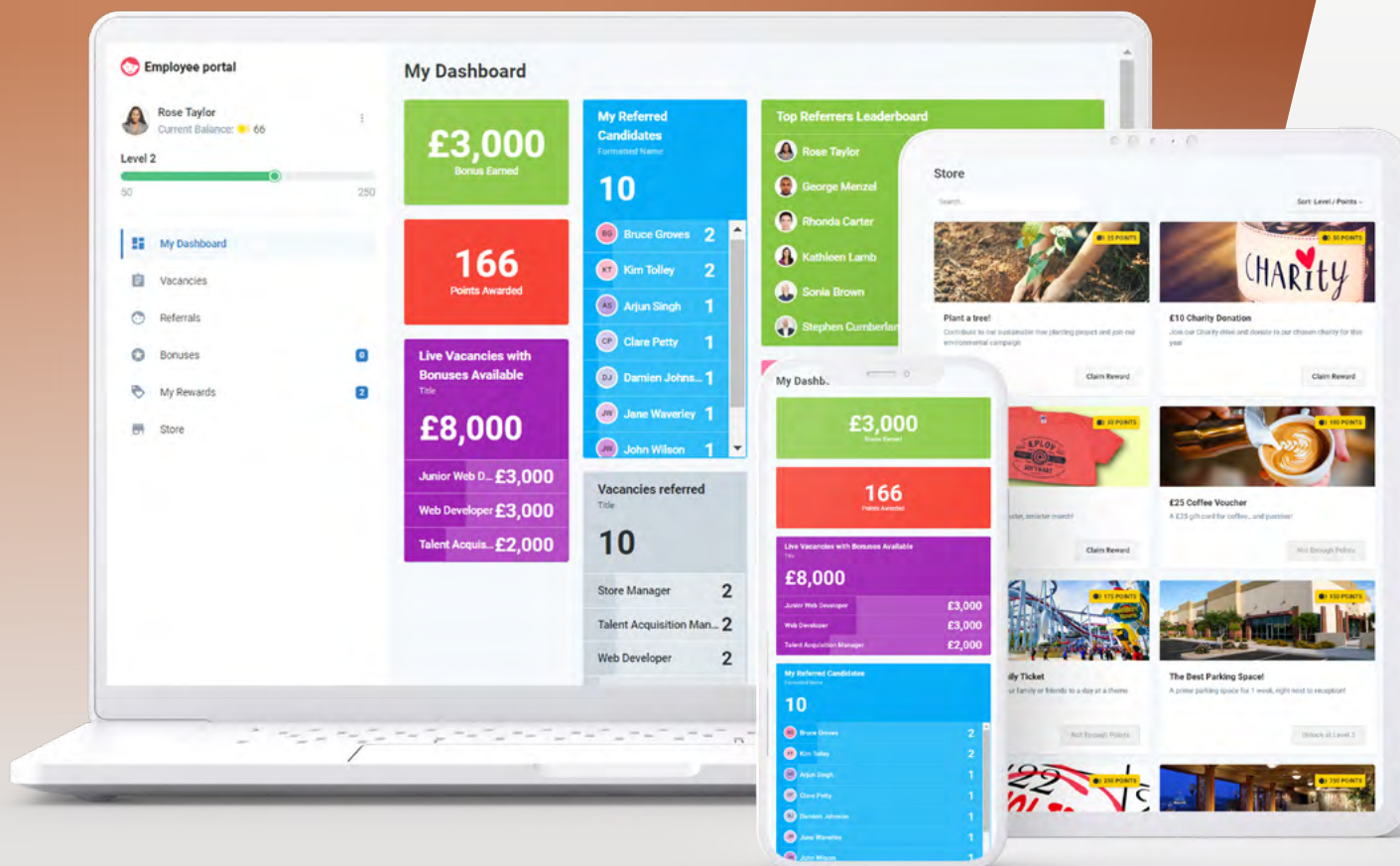


Boost your sourcing with gamified Employee Referrals.

Unleash the potential of your team's networks to source exceptional talent effortlessly. Enhance engagement, streamline hiring processes, and tap into a pool of highly qualified candidates through trusted employee referrals.

Unlock a new level of employee engagement and collaboration with Eploy's Employee Portal. It empowers your workforce to view vacancies effortlessly, refer candidates via email, social networks, WhatsApp & QR Codes, and earn points for activity. With gamification and leaderboards, fuel healthy competition and redeem points for rewards and bonuses for new hires.

Tailor every aspect of the referral process, from determining who can make referrals to customising cash bonuses for successful hires. With the ability to fine-tune the points system that powers gamification and manages your rewards, you can align the module precisely to your organisation's unique needs.





Recruitment Marketing

Engage your dream team -
where talent meets technology.

KEY FEATURES:

Job Posting and Distribution • AdStore - AI-powered advertising
Unique, branded careers sites • Social media integration
Candidate Relationship Management (CRM) • Email & SMS marketing

