

PeopleInsight

Sharper listening, smarter action

Service definition document



People Insight

People Insight combines sharper listening with smarter action, bringing together intelligent technology and in-house expertise to help organisations understand their people and act with confidence.

Our platform is designed to ensure every employee voice is heard, understood and translated into meaningful improvement. By connecting listening with clear prioritisation and guided action, People Insight helps organisations move faster from employee feedback to improved engagement, culture and performance.

Sharper listening: Intelligent survey platform

Our survey platform makes it easy to listen effectively across your organisation, no matter its size, structure or location:

- Launch surveys quickly using intuitive tools or work with our experts to design surveys for you
- Research-backed models and question sets covering engagement, diversity and inclusion, wellbeing, the employee lifecycle and more
- Flexible delivery across multiple channels, including email, Microsoft Teams, QR codes and open links
- Multi-language surveys to support inclusive participation across global workforces

Smarter action: Insightful reporting and action planning

Our reporting capabilities turn feedback into insight leaders can trust and use, with built-in intelligence to guide focus and action.

- Clear dashboards that surface key themes, participation and priority drivers at a glance
- Comprehensive external benchmarking alongside internal and historical comparisons
- AI-powered analysis combining quantitative results with qualitative comments, including theming and sentiment analysis
- Built-in action planning that supports leaders and managers at every level, with visibility to monitor progress and support follow-through
- Action guidance and inspiration to help leaders understand what to do next and how to tackle priority issues
- Easy export of results to PowerPoint, Excel or PDF for sharing and discussion
- A multi-survey view to track insight and progress across your entire listening programme

Expert support, embedded when you need it

Alongside the platform, our in-house consultants, implementation specialists and communications experts provide optional support to help organisations run surveys smoothly, interpret insight and communicate impact effectively. This combination of technology and human expertise ensures listening leads to real, lasting improvement.

Onboarding & Offboarding

People Insight offers 3 levels of service;

- Self-managed – we will provide you with full training and support enabling you to run unlimited surveys across the platform
- Fully-managed service – we will do all the behind-the-scenes work of building and managing your surveys.
- Hybrid – We manage your annual/census survey with training and support provided to enable you to run your own pulse, ad-hoc, and lifecycle surveys

No matter which service option you choose from the three options listed above, each client is provided with a dedicated Account Manager, Programme/Implementation Manager and Consultant. Our team will work with your team to map out the scope and timings of your employee listening programme and manage the onboarding and training of your team.

As a minimum you will be provided with full training and support via a series of virtually hosted modules with reference/support documentation provided to supplement this. UK-based support is available for all clients via phone, web chat and email. Clients also have access to a client support and content hub with video and PDF guides available alongside wider engagement and survey programme content to support with all aspects of the survey.

Depending on the scope of the service required your dedicated programme manager and consultant will be able to provide expert advice on programme and question design, post-survey executive insight sessions and workshops focusing on a number of topics from post-survey communication to action planning training.

Throughout your contract with People Insight, your dedicated Account Manager will carry out periodic business reviews with you to ensure you are getting the most out of the platform and service.

At the end of the contract, we will work with you to ensure a smooth handover process either to a new supplier or back to you. This primarily focuses on the management of the survey data held by People Insight. Clients are able to download complete data files with anonymised survey responses, should they wish to have the full data set this must be passed from People Insight to an appointed third party. This is to ensure the preservation of employee anonymity .

1. Purpose

This Service Level Agreement (SLA) establishes the performance and reliability standards for the Platform and/or Online Services provided to the Client. It defines the terms of our service commitment and outlines the remedies or penalties, should agreed service levels not be achieved.

2. Service description

The Platform and/or Online Services provide the Client with the tools necessary to create, distribute, analyse and act upon employee surveys.

3. Service commitments

3.1 Availability: People Insight will use commercially reasonable efforts to ensure that the Platform and/or Online Services will be available at all times, excluding when the Platform and/or Online Services is unavailable due to: a) scheduled maintenance required as determined by People Insight; and b) causes outside the reasonable control of People Insight that could not have been avoided by its exercise of due care, including any outages caused by: 1) the internet in general; 2) a Client-caused event; 3) any Force Majeure Event.

3.2 Support: Technical support will be available via email and phone from 08:30 AM to 5:30 PM GMT, Monday through Friday. Emergency technical support will be available via email 24/7 for critical issues affecting platform availability.

3.3 Maintenance and Upgrades: Scheduled maintenance will be performed during off-peak hours with at least 48 hours of notice to the Client. Unscheduled maintenance will be communicated immediately with an estimated time to resolution.

3.4 Response Times: Initial response to support inquiries will occur within 4 business hours.

4. Downtime

"Downtime" is defined as the Platform and/or online services having no availability, expressed in minutes. Remedies for Downtime: if Downtime exceeds a certain amount per month, the Client is entitled upon written request to:

- A Fee refund proportionate to the duration and severity of the service outage:
 - Downtime 30 minutes or less, no Fee refund
 - Downtime 31 to 120 minutes, Client is eligible for a 5% Fee refund of 1/12 Annual Licence Fee
 - Downtime above 120 minutes, Client is eligible for a 7.5% Fee refund of 1/12 Annual Licence Fee.
- Escalation of issue resolution for repeated non-compliance.

5. Responsibilities of the Client

The Client agrees to:

- Provide timely notification of issues or problems.
- Ensure appropriate use of the platform in accordance with the provided documentation and training provided online and elsewhere.

- Maintain confidentiality of access credentials and notify us of amendments to client user access requirements.

Technical Requirements

The People Insight platform is configured to run on all modern web browsers and is mobile-compatible. As the platform is cloud hosted the client is not required to install or download any on-site/desktop application.

Data backup and disaster recovery

As People Insight is a UK based company all client data is processed and stored within the UK. Our data server is hosted by Secura in Enfield with off-site backups ensuring a robust approach to data security and integrity.

Our business continuity process and disaster recovery plans ensure a prompt and complete return to normalcy in the event of a service-affecting disaster.

Testing of the plans is performed at least once per year. Any significant findings are collected, and a report is produced for the senior management team to review and create steps necessary to perform the test again and obtain a positive result.

Security

Due to the nature of our business data security and integrity is paramount to what we do. People Insight is ISO27001 and Cyber Essentials accredited. We are externally audited on an annual basis and also undertake our own internal audits and checks.

An external provider completes an annual penetration test across all elements of our platform.

Pricing Overview

Pricing information is provided in the Pricing Document and is based on the number of participants and a self-managed approach. This cost covers the platform licence, implementation/onboarding, question design, results walk-through training and support.

Additional elements such as a fully-managed service or additional consultancy support is priced separately.

We offer discounts for multi-year commitments.

Ordering and Invoicing

Orders can be raised directly with the customer's programme manager or via enquiry@peopleinsight.co.uk

The platform cost is invoiced at 100% of the fee on commencement of the contract and is renewed annually. Our standard payment terms are 28 days.