

G-Cloud 15 Service Definition Document

Epay, the secure portal that makes processing and distributing **payroll**, **HR & pension documents** light work.



OMNICHANNEL

Send digital & physical documents from your current system files.

Epay is a secure cloud-based portal that transforms data into omnichannel communications.

Built by Datagraphic and developed over two decades, Epay is relied on by millions of employees and pensioners to view their payslips, P60s, P45s, reward statements and more.

It removes repetitive manual processing tasks for payroll, pensions and HR teams by up to 98% and delivers unrivalled value for money, with **no user software license fees and digital transformation that helps reduce rising postage costs.**

Simply by uploading a data file from your current system to Epay, it will automatically prepare digital documents or print and post copies, for those who need them, all through one service.

Epay is also especially powerful when documents must be distributed to recipients such as pensioners and temporary staff who don't use organisational systems, as it can be accessed securely without needing a work email or account.

datagraphic.co.uk/epay

“

Being able to use data files from our existing payroll system made the transition process quicker, smoother and much more cost effective than investing in new software.

From our Chief Executive down, I've received feedback praising the application.

”

**Payroll Manager
Basingstoke and Deane Borough Council**

WHY EPAY?

Delivering options other systems don't.

Epay's secure standalone portal solves challenges many teams face with built-in document options in organisational systems, or when sending recipients email attachments.

Epay hosts more than payslips. It's a communication hub for **P60s, P45s, P11ds, timesheets, reward statements, pay award letters, pension payslips and more.**

Epay delivers the security and reliability you need from an online portal and much more.

- **Engages with remote employees**

Epay ensures employees, including temporary, remote, and pensioners, can access payroll documents regardless of location and without needing a company email, fostering seamless communication across your workforce.

- **Has one workflow for omnichannel distribution**

Epay uses employee data from your existing internal systems to deliver digital and printed payroll documents, removing the need for separate manual workflows.

- **Offers an app-style employee experience**

Epay's responsive screen adapts to the device used to view it, delivering an app-style experience without adding cost or time for you to develop and maintain an app.

- **Provides one secure home for every document**

Epay consolidates employees' documents in a portal, which is more secure and accessible than individual email attachments. It also enables leavers to retrieve copy documents, reducing manual distribution tasks for internal teams.

- **A consistent employee experience**

For shared service functions or organisations with multiple payroll systems, Epay takes data from any system and presents it in a single branded portal.



IT LIGHT

Quick to deploy & easy to maintain.

Epay is Software-as-a-Service (SaaS) technology hosted in a UK cloud. It doesn't need prerequisite software or system changes to work and is accessible from any internet-connected device with a compatible web browser, making it IT-light to deploy and maintain.

User authentication with SSO & MFA

For a seamless experience and easier user management, Epay supports Single Sign-On (SSO) using the SAML 2.0 standard.

Multi-factor authentication (MFA) is also offered, supporting two factors: a username and password, plus a time-limited code from an authentication app.

User management

Allocate the level of responsibility and access to Epay within your team by assigning either an Administrator or Super Administrator (each has different access levels).



Service Availability and Ongoing Maintenance

A fully virtualised IT infrastructure runs a high-capacity, high-availability service (>99.97%). Epay servers are load-tested to handle peak payroll periods, and the service's availability is continuously monitored.

As SaaS, our team applies all security fixes, patches, and standard service upgrades, eliminating the need for your internal IT team to perform these actions.



CUSTOMISATION

Your portal, your brand.

Epay is customisable to your brand, so users are reassured when connecting to the portal or notification emails that they are engaging with the organisation they trust.

Out of the box, Epay is designed to be highly configurable by our team for you.

Portal Branding

Your Epay portal can be branded with your organisation's logo, brand colours and a home page background image.

Content Customisation

The Epay portal's menu and core content layout are fixed. However, the text on key pages is configurable to your needs.

You can choose which 'widgets' display on the employee dashboard. Widgets are squares containing quick links to sub-pages, so the most popular typically show the latest payslip summary values and portal messages.