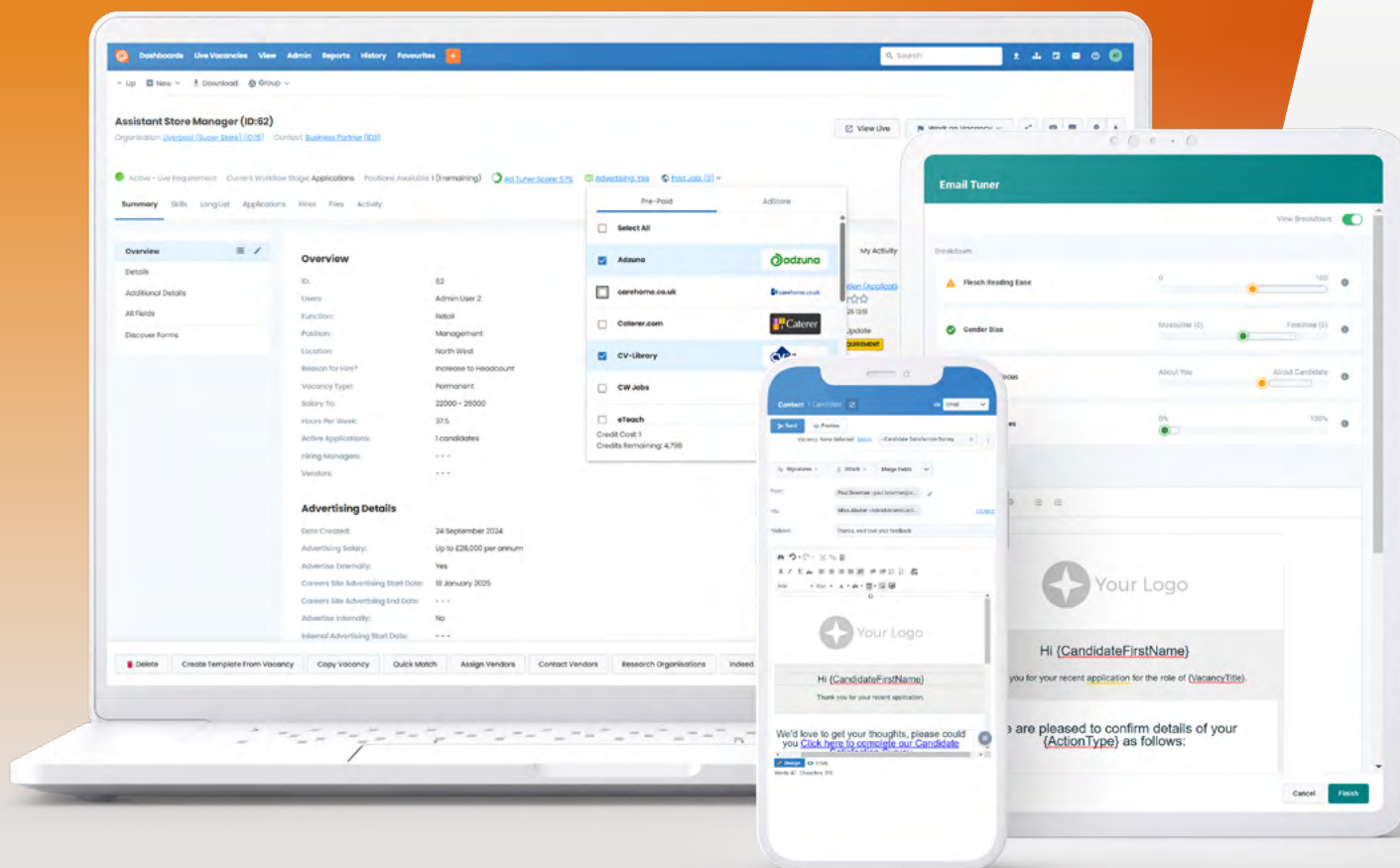


**Amplify your employer
brand and nurture your
ideal talent.**

Ensure your jobs reach the right
candidates with Eploy's job posting tool
and harness the future with Eploy AdStore
for AI-powered job board suggestions.

Build lasting relationships through
Candidate Relationship Management,
nurturing a thriving talent pool.
Showcase your unique employer brand
with a careers site that leaves a lasting
impression.

Amplify your reach across social media
and engage candidates where they hang
out. With Eploy, you can precisely deliver
targeted messages through Email & SMS
Marketing. It's time to revolutionise your
recruitment and build better teams.





Candidate Engagement

Convince and convert candidates with Eploy's tools for improved candidate engagement.

KEY FEATURES:

Recruitment CRM • Intelligent Job Alerts • Email & SMS Marketing
Self-service Candidate Portal • Document Creation and Management
Interview Scheduling

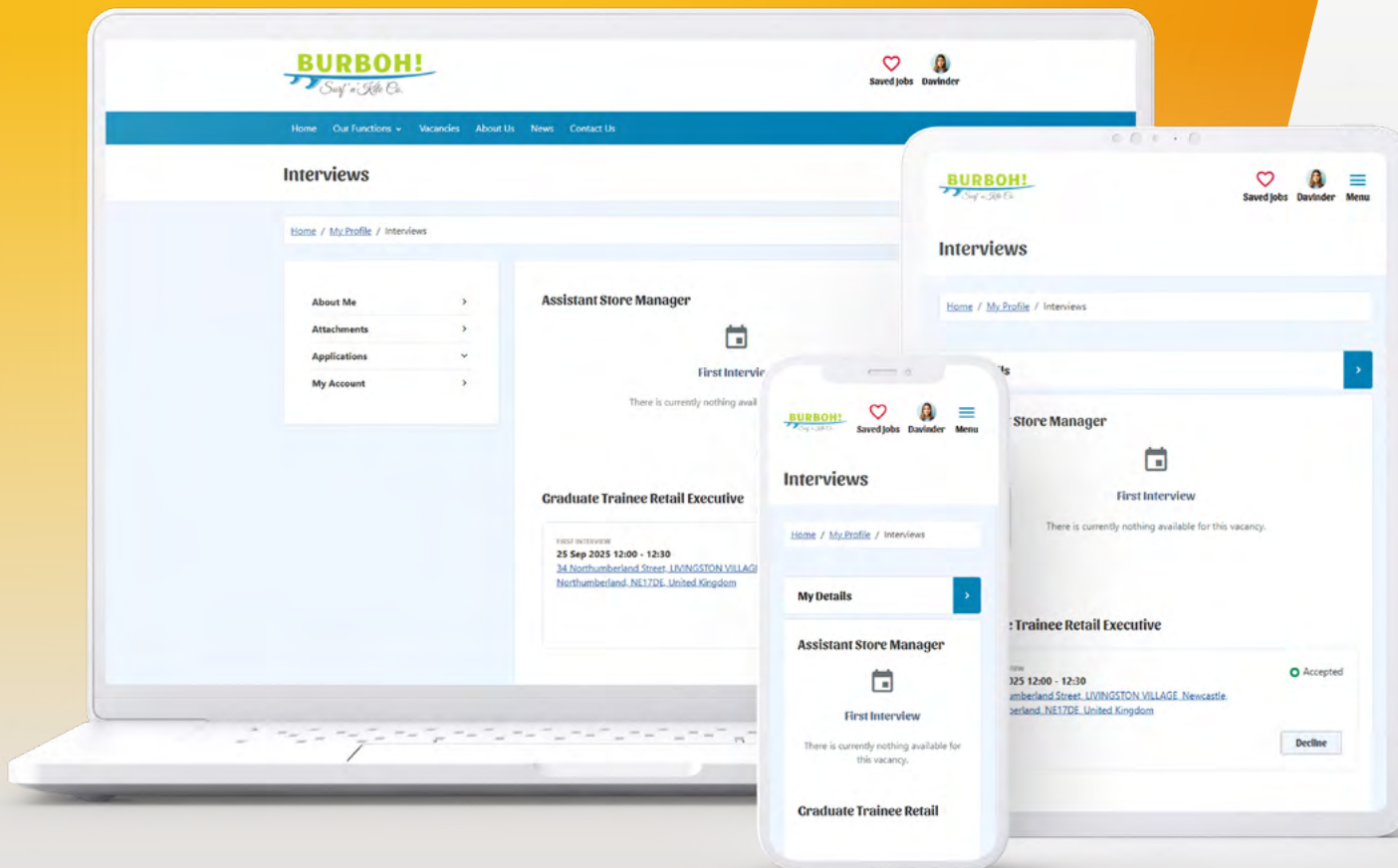


Start recruiting pro-actively.

