

**Kick**

SERVICE DEFINITION DOCUMENT

SunSystems Finance & Accounting Software

About Kick

Kick ICT Group are one of the UK's leading independent ICT services businesses, with a talented and highly skilled team that provide outstanding service and value to our clients. Our four divisions, Technical, Dynamics, Infor and Communications allow us to deliver tailored expertise to each client.

Founded in 2015, we've grown rapidly with **nine** acquisitions, combining over **40 years** of expertise and service from respected industry players Castle and Talon.

We pride ourselves on our commitment to providing outstanding IT solutions, services and support. Yet we believe that it's how we work with people that is most important to us.

You can trust in our expertise. *We're here to help.*

1. Service Description

Overview:

Kick ICT's SunSystems Finance & Accounting Software is a cutting-edge solution that integrates decades of innovation with practical application to provide a comprehensive financial management system. This software offers real-time insights into financial operations and detailed reporting capabilities, all designed with exceptional adaptability to cater to the diverse requirements of modern enterprises.

Objectives:

Our primary aim is to equip organisations with a robust, intuitive finance and accounting tool that supports comprehensive financial management and operational needs across various industries worldwide. We strive to enhance financial transparency, improve decision-making capabilities, and ensure regulatory compliance across all financial activities.

Scope of Service:

This service includes the full deployment, ongoing management, and dedicated support of the Infor SunSystems software suite. Key functionalities cover unified ledger management, detailed budgeting and financial planning, extensive multi-currency and multi-language support, and robust project accounting capabilities, among others.

2. Service Components

Unified Ledger:

This central component merges the general ledger, sales, and purchase ledger into one integrated ledger system, simplifying financial processes and enhancing the accuracy of financial data.

Budget and Commitment Management:

Offers sophisticated tools for managing financial planning and expenditure, including detailed budgeting, forecasting, and real-time tracking against financial commitments and constraints.

Purchase to Pay and Bank Management:

Enhances the efficiency of procurement processes and payment cycles, coupled with comprehensive bank transaction management systems to improve liquidity and cash flow visibility.

Fixed Assets and Mobile Working:

Facilitates comprehensive asset management throughout their lifecycle, from acquisition to disposal. Supports remote access to the system via mobile devices, enabling flexible working environments.

Multi Company, Multi Currency & Multi Language:

Provides robust support for complex organisational structures with capabilities that manage operations across multiple companies, currencies, and languages, thus ensuring global applicability.

Reporting and Project Accounting:

Features advanced reporting tools that offer detailed financial and operational insights and project accounting functionalities to meticulously track project costs and revenues against set budgets.

Business Systems Integration:

Enables seamless integration with existing business systems, which enhances data integrity and facilitates deeper analytical insights through improved data aggregation.

3. Service Delivery and Approach

Service Delivery Model:

Our service is delivered through a tailored mix of remote and on-premises solutions, designed specifically to meet client-specific requirements and operational landscapes.

Service Management:

Includes comprehensive managed services encompassing continuous monitoring, regular system updates, and proactive management to ensure systems are always optimised for peak performance.

Onboarding and Offboarding Processes:

Detailed onboarding processes ensure clients are smoothly transitioned to using our services. Equally, our structured offboarding processes are designed to assist clients who wish to transition away from our services, ensuring data integrity and minimal disruption.

4. Performance and Service Levels

Key Performance Indicators (KPIs):

Key performance metrics include system uptime, responsiveness of support queries, user satisfaction rates, and compliance with financial reporting standards.

Service Level Agreements (SLAs):

Our SLAs provide detailed agreements covering all aspects of service delivery, which include guarantees on system availability, response times for technical support, and issue resolution timeframes.

5. Pricing Model

Fee Structure:

Pricing is based on a per-user, per-month basis, providing scalability and flexibility tailored to varying business sizes and requirements.

Volume Discounts:

Attractive discounts are available for clients requiring services for a large number of users or for those engaging in long-term contracts, providing cost-effectiveness at scale.

6. Data Protection and Privacy

Our services are compliant with stringent data protection and privacy standards, ensuring the security and confidentiality of all client data across both local and international operations.

7. Engagement Process

Detailed engagement processes outline the steps from the initial consultation through to full implementation, ensuring solutions are precisely aligned with client business objectives and operational needs.

8. Ordering and Invoicing Process

Clear and straightforward processes for placing orders and handling invoicing are provided, ensuring transparency and ease of transactions for all clients.

9. Service Constraints

Details of scheduled maintenance windows and limitations on system customisations are provided to set realistic expectations and ensure clients are well-informed of any operational constraints.

10. Further Information

For additional details or to arrange a consultation:

Contact Information: 01698 844 600

ask@kickict.co.uk

Website: kickict.co.uk

Delivering a strong, sustainable financial performance

The efforts of our highly skilled and talented team have been demonstrated through our continued year-on-year growth. We are transparent in sharing our financial performance, detailed below, to provide customers and stakeholders with the continued assurance in the strength and sustainability of our business model and suitability of Kick as your IT partner of choice.

2024/2025 Financials



Why Kick for Infor?

30 years

Delivering Infor and Pegasus applications

250 years

Combined experience

12,000

Globally supported users

Expertise

We are experts. Over 250 years of product expertise across our project management, consultation and support teams, providing Infor solutions to over 12,000 users.

Solutions

We work with the best. Provider of Infor and Pegasus applications for over 30 years, with unrivalled experience deploying the full spectrum of Infor enhancements from providers including Document Centric Solutions, Professional Advantage and Qlik applications that can be deployed to enhance your Infor platform

Innovation

We provide next-generation services. Combining the latest Infor developments and releases with cloud-based delivery solutions utilising our state-of-the-art datacentre technology.

Accreditations

We have the badges. A leading UK reseller of Infor applications, a Pegasus Centre of Excellence Partner and Professional Advantage's Strategic Partner of the Year, we are committed to ensuring our people are educated and accredited, with customers able to access the expertise they need to develop their Infor solutions.

Strategy

We are here to help. Deploying a robust project delivery mechanism to ensure on budget and on time deployments, with a continued focus on working collaboratively with customers to deliver the financial technologies and business intelligence to support their strategic requirements.

Find out more by searching
'Kick Infor'