A Familiar Payslip Design

Employees who understand their paper payslips engage more with digital versions with the same layout. That's why Epay provides a PDF view of documents that can be completely customised to the design of your paper documents if required.

Email notifications

Epay automatically issues email notifications to recipients. Welcome emails support user account set-up, and 'new document to view' emails alert users to go online when a document is added to the portal that they haven't previously seen. Again, to aid trust and support open rates, the content and sending domains of these services can be set for your brand.



SECURITY

Protect your data with certified processes & controls.

At Datagraphic, we have a security-first culture, with all staff BPSS vetted (including DBS checks), and we operate robust Information Security standards and controls.

Epay hosting and physical document production centres are all UK-based, secure, **UK-GDPR** and **UK Data Protection Act** compliant.

Data is retained only for a defined period in Epay, which is configurable based on your needs as the Data Controller, in line with UK GDPR. Typically, for the payroll team, this is 7 years or less, but can be as low as 30 days if required.

The highest standards

We are audited and certified to the latest **ISO 27001:2022**, and have **Data Protection registration** with the Information Commissioner's Office.



datagraphic.co.uk/epay

Information assurance

Based on Risk Assessments, comprehensive **physical and logical Information Security controls** mitigate risks to data Confidentiality, Integrity and Availability.

Threat Management

Epay's web-facing infrastructure is continuously assessed for potential vulnerabilities. Continuous Security Testing (CST) is in place, with our dedicated in-house team managing the process of scanning and analysing vulnerabilities.

Should a vulnerability be discovered, we receive an alert for remediation. This live CST is more robust than relying solely on the annual Penetration Testing (also conducted with a CREST-accredited third-party) in today's ever-changing threat landscape.

RESILIENCE

A service that's always ready to deliver.

When delivering payroll, pensions and HR documents, which often have legislatively driven timescales, a robust document distribution service is essential. Epay is built to continuously deliver with tried-and-tested operational resilience plans: certified to **ISO 22301**.

Business Continuity (BC) protection

All Epay servers are covered by full backup, restore and BC recovery services. Encrypted backups are taken twice daily. This minimises data loss in any recovery situation.

For physical document processing, we reserve production capacity for equipment failures and have maintenance contracts for rapid repairs. Critical systems have power-loss protection, and key staff cross-train to run services in accordance with recorded procedures.

Disaster Recovery (DR) protection

In a worst-case scenario, where the primary production centre cannot open, we have operational resilience measures to help protect services and enable disaster recovery.

For physical mail, should our primary production centre become inoperable, our partner Critical Mail Continuity Services (CMCS) provides printing and mailing capacity. CMCS is a trusted partner audited and certified to our standards, including holding ISO 27001 and ISO 23001.



“

From the very start, the Epay team at Datagraphic have been very professional, providing excellent customer service and always going the extra mile. They are innovative and forward-thinking and always coming up with solutions to my problems.

Using Epay, we have saved time and money, which means our team can focus more on value-added activities.

”

**Employee Payments Delivery Lead
Transport for London**

SERVICE SET-UP

Here to guide you every step of the way.

What to expect from the all-inclusive service set-up by Datagraphic when awarding a contract for Epay:

A dedicated account manager, supported by our implementation team, will lead your service transition.

An implementation plan, with key milestones and assigned duties, will be built by our team to meet your transition timetable.

IT support from our Information Security and IT teams, to help with DPIAs, SSO, MFA, and the set-up of secure data transfer mechanisms such as HTTPS, API and/or SFTP.

Service configuration, set-up of the Epay portal, document layouts, email and/or text notifications, user access levels and all output channels (digital and any print production) by our experts.

User Acceptance Testing (UAT) portal, we test the service and provide documentation for your team to do the same. Plus, we deliver regular progress meetings to update all stakeholders.

Pre-launch and Go-live, we support you in communicating the benefits of Epay to new service users, and when you're ready, we agree on a go-live date and work together to achieve it.

Ready to respond to your Epay questions.

We know you need queries resolved quickly, especially when uploading day-critical files to meet a tight deadline.