Organise, target and engage your ideal talent.

Eploy is designed to help you convince and convert both passive and active candidates. It's a complete Recruitment CRM for perfect Candidate Relationship Management. So, you'll have all the tools you need at your fingertips to nurture your talent relationships and make successful hires, every time.

As well as all the self-service features you'd expect from a modern ATS, like intelligent, automated job alerts and interview scheduling, Eploy includes an Email and SMS marketing suite – so you can craft and send compelling campaigns that promote your employer brand and engage your ideal talent.





Process Optimisation

Optimise your recruitment and streamline your hiring workflow. Eploy maps perfectly to your recruiting processes, keeping everyone in sync.

KEY FEATURES:

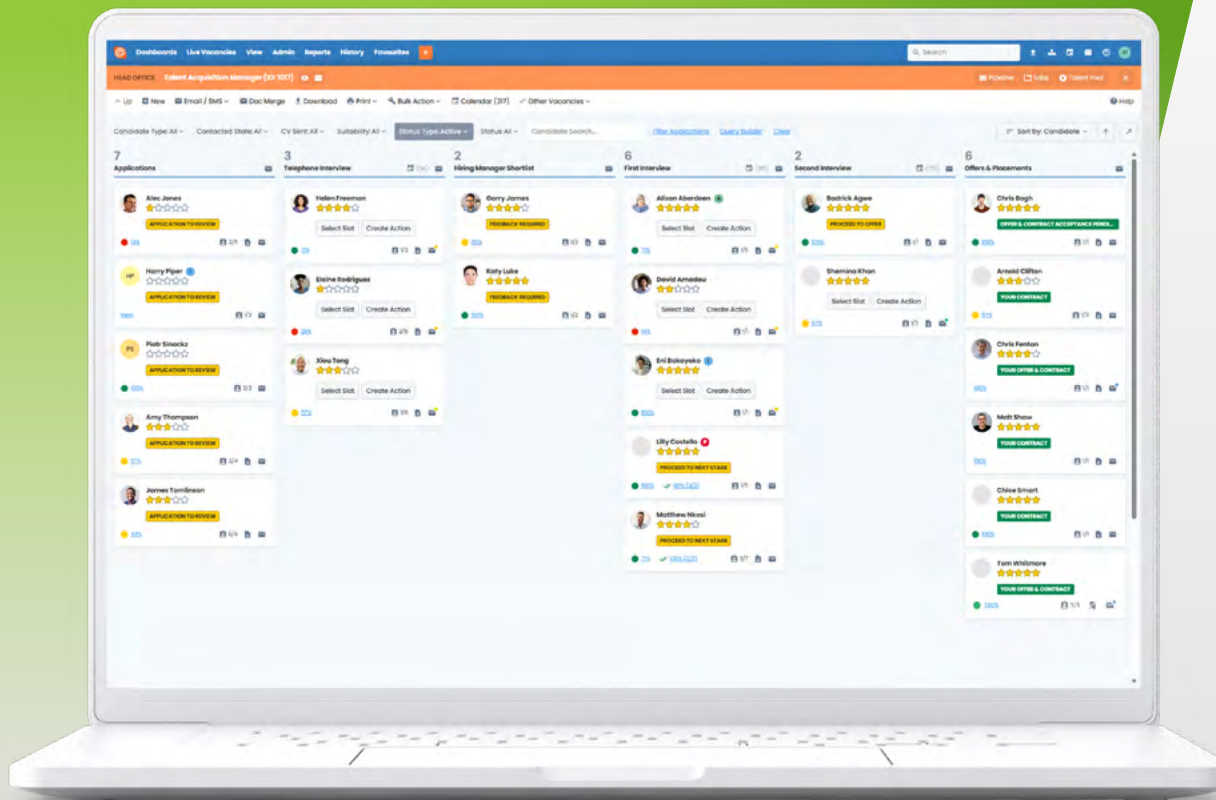
Drag-and-drop pipelines • Recruitment CRM • Configurable user interface
Task & time management • Audit trail • Process workflow
Candidate management Hiring manager portal • Satisfaction Surveys
Agency/PSL management • Name-blind applications



Even your hiring managers and PSL get mobile-optimised portals for faster, smarter recruitment.

Eploy is flexible, so it can cater for your organisation's precise recruitment processes. Whether you need name blind applications or a multilingual solution - it's your recruitment process, so we can do things your way. And because Eploy is fully mobile responsive, recruiting on the go just became a whole lot easier. Plus, Eploy is designed for everyone. So, your hiring managers and agency partners can sign-in to an intuitive, task-based portal on smartphone, tablet or desktop and start recruiting immediately.

Eploy manages all of your recruitment workflows, so whether recruiting hard-to-find specialists or volume roles you can take control of your campaigns with one, easy-to-use system.





Candidate Assessment

Ensure fair candidate assessments and work together to select and recruit your ideal talent.

KEY FEATURES:

Interview scheduling • Email notifications • Longlisting & shortlisting
Assessment form builder • Scoring & grading • Video interviewing
Application screening & Pre-screening • Background checking
Testing & assessments • Structured & Panel Reviewing

