

Technoivity G-Cloud 15 Service Definition Document Cloud Service

Supplier: Technoivity Ltd

Framework: G-Cloud 15

Service Name: Integration Services Development





Service Overview

Technoivity provides expert-led API integration development for Employment Hero and adjacent platforms used across HR, payroll, pensions, and workforce management. We design, build, and support secure, scalable connections that automate Joiner–Mover–Leaver (JML) processes, sync establishment and workforce data, and eliminate manual tasks in UK public sector environments.

Our team works closely with client-side stakeholders and third-party vendors to deliver tailored, standards-compliant solutions that reduce operational friction and improve data integrity.

This service is typically procured alongside Technoivity's Employment Hero implementation offering but is available as a standalone development engagement.

Key Features & Benefits

Service Features

- Real-time or scheduled data integration
- Mapping and transformation of HR/payroll data
- Custom API connectors (REST, JSON, XML)
- Validation, error handling, and alerting
- Secure authentication and encrypted data transfer
- Comparison tools to ensure pre/post sync consistency
- Microsoft 365-based collaboration (SharePoint, Teams, Outlook)

Service Benefits

- Timely, automated data transfers across platforms
- Reduced human effort and manual errors
- Cost-effective compared to in-house build
- Enhanced data governance and audit trails
- Stronger security posture with fewer access points
- Cross-system visibility for HR, finance, and IT teams
- Accelerated adoption of integrated digital workflows

Service Scope & Deliverables

01

Discovery & Requirements

- Stakeholder workshops and integration scoping
- API capability validation with 3rd-party vendors
- Documentation of data fields, formats, and triggers
- Risk review and dependency mapping

02

Development & Build

- API endpoint configuration and key exchange
- Payload schema creation and transformation logic
- Test plan execution in sandbox or staging environments
- Logging, error tracking, and retry mechanisms

03

Deployment & Handover

- Final deployment to production
- Written handover documentation and field mapping tables
- Walkthrough and technical training for internal users
- Issue tracking support for 2 weeks post-deployment

Service Constraints

- ❑ Customers must provide API documentation, technical contacts, and access credentials for each third-party system to be integrated.

This is a one-time development engagement; ongoing support or SLA monitoring requires a separate arrangement.

Support & Service Levels

Support Element	Details
Support Channels	Email
Response Time	Within 1 working day
Support Scope	During build phase only (project-based, not a managed service)
Escalation Path	Assigned lead consultant → Consultancy Manager → Director
Phone/Web Chat Support	Not included
Support Ticket Management	Customers can assign priority and monitor status

Onboarding & Offboarding

Onboarding includes:

- Discovery workshops
- Access setup and documentation transfer
- Project scheduling and role assignment

Offboarding includes:

- Delivery of final documentation and field maps
- Secure removal of development access
- Knowledge transfer sessions with internal teams
- Archiving of configuration assets

Contract Terms & Exit Strategy

Contract Terms & Exit Strategy

Minimum Term

1 month (typical engagement: 1–3 months)

Termination Notice

30 calendar days

Exit Costs

None, unless otherwise specified

Data & Knowledge Transfer

Full documentation and handover included

Hosting & Data Location

- All integrations are performed within the client's licensed Employment Hero instance
- No third-party data hosting is required by Technoivity
- Employment Hero hosts data in the UK or EEA-compliant regions
- All transfers follow GDPR and UK Data Protection Act 2018 principles

Security & Compliance

- Follows NCSC principles for secure system integration
- GDPR, DPA 2018, and ISO27001 aligned
- End-to-end encryption for all in-transit data
- Field-level validation and audit trail configuration
- All admin changes logged and tracked internally
- Annual penetration testing performed by Employment Hero

Contact Details

Get in touch with Technoivity

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