

empower[®]
by **AdviserPlus**



SERVICE DEFINITION DOCUMENT

AdviserPlus

 An
Empowering
People Group
company

ABOUT ADVISERPLUS

Simplifying Employee Relations

The ethos at AdviserPlus is to simplify employee relations to transform HR, whatever the size, sector or complexity of the organisations we support. Our focus is to digitally transform processes and empower line managers to self-serve people matters, improving employee experiences and freeing up HR to focus on strategic priorities.

It is this approach that has enabled us to transform the employee relations (ER) operating models of leading brands - such as Currys, Royal Mail, Network Rail, Bradford Metropolitan District Council, Jaguar Land Rover, Starbucks and Sainsbury's - providing scalable digital solutions that modernise ER case management, enhance manager capability, reduce compliance risk and support wide-scale cultural change.

By combining our award-winning cloud technology, empower[®], with unrivaled outsourced ER advisory services and actionable data insights, we revolutionise employee relations management, helping you to empower your leaders, engage your people and improve operational efficiency. Delivering a positive return on investment, improved productivity, better employee experiences, and a reduction in sickness absence and tribunal costs, our business-changing solutions build healthier organisations where people can thrive.

As part of the wider Empowering People Group, we also have a suite of complementary services that support delivering next-level employee relations in the ever-evolving employment landscape, including access to legally privileged advice, outplacement and coaching services, as well as innovative digital learning that improves manager capability and confidence.

A collaborative partnership

Invest in a partnership that supports you in the design and execution of your people strategy.

With more than 25 years' experience in transforming employee relations, we support:

- c.25 corporate clients and c.25,000 SMEs in 32 countries, from Asia to the Americas;
- c.100,000 corporate line managers, of which our largest client has 18,000;
- c.750,000 employees of corporate businesses, of which our largest client has 175,000.

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Service overview

empower[®] by AdviserPlus is the UK's leading digital employee relations solution, combining best-in-class technology, specialist outsourced HR expertise and actionable data insights that transform the way organisations manage people matters. AdviserPlus is an Empowering People Group company, meaning our solution is underpinned by a wrap-around service model that integrates digital tools with advisory and employment law support, enabling you to improve manager capability, reduce legal risk and deliver a measurable ROI.

empower[®] is delivered through three connected elements - technology, advisory services and analytics - providing a seamless and consistent end user experience. By digitally transforming ER case management and increasing manager ownership of people matters, we enable a lean and agile ER operating model that transforms employee experiences and ensures process consistency and compliance, all while freeing HR up for more strategic priorities.



Technology

Digitally simplifies employee relations processes with simple guided journeys that enable line managers to **self-serve over 90% of ER tasks**



People

Dedicated ER advisory services **reduce HR advisory costs by 65%**, and can include red flag escalation to legally privileged advice, reducing tribunal risk



Analytics

Visibility of insights enables data-driven decision-making, helping to drive proactive people strategies, such as reducing **sickness absence by up to 10%**.

Our customers consistently see over 90% of ER tasks being confidently and consistently owned by line managers, with ROI delivered through reduced case durations, proactive sickness absence management and reduced Employment Tribunal risk.

Key benefits



Improved manager capability

Guided, policy-aligned workflows equip managers to handle ER cases confidently and consistently, reducing reliance on HR.



Measurable ROI

Proven to deliver reductions in sickness absence case durations, and Employment Tribunal claims.



Data-driven decision making

Analytics dashboards surface trends, support workforce planning, and enable targeted interventions.



Cultural transformation

Supports early resolutions, fair outcomes, and values-led management.



Risk mitigation

Embedded governance and escalation logic ensures compliance and reduces legal/reputational risk.



Operational efficiency

Increased manager ownership of ER cases frees HR capacity for strategic priorities.

empower[®] alternatives can't compete

What makes the **empower[®]** solution unique is that it has been designed by employee relations experts to simplify employee relations processes and future proof HR operating models. Whilst generic ticketing systems and simple case management software can record and track HR issues, they rarely deliver the depth of transformation, governance and measurable outcomes needed for the complexity of managing employee relations. **empower[®]** is purpose-built to enable cultural change, improve manager capability and deliver tangible ROI, all whilst maintaining compliance and driving unrivalled efficiencies.