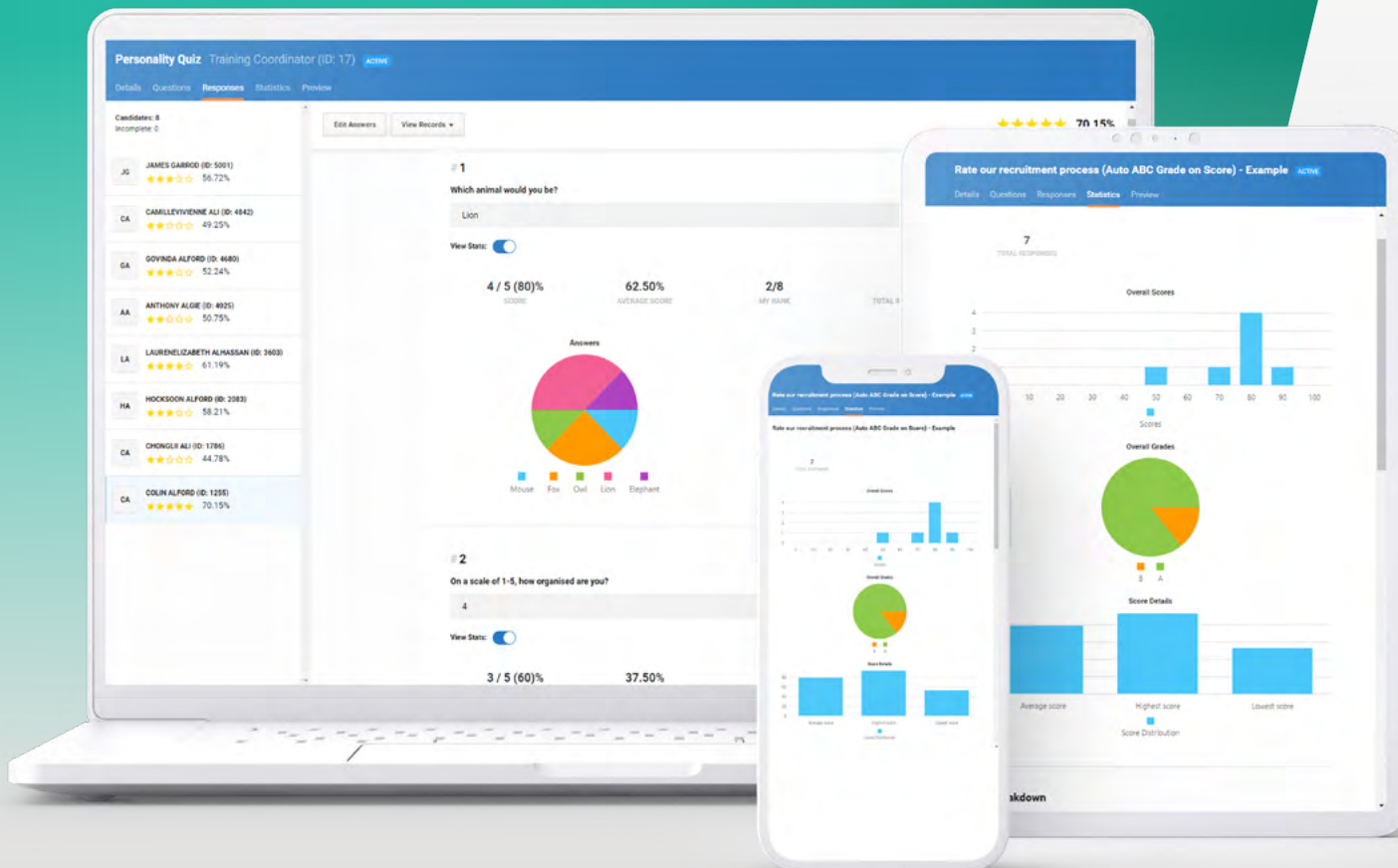


Collaborate throughout every assessment stage and make great hires, every time.

Build online assessments into your hiring process. With Eploy Discover you can customise your application process with screening forms that grade your candidate's suitability. Create as many forms as you need - each one tailored to the requirements of the job and automatically progress or reject candidates based on their responses.

Eploy ensures you capture the right information at the right time. Now you can create forms for all stages of your recruitment process - like standardising your telephone interviews with a form that prompts recruiters and ensures consistency of assessment.

Plus, with online interview scheduling and collaboration tools, Eploy adds value and saves time for everyone throughout the recruitment journey.





Offers & Onboarding

From making the offer to their first day on the job - Eploy Offers & Onboarding ensures a smooth start for every new hire.

KEY FEATURES:

Reference collection • Offer management • Contracts
Electronic Signatures • Notifications & alerts
Compliance documents • Contract packs • Accept & sign online
Customisable onboarding processes • Secure data collection

