

**Kick**

SERVICE DEFINITION DOCUMENT

Payroll for Dynamics

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:

Payroll for Dynamics is a cloud-based SaaS payroll solution developed as an extension application for Microsoft Dynamics 365 Business Central. The service provides fully integrated UK payroll functionality, enabling organisations to manage payroll processes directly within their Business Central environment. Available via Microsoft AppSource, the solution is HMRC-recognised and designed for organisations requiring compliant, efficient, and scalable payroll processing.

Objectives:

The service is designed to streamline payroll operations, reduce manual processing, and improve data accuracy by integrating payroll directly with Business Central. Key objectives include ensuring compliance with UK payroll legislation, providing a single source of truth for payroll and financial data, and improving operational efficiency for HR and finance teams through automation and real-time reporting.

Scope of Service:

Payroll for Dynamics covers the configuration, operation, and ongoing support of payroll functionality within Business Central SaaS. The scope includes payroll setup, employee management, statutory payments, PAYE and National Insurance calculations, HMRC Real Time Information (RTI) submissions, reporting, and ongoing legislative updates. The service does not require on-premise installation and is accessed through standard Business Central interfaces.

2. Service Components

Automated Payroll Configuration

Provides automated setup of payroll defaults, including tax years, tax bands, National Insurance thresholds and rates, statutory payment rates, student loan plans, and apprentice levy settings. This ensures accurate calculations aligned with current UK legislation.

Payroll Role Centre

A dedicated payroll role centre within Business Central presents payroll-specific dashboards, actions, and cue tiles. This includes visibility of employees by pay frequency, FPS and EPS submissions, and HMRC notifications, supporting efficient payroll management.

Employee Management

Supports comprehensive employee records, including personal data with

GDPR classifications, salary and rate-based pay, recurring pay elements, and full historical records of additions, deductions, and payments. Data can be analysed using Business Central dimensions.

PAYE and National Insurance

Delivers full PAYE functionality, supporting UK, Scottish, and Welsh tax bands. National Insurance calculations include configurable thresholds and rates, with support for director NI calculations on annual or alternative bases.

Statutory Payments

Enables calculation and processing of statutory payments, including Statutory Sick Pay, Statutory Maternity Pay, and Parental Bereavement Pay, ensuring compliance with HMRC requirements.

Pensions and Auto Enrolment

Supports pension scheme setup, employee assignment, contribution calculations, auto-enrolment thresholds, and export of pension data to third-party providers.

Real Time Information (RTI)

Provides functionality to submit FPS and EPS returns directly to HMRC, download HMRC notifications, and automatically apply updates within the payroll system.

Financial and G/L Integration

Integrates payroll outputs with Business Central general ledger functionality, generating payroll journals with configurable account mappings to support accurate financial posting.

Flexible Payroll Reporting

Includes configurable payroll reports, payslips, P45 and P60 documentation, and accounts-style payroll schedules with filtering and customisation options.

3. Service Delivery and Approach

The service is delivered through a tailored implementation and configuration model aligned to each customer's Business Central environment. Trained consultants support payroll setup, data migration, and validation to ensure accuracy from initial go-live. Delivery is primarily remote, with structured onboarding, user training, and documentation provided as part of the implementation project.

Ongoing service delivery includes access to dedicated payroll and Microsoft Dynamics specialists, periodic system updates aligned with

legislative changes, and continuous optimisation to maintain compliance and performance.

4. Performance and Service Levels

Service performance is monitored using defined KPIs, including payroll processing accuracy, system availability, RTI submission success rates, and support response times. Payroll for Dynamics operates within the Microsoft Business Central SaaS environment, benefiting from Microsoft Azure availability targets.

Service Level Agreements define support response and resolution times, incident management processes, and escalation procedures. Performance reporting is available to support transparency and continuous improvement.

5. Pricing Model

Pricing is subscription-based and aligned to the SaaS delivery model. Costs are typically structured per organisation and/or per payroll group, with flexibility to scale as employee numbers or payroll complexity increases. Pricing is transparent and allows organisations to pay only for the functionality and scale required.

6. Data Protection and Privacy

Payroll for Dynamics complies with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018. Employee data is stored and processed securely within the Microsoft Business Central SaaS environment, hosted on Microsoft Azure data centres.

The service employs role-based access controls, encryption in transit and at rest, and adheres to recognised security standards, including ISO/IEC 27001 and Cyber Essentials Plus, to protect sensitive personal and payroll data.

7. Engagement Process

The engagement process is designed to guide clients through every stage of service adoption. This includes an initial consultation and requirements assessment, solution configuration, payroll setup and data migration, user training, and go-live support. Ongoing engagement is maintained through support services, periodic reviews, and access to specialist consultants.

8. Ordering and Invoicing Process

The service can be ordered through the G-Cloud Digital Marketplace or directly via the supplier. Orders are confirmed through a formal order form or contract, detailing scope, pricing, and service terms. Invoicing is typically issued on a monthly basis in line with subscription arrangements, with standard public sector payment terms applied.

9. Service Constraints

Payroll for Dynamics requires an active Microsoft Dynamics 365 Business Central SaaS subscription and suitable internet connectivity. Legislative updates are applied as part of Microsoft's scheduled update cycles. To ensure system stability, maintenance activities are undertaken in line with Microsoft's published maintenance windows, typically outside standard business hours.

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 Dynamics?

30+

Skilled
Experts

300_{years}

Combined
experience

1000_s

Globally supported
users

Expertise

We are experts. From solution design to support, we deploy over 300 years of combined experience from our 30+ strong team of Dynamics experts.

Solutions

We work with the best. With bespoke Kick applications to meet specific business and industry demands and access to a series of partner products to enhance your Business Central and Dynamics set-up, we ensure your organisation benefits from Microsoft's immense capabilities.

Innovation

We provide next-generation services. Implementing the full Dynamics 365 ecosystem, bolstered by leading cloud-based and automation powered add-ons to transform your business' capabilities.

Accreditations

We have the badges. With multiple accreditations including Microsoft Solutions Partner and InsightSoftware Elite partner status, we continually invest in the product education of our team to ensure our customers remain at the forefront of the Dynamics and Power Platform revolution.

Strategy

We are here to help. Covering upgrades, migrations and a range of specific operational demands, our consultants and developers work collaboratively with customers to meet their Dynamics requirements today and to map their future.

Find out more by searching
'Kick Microsoft Dynamics'