1

Built by ER experts

- Implemented and maintained by specialist employee relations practitioners, ensuring workflows are grounded in best practice, legally compliant and aligned to your policies, processes and procedures.
- Unlike IT-focused ticketing tools, **empower[®]** is optimised for the nuances of people management.

2

True manager empowerment

- Guided journeys equip managers to handle cases confidently and consistently, with customised lock-points and escalation to HR for complex or high-risk matters.
- Moves ownership of low-risk cases and tasks to line managers, freeing up HR for strategic work.

3

Enables HR transformation

- Supports a best-in-class ER operating model that delivers measurable change in capability, efficiency and employee experience.
- Goes beyond process tracking to actively drive early resolution and cultural improvement.

4

Proven ROI

- Demonstrated reductions in sickness absence rates, Employment Tribunal claims, and HR resource costs, alongside faster resolution times.
- Delivers both operational and commercial returns, not just administrative efficiency.

5

Actionable analytics

- ER-specific dashboards and insightful analysis help identify trends and capability gaps, support policy refinement, and inform workforce planning.
- Far surpasses the volumetrics offered by standard platforms or HRIS bolt-ons, providing context and granularity.

6

Fully managed, HR-owned

- Light-touch integration with existing HRIS, maintained and evolved by the HR function as part of a managed service.
- Avoids reliance on IT-controlled development cycles that delay responsiveness to changing HR priorities.

How **empower[®]** transforms Employee Relations

Proven impact across sectors

The following case studies demonstrate how **empower[®]** delivers measurable results across industries by enabling managers to resolve ER matters consistently, confidently and compliantly. Customers benefit from reduced HR workload, improved process consistency and actionable insights to drive cultural and operational transformation. Outcomes include higher manager-led case resolution, fewer tribunal claims and stronger workforce engagement, all whilst maintaining compliance.

Manager adoption is high and the access to insight has helped us focus our resources on building capability where it is most needed. This is a true cultural enabler. We feel like we have a genuine partnership with AdviserPlus that is enabling us to focus on driving colleague engagement and building manager capability.

currys

Head of ER and People Change
Currys

Sainsbury's

Introduced **empower[®]** to give managers 24/7 access to guided, policy-aligned workflows, enabling consistent handling of ER cases without HR intervention. Delivered 63% manager-led case resolution and 70% digital management of short-term sickness, reducing costs, improving timeliness, and freeing HR for strategic priorities.



Currys

Adopted **empower[®]** to digitalise ER processes, enabling managers to self-serve the majority of cases and freeing HR for strategic work. Achieved 88% manager-led ER task completion within 3 months, with 73% of managers self-serving a case in the last year, and a 62% reduction in outsourced advice line resource. Insightful analytics improved case accuracy, surfaced root causes, and enabled proactive interventions, driving cultural and engagement improvements.



Wickes

Implemented **empower[®]** to enable managers to self-serve ER cases and provide HR with actionable insights through analytics dashboards. Achieved 80% manager-led ER task completion within 3 months, with a 50% reduction in tribunal claims. Guided journeys improved process consistency, and MI dashboards allowed HR to address root causes, including targeted training to better support neurodivergent employees.



Further ER transformation case studies

Leading brands rely on *empower[®]*

The *empower[®]* solution, grounded in the principle of empowering managers rather than burdening them, has ushered in a new era of efficiency, cost savings and consistency. By providing managers with greater choice in accessing information, 24/7 guided support, streamlined, compliant processes, and readily available expert advice, empower delivers a significant return on investment and improved front line services.

Starbucks has achieved a 10% reduction in sickness absence, equating to around 15,000 frontline hours saved, with managers attributing this to increased confidence in using the system's simple, guided journeys. Initial concerns about outsourcing the advice line have been completely overcome, with the service so well-aligned to Starbucks' culture that managers don't realise they're speaking to an external partner. Fewer calls are being made to HR, and data insights have enabled targeted, proactive interventions.



