

**Kick**

SERVICE DEFINITION DOCUMENT

P2P Online Services

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:

The DCS Purchase2Pay system provided by Kick ICT represents a revolutionary web-based platform designed for streamlined requisitioning, ordering, and receiving processes. This solution integrates seamlessly with major financial systems such as SunSystems and Microsoft Dynamics Business Central, enhancing procurement efficiency and compliance with corporate governance by adhering to organisational acquisition policies and procedures.

Objectives:

Our primary goal is to enhance procurement efficiency and governance across organisations by providing a comprehensive P2P solution that automates and integrates the entire purchase to payment process. This system aims to reduce procurement costs, enhance data accuracy, speed up transaction processing, and ensure compliance with both internal and external regulatory standards.

Scope of Service:

This service includes the deployment, configuration, ongoing maintenance, and continuous support of the Purchase2Pay system, tailored to align with the specific procurement policies of each client. Our offering supports robust integration with leading financial management systems, provides extensive e-invoicing capabilities, and offers comprehensive customisation to streamline and optimise procurement operations.

2. Service Components

Configurable Comprehensive P2P Workflow:

The workflow is highly configurable to accommodate unique business processes, providing a seamless flow from purchase requisition through to order fulfilment and payment, enhancing control over the entire procurement cycle.

Advanced Finance System Integration:

Features state-of-the-art integration capabilities with existing financial systems to facilitate real-time data synchronisation, enhancing financial reporting accuracy and operational transparency.

Extensive Mobile Compatibility:

Supports a mobile-first strategy, enabling robust mobile access that allows procurement managers and staff to conduct transactions and approvals from anywhere, using any mobile device.

Broad Multi-Browser Support:

Ensures comprehensive compatibility across a wide range of web browsers, maximising user access and convenience regardless of the preferred technology platform.

Diverse e-Invoice Capabilities and PEPPOL Access Point:

Includes various e-invoicing formats and standards, with direct integration

capabilities as a PEPPOL Access Point for simplified public procurement within the European market.

Third-Party Catalogue Integration with Punch-out Capability:

Facilitates seamless integration with third-party catalogues, allowing direct access to external vendor systems for enhanced operational efficiency in order placement.

Integrated Document Management with Scanning:

Incorporates advanced document scanning and management tools within the platform, which simplifies the documentation process associated with procurement activities.

Proactive Budget Checking:

Features automated budget checks prior to the release of purchase orders to manage and control organisational spending effectively and prevent budgetary overruns.

3. Service Delivery and Approach

Tailored Implementation Strategy:

Each deployment is uniquely tailored, involving detailed planning and execution to ensure that the system configuration and integration fully align with the client's specific procurement policies and financial systems.

Proactive and Comprehensive Service Management:

Offers proactive, comprehensive service management, including automated system monitoring, performance evaluations, regular updates, and strategic improvements to maintain high system performance and user satisfaction.

Structured Onboarding and Comprehensive Training:

Provides an extensive onboarding process, detailed user manuals, and hands-on training sessions designed to facilitate smooth system adoption and minimise the learning curve for all user levels.

4. Performance and Service Levels

Expansive Key Performance Indicators (KPIs):

Monitors a wide array of KPIs focused on procurement efficiency, such as reduction in cycle times, compliance with procurement policies, user engagement and satisfaction, and overall system reliability and uptime.

Detailed Service Level Agreements (SLAs):

Our SLAs are exhaustive, specifying performance benchmarks including system availability, support responsiveness, problem resolution timelines, and maintenance schedules, thus ensuring dependable and effective service delivery.

5. Pricing Model

Adaptive Fee Structures:

Our pricing is adaptable, based on a modular approach where clients can

select different features and services based on their specific needs, allowing for scalability as business requirements change.

Strategic Volume Discounts:

Strategic discounts are offered for bulk license purchases or for extended contract terms, providing economical options for large organisations or long-term clients.

6. Data Protection and Privacy

Our services adhere to the highest standards of data protection and privacy, complying with GDPR and other relevant data protection legislation, to ensure that all client data handled through the system is secured against unauthorised access and breaches.

7. Detailed Engagement Process

Our engagement process is meticulously designed to guide clients through each phase of the implementation, from initial needs analysis and system design to deployment, user training, and post-launch support, ensuring a seamless transition and high adoption rates.

8. 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'