Our Webteam are here to support you

Our team is available **by email or phone Monday to Friday, 9 am – 5 pm**. You will also receive a list of named contacts on contract award and learn about their roles and responsibilities within the support team. The list will include primary, secondary, escalation, out-of-hours, and emergency contact details.

Average support call response times are under one hour, and email support requests are approximately 2 hours. Should an issue need escalating, we request details by email. The average response time is 2 hours during business hours. If a satisfactory resolution isn't agreed upon within a defined timescale, it goes to senior management for review and resolution.



Training

Training is provided to administrators during the set-up for file uploads and approvals in Epay. The portal is extremely user-friendly and intuitive, so typically administrators only need a small amount of training. If extra training is needed, however, further support is provided via screen-sharing training sessions.

A User Acceptance Testing (UAT) version of the live Epay portal is provided for testing and training. This mirrors the live site but enables users to try features and functionality without fear of sending communications before they are ready. The UAT portal is retained throughout the contract.

User guides, employee 'How To' videos and onboarding communications are provided as standard to help all users become fully familiar with the Epay portal before going live.

SERVICE MANAGEMENT

Achieving your KPIs & SLAs.

At Datagraphic, we build long-term partnerships by **consistently meeting KPIs** and Service Level Agreements (SLAs), and by providing **dedicated account management** to add value to projects.

Once your Epay portal goes live, you will work with a dedicated UK-based account team not only to resolve any queries but also to proactively support you in getting the most from Epay.

Service Reviews

The account team can set-up monthly, quarterly and/or annual reviews with you to monitor and report on service use and delivery against KPIs and the SLA.

Reviews are welcome and often provide opportunities to request extra features, which we can consider adding to our Epay roadmap for future service development.

Analytics and reporting

To give insight into how users interact with Epay within the portal, you have access to a range of standard usage reports that show real-time user activity.

The reports dashboard has filters to view reports by date range. This information can be exported as .csv files if needed for further analysis.

Customised reports are available. Reports can use any combination of references from the uploaded documents. Examples include reports by active and inactive accounts, terminated accounts, user email lists, password reset requests and employee print preferences.



SOCIAL IMPACT

Aligning with your ESG & Social Value goals.

As a **certified B-Corp company**, in Datagraphic, you gain a partner which is transparent and accountable for its social and environmental performance.

Additionally, as **participants in the UN Global Compact** and **UN Race to Zero**, we uphold universal principles in human rights, labour, the environment, and anti-corruption, ensuring ethical business practices and sustainable development.

We follow a **Social Impact Strategy** with ESG pillars (**Planet, People, Communities** and **Partners**) to make a lasting positive impact.

We are sustainable

Our production centre is carbon-neutral now, and we take a science-based approach to decarbonising our operations and using resources responsibly.



datagraphic.co.uk/epay

We are **ISO 14001** and **ISO 50001** certified, and the only UK communications provider with a **net-zero target approved and validated by the Science Based Targets initiative (SBTi)**.

Plus, as participants in the Climate Pledge, we commit to reaching net zero **across our value chain by 2040**.

We pay people fairly

We pay all staff (18 and over) the **Real Living Wage** and are the only provider in our sector certified as a Living Hours Employer.



All shift workers are guaranteed 16 hours per week (unless they request otherwise), with at least 4 weeks' notice and pay for cancelled shifts during that period. **We have no zero-hours contracts.**



We recognise Modern Slavery

As an SME, we are not required to comply with Section 54 of the Modern Slavery Act 2015. Still, as a responsible business, we have elected to publish a Modern Slavery statement.

Learn more

We invite you to request an Epay demo or to make contact for help scoping your service needs – we're ready to prove our worth.

For further information on Epay, please contact:

T: +44 (0)1246 543000
E: ask@datagraphic.co.uk
W: datagraphic.co.uk

Datagraphic

Certified



Corporation

Registered companies:

Datagraphic Group Limited (Reg No: 01215380) and Datagraphic Limited (Reg No: 02913191). Both registered in England at: Ireland Industrial Estate, Adelphi Way, Staveley, Chesterfield, S43 3LS.

© Copyright Datagraphic (2026) This literature is not to be copied without the written consent of Datagraphic.