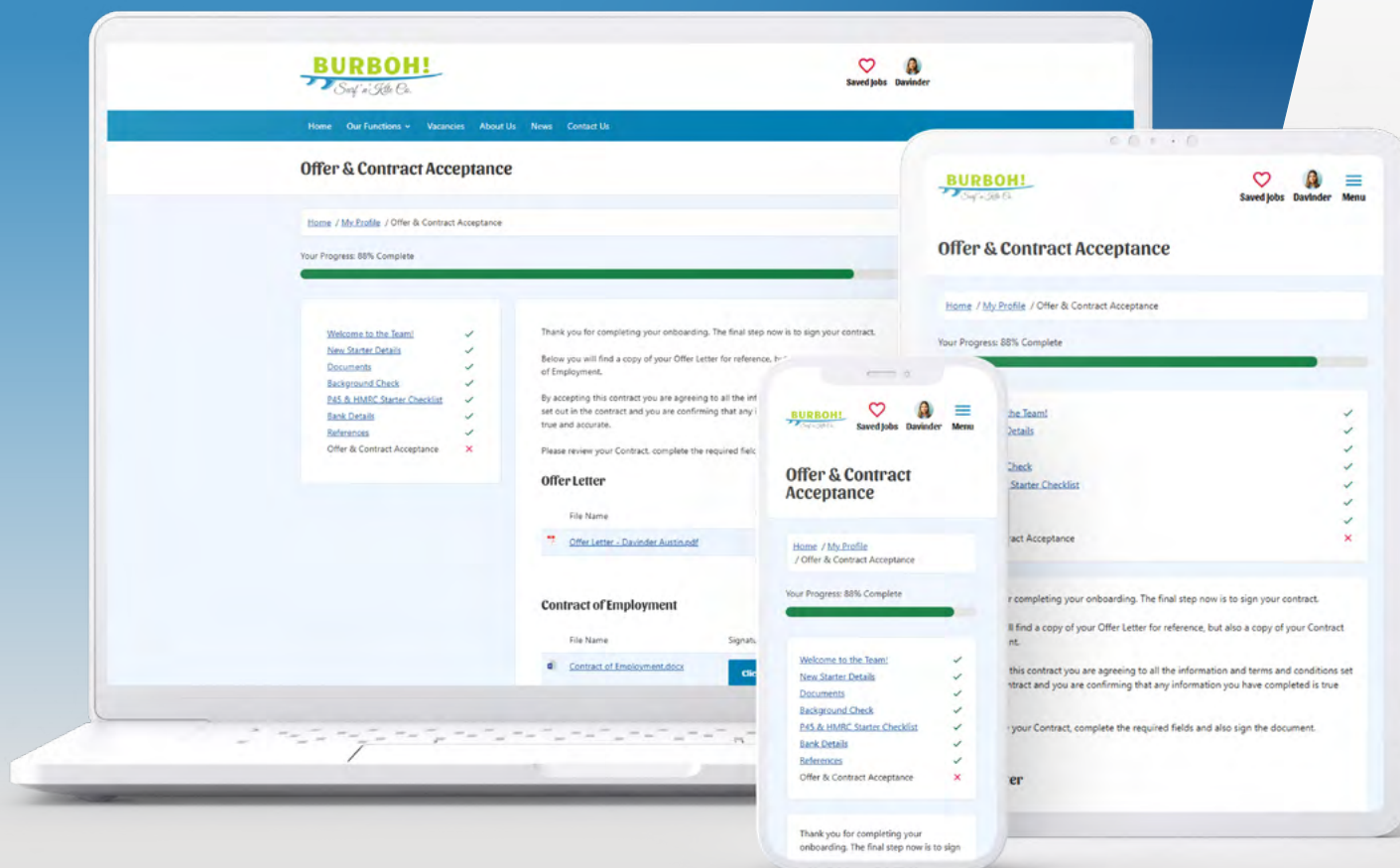


**Everything you need
to successfully onboard
your new hires.**

You can manage your entire offer acceptance process online, ensuring contracts and offer documents are signed, Employee Handbooks are read, whatever you need to audit - Eploy manages it. And with electronic signatures included, you can speed up your processes, so there's no more paper-chasing!

Everything you need to bring a new hire on board - bank details, medical history and more - Eploy Onboarding automates the request and collection of vital candidate information, ensuring compliance and improving recruiter efficiency.

Eploy helps you keep your new hires 'warm' before they start and ensures they are prepared for their first day.





Recruitment Analytics

Measure what matters most to you.
Eploy dashboards are built-in not bolted on.

KEY FEATURES:

Unlimited Self-service Dashboards • KPIs & metrics • Feedback surveys
Multiple chart types • Drag-and-drop interface • Feeds & to-do lists • Leaderboards & gauges • Dashboard filters • Data drill-down • Export to CSV, XLS and B.I. tools
Standard and custom report builders • Dashboard sharing & team dashboards

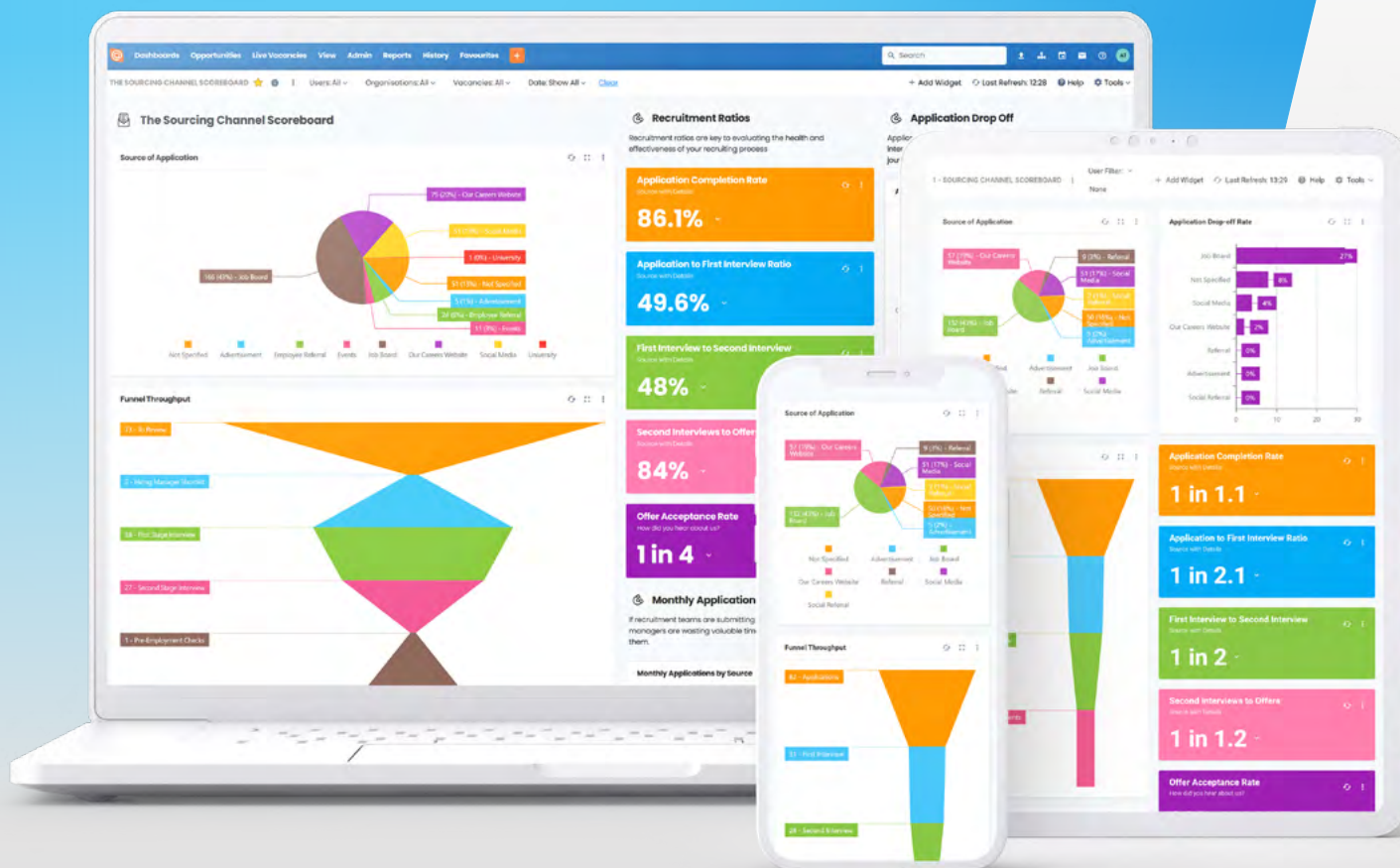


Simple to use, powerful, self-service recruitment analytics... as standard.

Eploy's award winning Dashboards measure the recruitment metrics that matter to you. Track engagement with an email campaign. Report on equal opportunities in real time. Whatever you want to measure- you can, with Eploy Dashboards.

Why get stuck with standard reports that don't adapt to your changing priorities? Eploy's unique Metrics Engine gives you the power to define precisely WHAT needs to be measured, whilst Eploy Dashboards control HOW they are displayed.

Eploy Dashboards monitor the pulse of your recruitment - alerting you to the things that need to get done, inspiring your teams to success and much more.





Equality, Diversity & Inclusion

Deliver a fair and transparent recruitment process that eliminates bias.

KEY FEATURES:

Secure ED&I Data collection • ED&I Dashboards • Secure control over access to sensitive and personal information • Configurable name-blind hiring stages AdTuner: content analysis for Job descriptions & emails spots unconscious gender bias, candidate-centricity, readability and more.