Senior HRBP, Starbucks

Starbucks

Starbucks UK chose the *empower[®]* platform, supported by the HR Advice Line, because of the new standard it sets in employee relations. Unique guided journeys step line managers through employee relations cases, resulting in enhanced compliance, manager capability and proactive people management. By empowering managers, *empower[®]* reduced sickness absence rates by 10% in the first 12 months, driving six-figure cost savings and returning 15,000 hours to frontline service delivery, improving customer experiences.



STARK UK

STARK UK partnered with AdviserPlus to deliver a transformation of its employee relations (ER) approach, leveraging outsourced ER expertise and the innovative *empower[®]* platform. This collaboration resulted in a 60% reduction in tribunal claims and 65% drop in legal costs in year one, and was recognised as the winning solution in the prestigious Best HR Technology Strategy 2025 award at the HR Excellence Awards.



empower[®] enable and transform

We provide two configurable digital case management service levels designed to support different stages of employee relations (ER) transformation. Both service levels combine our built-for-purpose ER case management technology with integrated analytics to improve consistency, compliance and decision-making. Both solutions are fully scalable, securely hosted in the UK, ISO 27001 certified, and WCAG 2.1 AA compliant, ensuring suitability for public service organisations with complex compliance, accessibility and governance requirements.

empower[®] enable

HR transformation through best-in-class case management

Focused on HR-led case management, **empower[®] enable** streamlines ER processes, reduces administration and improves data visibility for HR. This model is ideal for organisations seeking to digitise their ER workflows while retaining HR ownership of cases, building the foundations for manager ownership.

Key features:

- Improved productivity through digitalisation of processes
- Clear dashboards and advanced search for faster case access.
- Configurable workflows aligned to organisational policy and public sector regulations.
- Secure collaboration tools, including case linking and note sharing.
- Increased transparency with audit trails and data access tools.

empower[®] transform

Business transformation through manager empowerment

empower[®] transform builds on **enable**, taking transformation to the next level by empowering line managers to self-serve employee relations matters confidently and consistently. Through digital guided journeys, line managers can own appropriate ER matters, with escalation points to HR and the advice line when required. This model supports cultural change, capacity release and early intervention.

Key features in addition to **empower[®] enable**:

- Guided self-service workflows for managers, tailored to local policies and risk appetite.
- 24/7 access to analytics dashboards to monitor caseloads and performance.
- Risk management controls, including process lock points and automated escalations.
- Tools to support self-sufficiency, including document generation and a knowledge hub.



Employee Relations Advisory and Support Services

Our UK-based team provide expert, compliant and solution-focused ER guidance, operating as a seamless extension of your HR function. Delivered by CIPD-qualified advisers fully immersed in your organisation's policies, processes, culture and risk appetite, the service ensures consistency, compliance, and improved case outcomes.

Typically reducing HR advisory costs by 65% compared to in-house teams, whilst uplifting service quality, our case advisers drive consistency through a combination of training, familiarity with each customer's approach and the configuration of **empower[®]** to the client's specific requirements.

As an Empowering People Group company, AdviserPlus is in the unique position of being able to offer employment law escalation via our regulated group legal division. This integrated employment law expertise strengthens employee relations decision-making, providing rapid access to legally privileged advice for high-risk and complex matters. It enables open, commercial discussions without fear of disclosure in litigation or subject access requests.

Core service features

- ✓ **Operating Hours:** 08:00–18:00 Monday–Friday, with optional out-of-hours cover.
- ✓ **Dedicated Team:** Named advisers assigned to your account for continuity and proactive support.
- ✓ **End-to-End Case Support:** Guidance across the full ER case lifecycle, including appeals.
- ✓ **Manager Development:** On-call coaching and guidance to build line manager confidence and capability.
- ✓ **Risk Management:** Escalation protocols and business rules aligned with your organisation's risk profile.
- ✓ **System Expertise:** Advisers are super-users of **empower[®]**, supporting seamless navigation of guided journeys.
- ✓ **Flexible Delivery:** Remote or on-site consultancy available where required.

