Technoivity G-Cloud 15 Service Definition Document

Supplier: Technoivity Ltd

Framework: G-Cloud 15

Service Name: Integration Services Hosting SaaS



Service Overview

End-to-End HR, Payroll, and Workforce Management

Technoivity provides end-to-end HR, Payroll, and Workforce Management implementation and integration services for UK public sector organisations, delivered in partnership with Employment Hero. Our service focuses on delivering compliant, automated, and scalable digital HR operations, supporting clients across system configuration, data migration, testing, training, and ongoing support. We act as the integration and service delivery partner to Employment Hero and help clients achieve successful deployment and workforce-wide adoption of the platform.

Key Features & Benefits

Implementation & Configuration

- End-to-end HR & Payroll implementation (SaaS)
- Data migration from legacy systems
- Custom workflow and policy configuration
- Integration to any third party

Compliance & Reporting

- SSO, reporting, and compliance setup
- SSSC, PVG, IR35 and holiday pay rules adherence

Support & Optimisation

- User training, onboarding, and documentation support
- Post-launch troubleshooting and optimisation
- Dedicated account manager and support engineer
- Strategic roadmap and workforce transformation planning

Service Scope & Deliverables

3.1 Discovery & Requirements

- Stakeholder consultation and current-state assessment
- As-is vs To-be process mapping
- Digital maturity and readiness scoring
- Priority alignment with government goals and timelines

3.2 Configuration & Implementation

- Technical configuration of Employment Hero platform
- Mapping pay groups, work types, policies, and leave types
- Departmental structure, cost centres, sites, and roles setup
- Integration with systems such as AIMS, payroll providers, and Rubixx

3.3 Data Migration & Compliance

- Secure data collection, transformation, and upload
- Compliance data tracking (e.g. SSSC, PVG, visa status)
- Parallel payroll testing (PPR1 and PPR2)
- Pay element configuration and statutory deduction logic setup

3.4 Training, Onboarding & Change Support

- Manager and admin training (live and recorded)
- Staff onboarding materials and guides
- Custom checklists and SOP documentation
- Go-live support and transition assistance

3.5 Support & Optimisation

- Ongoing technical support
- Quarterly HRIS performance reviews
- Retained support packages available
- Issue resolution tracking and configuration improvements

Service Levels & Support

Support Hours

Monday–Friday, 9:00 AM – 5:00 PM (UK time)

Incident Response

- Critical: 4 business hours
- Standard: 2 business days

Support Access

Email

Security & Compliance

- GDPR and DPA 2018 compliant
- Follows NCSC security principles
- Data-at-rest and data-in-transit encryption
- Audit logging of administrative changes
- AIMS, SSSC, and Rubixx data-handling protocols followed
- Annual penetration testing

Onboarding & Offboarding

Onboarding includes: initial discovery, configuration roadmap, access provisioning, timeline planning, and kick-off workshops.

Offboarding includes: secure data export, knowledge transfer, administrative rights reassignment, and training archive delivery. Clients retain full access to their data throughout the contract.

Contract Terms & Exit Strategy

- Minimum term: 3 months
- Standard termination: 30 days' notice
- No exit fees unless specified
- Full data and documentation handover upon exit

Contact Details

Get in Touch

Website: www.technoivity.com

Email: enquiries@technoivity.com

Phone: [available upon request]

G-Cloud Profile: [URL will be inserted once live]

Hosting & Data Location

- Employment Hero data hosted in UK or EEA-compliant regions
- All configurations performed within client's licensed instance

Additional Information

- This service is delivered in partnership with Employment Hero UK
- Support for other platforms (e.g. Mitrefinch, iTrent) available on request
- Available only to clients with active Employment Hero licensing agreement