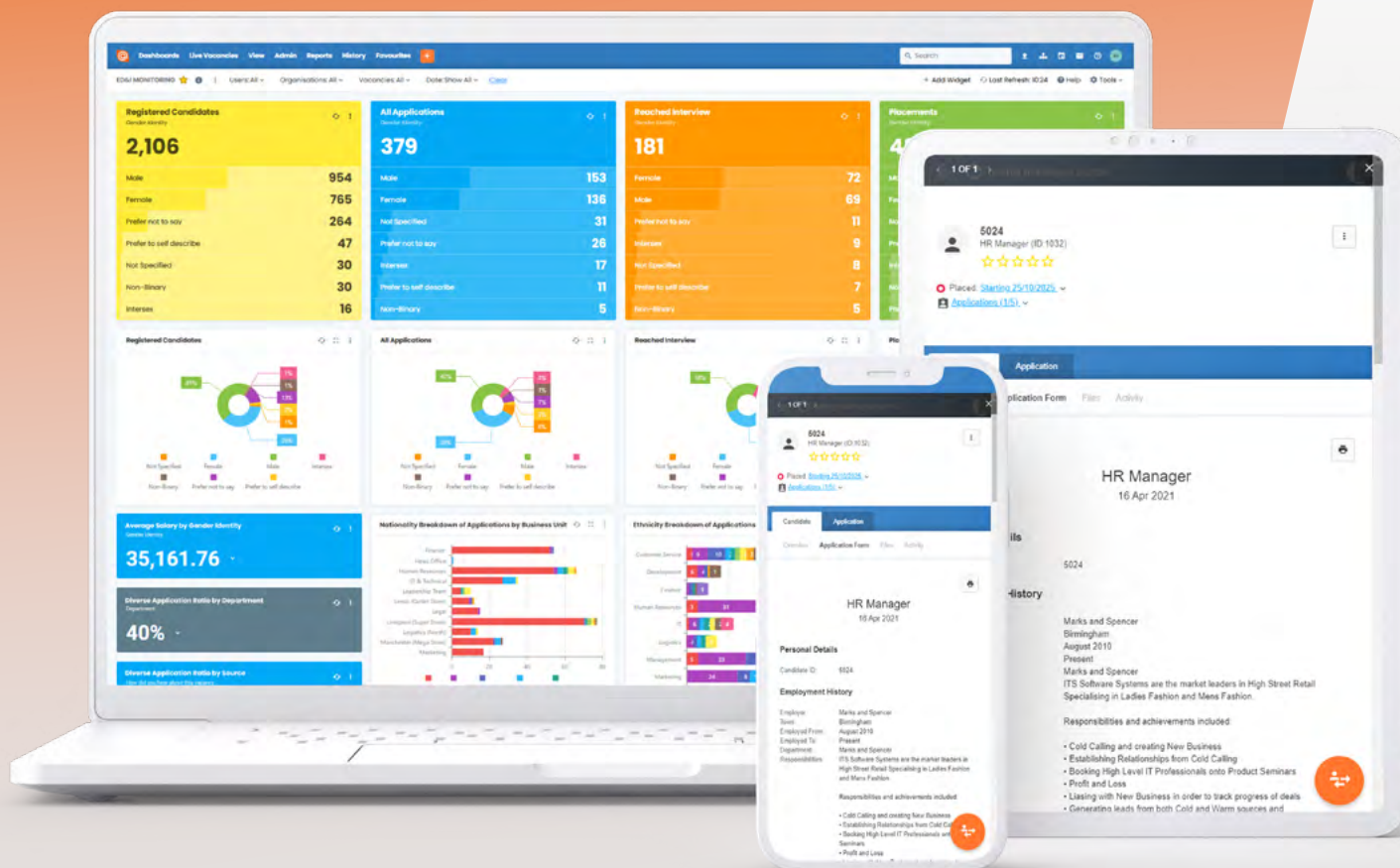


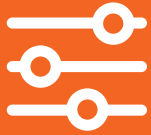
Implement 'blind hiring' and build a diverse workforce.

Eploy's smart search tools can instantly match candidates to their best-fit vacancies, reducing the need for subjective manual reviews to build longlists.

And for 'name blind' recruitment, all sensitive personal information is removed from view for hiring and line managers, helping to eliminate any unconscious bias during review stages.

To help you chart your way to ED&I programme success, you can securely collect ED&I data, ensure only the right team members can view it, and display your progress through dedicated dashboards. By identifying areas for improvement, you'll be in a great position to take action and meet your diversity goals.





Adaptability

It's recruitment - your way.

KEY FEATURES:

Eploy Discover - create online recruitment forms
Eploy Flows - design your application and onboarding processes
Unlimited configurable hiring workflows • Configurable requisition approval processes
Customisable Email & SMS templates • Customisable fields and lists
Configurable screen layouts • Unlimited configurable dashboards



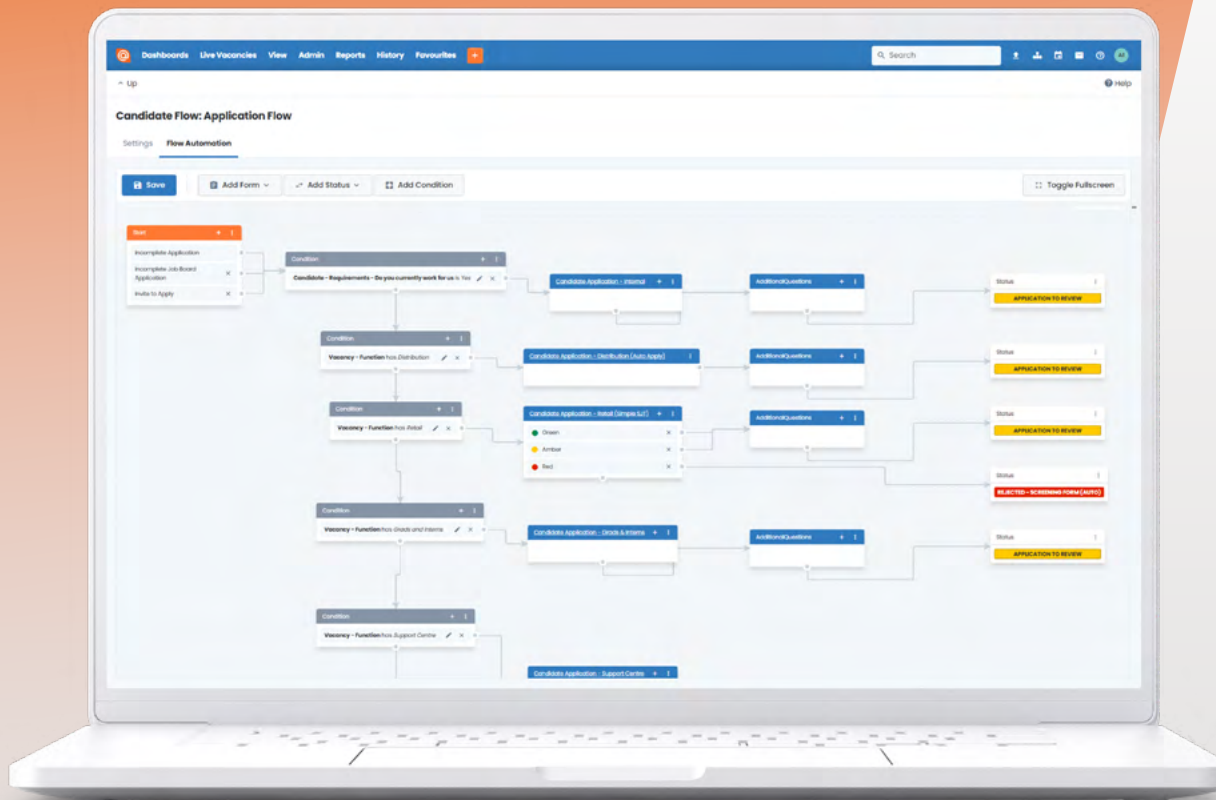
The agile ATS that you can flex and evolve without paying extra!