Core benefits



Increased HR Capacity

Advisers manage operational casework, freeing HR for strategic priorities.



Data-driven insight

Advisers capture case data to identify trends, inform policy review, and drive targeted interventions.



Improved case outcomes

Timely interventions and proactive monitoring reduce case durations and prevent escalation.



Compliance assurance

Advice is delivered by CIPD qualified staff and cases can be escalated to legally privileged advice, if required, giving added assurance.



Consistent service delivery

Standardised protocols, supported by an adaptable operational handbook, ensure high-quality advice aligned to evolving needs.



Manager capability building

On-call coaching and guidance help managers handle ER matters confidently and consistently.

Reporting, analytics and insight

empower[®] analytics delivers organisation-wide visibility of employee relations and people management activity, enabling HR leaders to make data-driven decisions, address root causes, and track the impact of interventions. Our analytics platform integrates case management data with organisational structure information to produce user-friendly, interactive dashboards that visualise key metrics, trends and benchmarks.

Core capabilities

- ✓ **Aggregated, organisation-wide visibility** of ER activity, including case volumes, durations, outcomes and escalation points.
- ✓ **Interactive dashboards** with drill-down capability to view data by reason, outcome, protected characteristic, or individual case line-by-line.
- ✓ **Benchmarking tools** to compare performance internally across departments or externally against sector peers.
- ✓ **ED&I analysis** to identify patterns impacting equality, diversity, and inclusion, helping to shape targeted improvement strategies.
- ✓ **24/7 access to up-to-date reporting** to enable timely interventions and monitor progress against organisational KPIs.
- ✓ **Service review packs** provided quarterly, highlighting key messages, identifying risk areas, and recommending proactive actions.



Key benefits

- ✓ **Evidence-based policy and process improvements** through actionable insights.
- ✓ **Enhanced governance and compliance** with GDPR-compliant, role-based data access.
- ✓ **Faster resolution and reduced escalation** by spotting issues earlier through trend analysis.
- ✓ **Stronger accountability and transparency** with a clear audit trail for all case activity.
- ✓ **Cultural improvement** by linking people data to behaviour trends, policy adherence and workforce engagement.

Why it's different

Unlike generic BI tools, **empower[®]** analytics is purpose-built for employee relations. It captures the nuance of ER case data, aligns with public sector governance requirements, and provides meaningful, actionable insight, not just raw metrics. This enables HR to transition from reactive case handling to proactive cultural and performance improvement.

Implementation approach

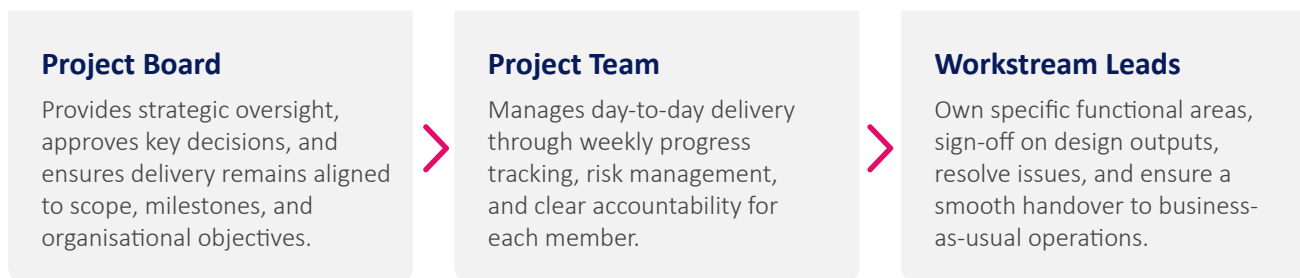
We have extensive experience delivering complex digital employee relations implementations on time, within budget, and in full alignment with public sector compliance requirements. Our proven methodology ensures minimal disruption to existing operations and maximises adoption from day one.

Keys to our success include:

- A structured, stage-gated methodology with clear deliverables at each phase.
- Up-front investment in readiness and requirements gathering.
- Robust governance and stakeholder engagement from initiation to handover.
- Scalable, repeatable processes proven across multiple public service deployments.

