

Technoivity G-Cloud 15 Service Definition Document

Supplier: Technoivity Ltd

Framework: G-Cloud 15

Service Name: Payroll, HR and HRIS Systems

Lot: 2b – Software as a Service (SaaS)



Service Overview

End-to-End Implementation & Configuration

Technoivity provides end-to-end implementation and configuration of Employment Hero's cloud-based Payroll, HR, and HRIS platform, tailored to the needs of UK public sector organisations. Our service supports compliant, scalable, and efficient workforce management—combining core HR features, digital employee records, and payroll automation in a unified platform.

We guide clients from planning through to live deployment and beyond, with a focus on accurate data setup, secure permissions, intuitive workflows, and operational adoption.

This service is suitable for organisations seeking either full in-house capability or a hybrid delivery model (e.g. outsourced payroll processing with internal HR control).

Key Features & Benefits

Service Features

- Cloud-hosted HRIS with mobile and desktop access
- Automated onboarding, offboarding, and absence workflows
- Real-time payroll processing and HMRC compliance
- Document management with audit logging
- Role-based access and custom security groups
- Integrated payslip, P60, and pension reporting
- Employee self-service (ESS) and manager approvals
- API integrations with third-party benefits and EWA platforms
- MI dashboards, live reports, and audit exports
- Implementation journey including training and UAT support

Service Benefits

- Streamline HR and payroll tasks through process automation
- Reduce errors and delays with integrated employee records
- Simplify audit and compliance with digital traceability
- Increase employee engagement via intuitive mobile access
- Improve payroll accuracy and reduce manual calculation risk
- Enable secure delegation via configurable user permissions
- Reduce admin workload across HR, payroll, and finance
- Faster onboarding and offboarding with digital forms and flows
- Access real-time insights for strategic workforce planning
- Scale operations as the organisation grows without re-platforming

Service Scope & Deliverables

01

Discovery & Requirements

- Stakeholder engagement and policy/process review
- Organisation structure and reporting line mapping
- Identification of payroll groups, work types, and contracts
- Leave rules, approval chains, and document controls

02

Configuration & Build

- System setup in Employment Hero HR and Payroll modules
- Customisation of security groups and access controls
- Tax, pension, and deduction configuration per UK standards
- Pay element setup, calendar sync, and payslip branding

03

Data Migration & Testing

- Legacy data import (employee details, absence, pay history)
- Payroll Parallel Runs (PPR1 and PPR2) for validation
- Leave balances and document assignments
- Migration of historical payroll output where applicable

04

Training & Onboarding

- Live and recorded training for HR, payroll, and managers
- Custom user guides, cheat sheets, and SOP documentation
- Employee launch communications and engagement materials
- Knowledge transfer and admin capability-building

05

Go-Live & Post-Deployment

- Pay run monitoring and payroll troubleshooting
- Final data validation and change freeze enforcement
- Transition to steady-state operations
- Optional retained support for complex configurations

Service Constraints

Requires an active Employment Hero subscription (Standard or Premium)

Payroll services must align to UK PAYE calendar

Integration with third-party systems subject to available APIs

Historical data extraction formats may limit migration completeness

Not all pension providers support direct integration

Support & Service Levels

Support Element	Details
Support Channels	Email, in-app chat, and ticketing
Response Time	Average 42 minutes (chat), under 1 working day (email/tickets)
Web Chat Availability	9:00–17:00 UK time, Monday to Friday
Phone Support	Not available
Support Tiers	Included in chosen EH pricing tier
Incident Escalation	First line → Consultant → Consultancy Manager → Director

Onboarding & Offboarding

Onboarding includes:

- Requirements gathering and payroll setup questionnaire
- Access provisioning and role mapping
- Platform training and admin handover
- Go-live planning and issue triage procedures

Offboarding includes:

- Data extraction via reports or API
- Knowledge transfer and permission reassignment
- Platform deactivation and secure instance closure
- Transition support to successor platform (if required)

Contract Terms & Exit Strategy

1	2
Minimum Term 3 months	Termination Notice 30 calendar days
3	4
Exit Costs None, unless custom work specified	Data Handover All documentation and configuration exported on request

Hosting & Data Location

- Employment Hero is hosted in UK or EEA-compliant regions
- No third-party data hosting by Technoivity
- All data transfers follow GDPR and DPA 2018 guidelines
- Platform delivered via public cloud infrastructure (AWS)

Security & Compliance

- End-to-end TLS encryption for data in transit
- Data at rest protected via sharding and obfuscation
- Full audit logs for employee, payroll, and admin activity
- Secure authentication (MFA, SSO optional)
- Adheres to NCSC and ISO27001-aligned controls
- Annual penetration testing by third-party provider

Contact Details

Website: www.technoivity.com

Email: enquiries@technoivity.com

Phone: [Available on request]

G-Cloud Profile: [To be inserted once published]