We understand that your business and processes change and evolve over time, that's why we've designed Eploy to be the most configurable Talent Acquisition platform available.

With Eploy Discover, you can design all of your online recruitment forms, including application forms, screening and assessments, even the forms you need to successfully onboard your new hires.

Next, Eploy Flows empowers you to design and adapt your processes, so you can create and deliver customised application flows that your candidates and business demands.

And throughout the system, everything is configurable, your workflows, authorisations and even your emails.





Compliance & Security

Ensure GDPR compliance, control access to your data all underpinned by Eploy's rock-solid platform.

KEY FEATURES:

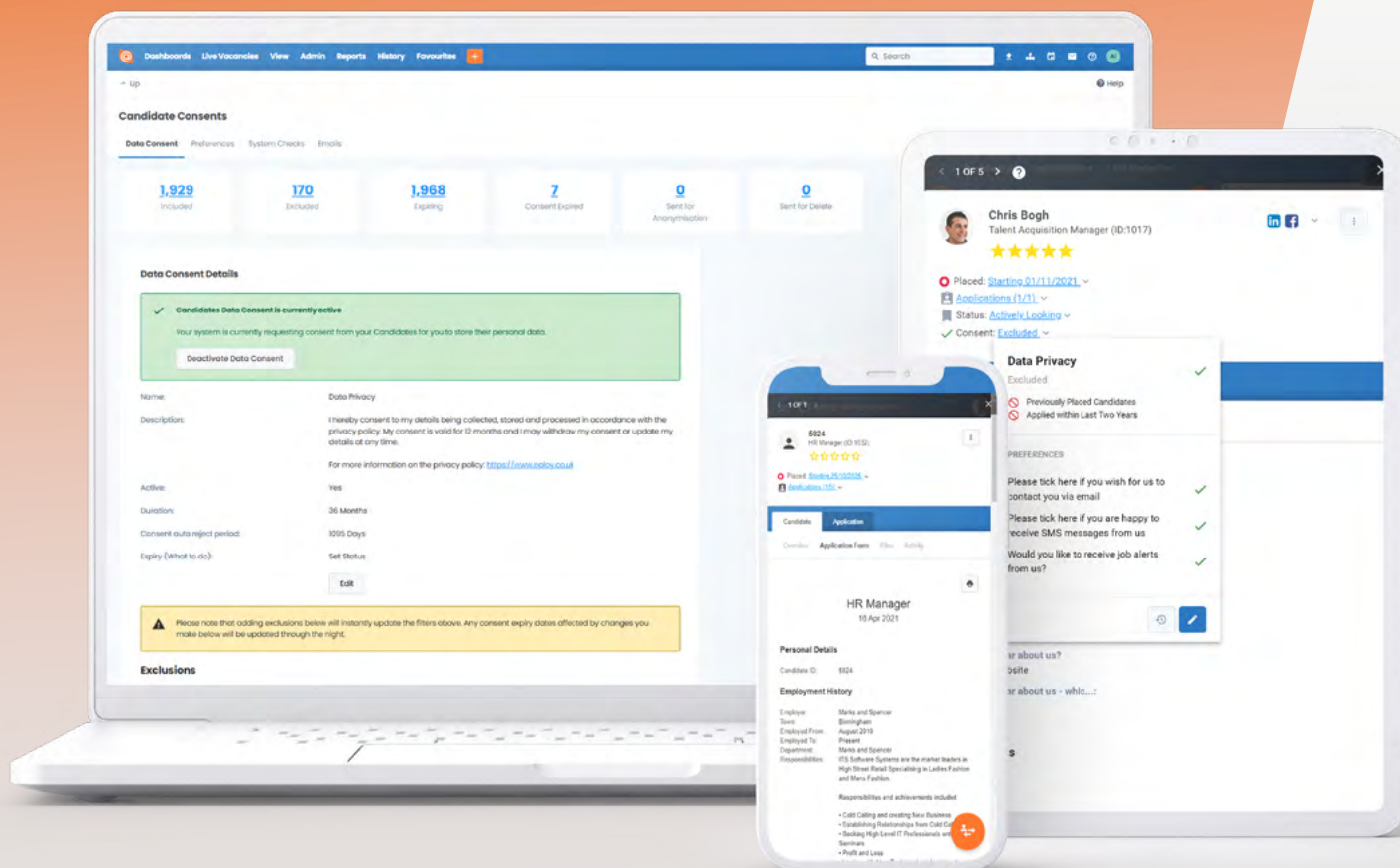
Multi-level GDPR consent management • Data retention policies
Data anonymisation • Data deletion • Multi-factor Authentication
Single Sign-on • Enterprise-grade access control system • FSQS Registered
Cyber Essentials Plus • Microsoft Azure ISO 27001 Datacentres



Enterprise-grade control over your candidates' data.

It's vital that your recruitment process handles your candidates' data in a secure, GDPR-compliant way. That's why at Eploy we give you the tools you need to ensure your candidates can manage their profiles and update their consents at any time. Plus, Eploy enables you to anonymise candidate records, securely obfuscating their personal information but letting you retain statistical data such as the source of your best candidates.