Governance framework

We operate a three-tier governance model to ensure full transparency, accountability, and alignment with organisational objectives:



Implementation Stages

1. Initiation

Readiness checklist, project initiation document, and implementation plan agreed.

2. Design

Workshops to review “as-is” processes, define “to-be” workflows, capture MI requirements, and confirm design sign-off.

3. Build

Configuration of technology, guided journeys, integrations, and MI dashboards, with review windows for early feedback.

4. Testing

System Integration Testing (SIT) and User Acceptance Testing (UAT) to validate functionality and usability.

5. Training

Virtual training sessions and comprehensive user documentation.

6. Launch Preparation

Execute engagement and communications strategy, complete case migration, and finalise the go-live checklist.

7. Go-Live

Transition to live operations, with full system activation and support from the project team to ensure a smooth cutover.

8. Hypercare

Early-life support, lessons learned, and BAU handover.

empower[®] enable - Rapid, low-effort implementation

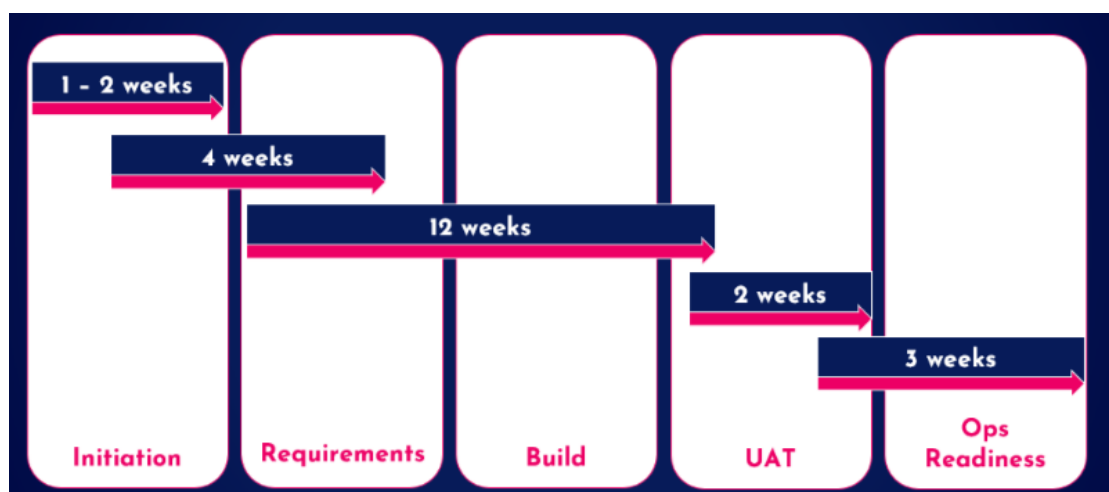
empower[®] enable is built for speed and simplicity, allowing organisations to go live in as little as 16 weeks. Using a pre-configured, best-practice build created by ER process experts, the implementation process is streamlined to minimise effort, reduce resource demand, and deliver measurable value from day one.

- Pre-configured, best-practice build developed by ER process experts.
- Standardised out-of-the-box workflows covering core ER topics.
- AdviserPlus-led delivery with minimal client configuration.
- No bespoke process design required – fast deployment with reduced resource demand.
- MI portal included as standard for instant reporting and compliance tracking.
- Menu-style pricing enables optional bespoke configurations, including integrated letter generation.

empower[®] enable topics: Delivered with a pre-configured library of core ER workflows, designed by ER experts to reflect best practice and support consistent, compliant case management from day one.

empower [®] enable topics		
ACAS	Attendance Management	AWOL
Disciplinary	Employment Tribunal	Family Friendly
Flexible Working	Grievance (Inc. B&H)	Occupational Health
Performance	Probation	Reasonable Adjustments
Redundancy	Sickness	Suspension

16-week implementation roadmap: A clear, phased delivery plan that ensures rapid deployment with minimal client effort, enabling organisations to achieve early adoption and measurable results.



empower[®] transform - Rapid, modular transformation

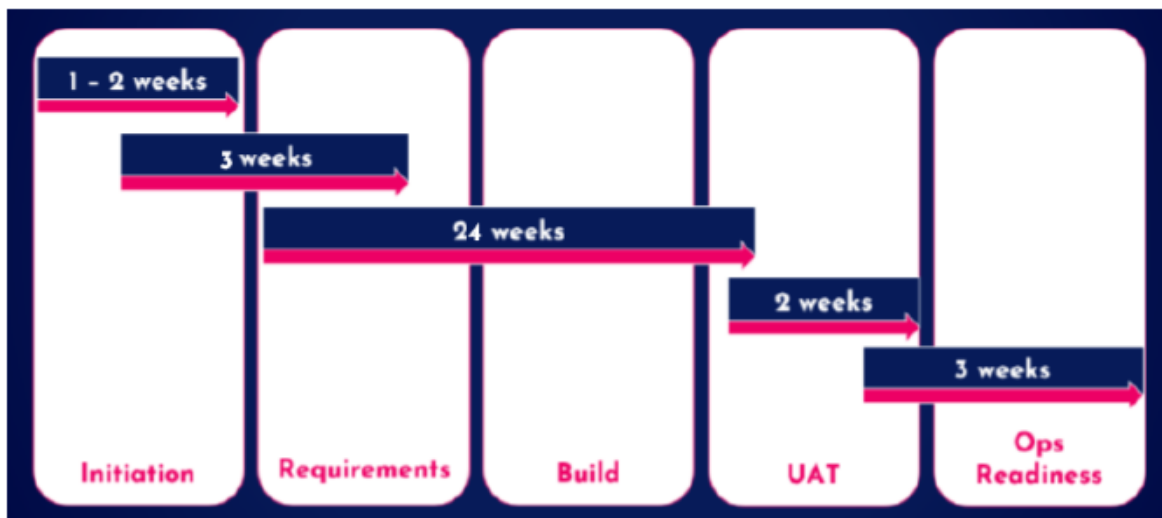
empower[®] transform takes the empower[®] enable foundation to the next level, adding guided self-service journeys for managers that reduce HR workload, improve consistency and compliance, and deliver measurable returns from day one. Its modular approach allows organisations to start small, with one or two targeted guided journeys in high-impact areas and expand at their own pace, driving early ROI and sustainable change.

- Unique guided journeys provide 24/7 advice and step-by-step guidance, ensuring every manager follows consistent, policy-aligned processes.
- Delivers early ROI by targeting high-impact areas such as sickness absence or transactional case types.
- Empowers managers to confidently self-serve low-risk ER cases.
- Reduces HR's transactional workload, enabling focus on complex and high-risk matters.
- Improves process consistency, timeliness, and compliance across the organisation.
- Supports scalable expansion into additional ER topics as needs evolve.

Proposed implementation plan – empower[®] transform

The timeline below reflects delivery of a typical set of integrated guided journeys with required system integrations for seamless data flow and reporting. Cost and duration depend on the number, complexity, and integration level of journeys selected. Our modular approach prioritises high-impact processes for early ROI, with flexibility to add more over time.

Example 6-7 month implementation roadmap



What makes us different

Our guided journeys are the only ER workflows designed and maintained by ER process experts, delivering 24/7, step-by-step guidance that ensures every manager follows consistent, policy-aligned processes. This approach guarantees fairness and compliance across all cases, mitigates organisational risk, and drives confidence in every decision.

“Since implementing the new process, we have seen a significant reduction in short-term sickness absence – in some locations up to 40% – and a noticeable uplift in return-to-work compliance and manager confidence.”

Senior HRBP, Starbucks



Automation within *empower[®] transform*

In the *empower[®] transform* configuration, automation reduces manual effort, accelerates case handling, and ensures consistent, timely management of people processes. By combining automated case creation with proactive case management triggers, *empower[®]* helps organisations reduce delays, improve compliance and deliver measurable returns.

Automated case creation



Sickness absence

Automatically create short-term and long-term sickness absence cases using real-time absence data. Configurable trigger points and thresholds ensure cases are initiated at the correct stage, for example, after a defined number of absence instances or once an employee meets the long-term sickness criteria. This enables HR to intervene early, manage absence consistently, and reduce associated costs.