And with Eploy's enterprise-grade access control you can determine, right down to field-level, what information each of your users can view and work with. Eploy is built on the Microsoft Azure platform, with UK ISO-27001 certified datacentres and AES 256 Data Encryption. We also hold Cyber Essentials Plus and FSQS registrations.





Marketplace & API

Connect your Eploy to your recruitment tech stack, HRIS and beyond.

KEY FEATURES:

Marketplace integrations including • Background Checking • Assessment Testing
Accessibility Tools • Job Boards & Aggregators • Single Sign-on Providers
Video Interviewing • Marketplace Partners including: Employer Branding Agencies
RPO & MSP Providers • HRIS • Complete RESTful API

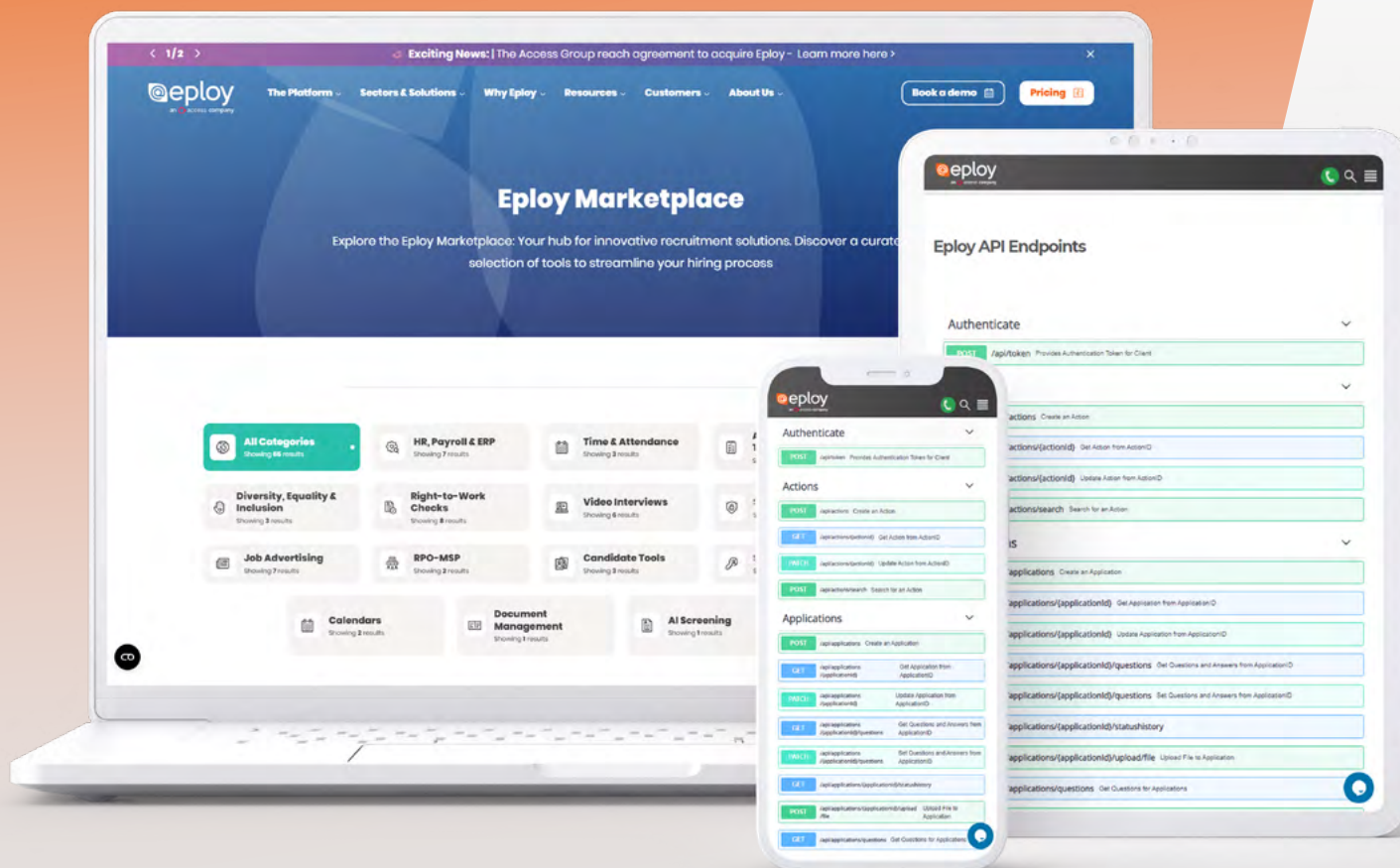


A marketplace of integrations and partners, and a full RESTful API that developers love.

Eploy is the central hub of your recruitment activity and connects seamlessly with other tools like Background Checking, Assessment Tests and your HRIS.

Our Marketplace of partners and integrations is a one-stop shop to help you quickly connect all of the tools in your talent acquisition workflows.

And for new integrations and customisations, Eploy has a complete RESTful API, enabling customers, partners and developers to create bespoke solutions that securely connect to your Eploy platform.



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.

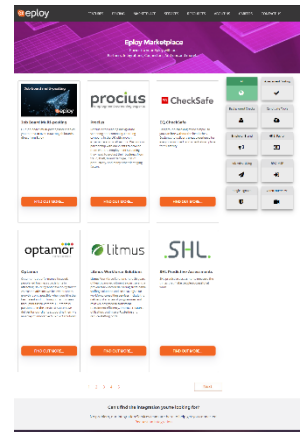
Eploy Marketplace

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

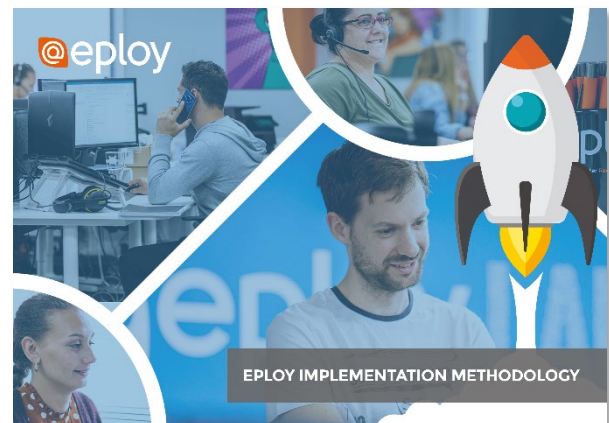
With the Eploy API, you can connect the tools you use every day to our talent acquisition platform and deliver amazing experiences for everyone involved in the recruitment journey. Eploy's API also enables customers and partners to build custom apps and enhancements to Eploy's Talent Acquisition platform.

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.

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 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 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 Applicant Tracking System & Recruitment CRM for 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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