Capability processes

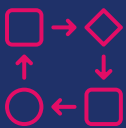
Where performance ratings are available within the employee data feed, capability cases can be triggered automatically when ratings meet a set threshold (e.g. “below expectations” over a defined review period). This ensures underperformance is addressed promptly and consistently, reducing the impact on productivity.



Probation reviews

Automatically initiate probation review cases based on probation end dates held within employee records. This ensures timely reviews are conducted, enabling informed decisions on continued employment and reducing the risk of missed deadlines or non-compliance with policy.

Proactive case management



Workflow momentum

Automated prompts keep cases moving by directing action to the right person at the right time. This prevents bottlenecks, improves case resolution times, and supports consistent application of policies across the organisation.



Inactivity triggers

Configurable notifications alert designated users when an automated case has not progressed within a defined timeframe. This ensures follow-up action is taken promptly, reducing the likelihood of stalled cases and potential risk escalation.

Impact

By combining automated case creation with proactive management triggers, *empower[®]* removes much of the manual effort involved in initiating and monitoring cases. This drives early ROI by reducing HR's transactional workload, cutting process delays, and improving compliance and employee experience.

empower[®] IT architecture

empower[®] is a cloud-native SaaS platform hosted exclusively in **Microsoft Azure UK regions, UK South (primary) with UK West (failover/DR)**, ensuring all live service data and backups always remain in the UK.

All delivery, engineering, and support staff are UK-based, and all source code is developed in-house under secure, version-controlled processes. The platform uses **dedicated Azure SQL databases and storage per client**, with **encryption at rest (TDE/AES-256 and TLS 1.2+ in transit)**.

Access is controlled via **SSO (SAML/OIDC with JWT session tokens, optional IP allow-listing, and inbound protection through Azure Application Gateway (WAF, IDS, and SIEM monitoring. Backups are geo-redundant, disaster recovery uses Azure Site Recovery, and the service targets ≥99.75% availability with proactive monitoring, automated failover, and full audit logging.**

This UK-based, fully managed model ensures data sovereignty, security, and operational resilience, meeting the assurance requirements expected by public sector organisations.

Operational assurance

- ✓ **UK data residency:** All live data and backups are in Azure UK South/UK West.
- ✓ **Security & identity:** SSO with your IdP; JWT sessions; IP allow-listing; WAF/IDS; DDoS protections at the Azure edge.
- ✓ **Data segregation:** Per-client databases and storage containers; strong encryption.
- ✓ **Resilience & DR:** Geo-redundant backups; ASR failover; service availability target 99.75%.
- ✓ **Monitoring & audit:** Application Insights, access logging (incl. SAML assertion capture), and full case audit trail.
- ✓ **Tech stack:** Microsoft .NET, Azure App Services/VMs, Azure Functions, Service Bus, Redis Cache.



Technology and information security

At AdviserPlus, we recognise the critical importance of safeguarding the **confidentiality, integrity, and availability** of our own information assets and those entrusted to us by our customers.

Our information security strategy is designed to protect against internal and external threats, whether deliberate or accidental, and is underpinned by **ISO/IEC 27001:2022** certification, full compliance with **UK GDPR**, and adherence to all contractual and regulatory requirements relevant to our operations.

We achieve this through:

- Hosting all services in **Microsoft Azure UK regions** (**UK South** primary, **UK West** failover) to ensure full UK data residency.
- **Dedicated client databases** and **storage containers** with encryption at rest (AES-256/TDE) and in transit (TLS 1.2+).
- Strict **access controls**, including SSO (SAML/OIDC), role-based access, IP allow-listing, and inbound protection through Azure WAF, IDS, and SIEM monitoring.
- Continuous monitoring, vulnerability management, and penetration testing, supported by our 24/7 Security Operations Centre (SOC).
- In-house developed and version-controlled source code, delivered and supported entirely by UK-based staff.

Information security objectives are aligned with our company strategy and approved by the **Chief Financial Officer** (delegated authority from the Executive Team). These are established, measurable, and reviewed regularly to ensure ongoing compliance and effectiveness.

Our policies, processes, and procedures apply to all employees, contractors, consultants, temporary personnel, and any third-party personnel affiliated with AdviserPlus. All personnel are made fully conversant with our security objectives via induction, training, and ongoing awareness programmes.

We are committed to **continuous improvement** of our Information Security Management System (ISMS) to respond to evolving threats, emerging technologies, and client needs, ensuring a secure and resilient service for all customers, including those in the public sector.



Technology integration

empower[®] is designed to integrate seamlessly into a client's existing HR technology ecosystem, complementing core people platforms such as Workday, Oracle, SAP, and many others with specialist Employee Relations (ER) case management capability. We have a strong track record of integrating with a wide range of HRIS and people platforms, ensuring fast, secure, and reliable data exchange that supports our clients' operational and compliance needs.

1

People Data Feed (inbound)

- Our standard approach uses a secure SFTP process to automate the export of an Employee Data Feed (EDF) from the client's people platform. The EDF is typically output in XML (CSV also supported) and transmitted over TLS 1.2 with AES-256 encryption at rest. Optional PGP encryption is also supported. Both an employee data feed and organisational structure file are required, and in combination these support Role Based Access Control.
- Once received, **empower[®]** automatically processes the EDF, applying Transparent Data Encryption (TDE) within Microsoft SQL Server. This feed:
 - Defines role-based access controls (RBAC) to ensure users see only the data relevant to their role.
 - Provides context to ER advisers and line managers on subjects of cases.
 - Underpins accurate reporting and MI, with organisational hierarchy and business unit data.
- We support full and delta files; full files are recommended for completeness.

2

Return Data (outbound)

If required, **empower[®]** can deliver two-way integration, enabling case-related data - such as outcomes, sanctions, and warnings - to be exported back into the client's HRIS or data lake for holistic workforce reporting. This can be achieved via:

- Secure SFTP file drops on a defined schedule.
- REST APIs for near-real-time updates.

3

API Integration

empower[®] supports secure token-based API integration for scenarios requiring real-time or event-driven data exchange. This allows **empower[®]** to interoperate with client platforms and third-party services without compromising security or performance.

4

Third-Party Integrations

In addition to HRIS connectivity, **empower[®]** can integrate with other specialist solutions to enhance the user experience. For example:

- Navex for whistleblowing and ethics reporting.
- Other third-party services required for advisory workflows or compliance processes.

5

Security & Compliance

All integrations follow our ISO 27001:2022-aligned security framework, with end-to-end encryption, strict authentication, and full audit logging of data flows.

Empowering People Group

AdviserPlus is an Empowering People Group company, which brings together specialist expertise in employee relations transformation, employment law, learning and development, outplacement and career transition. Working with us gives organisations a quick route into this broader range of services, combining tech-enabled, people-first solutions with deep subject-matter expertise.

Our integrated offer, spanning digital platforms, expert advisory support, tailored learning, and career transition programmes, enables organisations to manage change effectively, reduce risk, and build the capability needed for long-term success.

Employee Relations transformation specialists

The **empower[®]** employee relations transformation solution combines a best-in-class case management platform with expert advisory support and actionable analytics. It enables line managers to resolve cases confidently and consistently, increasing HR capacity, reducing risk, and improving the overall employee experience.

Career management and coaching experts

Business change and career management services support organisations through restructures, acquisitions, redundancies, and other transitions. Offering outplacement support, leadership coaching, and career development guidance, these services help managers and employees navigate change effectively and achieve positive outcomes for both the organisation and its people.



Employment law experts

Retained employment law compliance services provide clear, practical advice and people-first policy and document support. Specialists deliver solutions that blend compliance with commercial needs, from drafting documentation to managing tribunal claims, helping organisations meet legal obligations efficiently and effectively.

Digital learning specialists

Learning and career development services provide a blend of facilitated workshops, coaching, and digital learning to build workforce capability. With accredited content, a leading learning management system, and expertise in course design, these services enable organisations to deliver engaging, accessible, and compliant learning at scale.