



SQEPpay

Cloud UK Payroll



Client	
Project	

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Version History

Version	Date	Notes
1.0	March 2024	Initial Issue

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High level description

SQEPpay is a Software as a Service (SaaS) payroll solution for UK payrolls.

SQEPpay is a modern UK Cloud Payroll solution, fully integrated with HMRC with a modern, intuitive user interface providing depth of functionality and REST API, with a competitive pricing SQEPpay is cost-effective solution for all businesses, small or large, with no extra charge for additional features like auto-enrolment and benefits.

It can process payroll for UK based employees. It can also service payroll for UK nationals living outside the UK.

Service Type

Cloud-based, Software as a Service

Key Features

- Automated UK Payroll
- Powerful Comprehensive API
- Real Time Reporting
- Pension Management
- Holiday & Statutory Payments
- Expenses and Benefits
- CIS Supported
- Customisable Payslips
- Manage Gade & Spine Points
- Payroll Warnings improving payroll accuracy

Key Benefits

- Covers United Kingdom and Outside of UK
- Automated Payroll features minimising manual effort
- Manage multi employee pensions and roles
- Manage employee Statutory Payments through the portal
- Manage employee expenses and benefits through the portal
- Manage payments for Contractors and Sub-Contractors through CIS
- Manage Payroll Bureau Functionality
- Manage National Minimum Wage
- Manage employee holiday pay through the payroll platform
- Managed Payroll Services

Stand-alone or Integrated

SQEPpay can be used as a stand-alone payroll service, or it can be integrated with your HR and/or Finance systems to increase efficiency.

Cloud-based access

Requires internet connectivity. The service is accessed via a browser.

Supported browsers include:

- Safari
- Google Chrome
- Firefox

- IE11 and above

Reseller	SQEPtech are a reseller of this product. However, SQEPtech provides additional functionality to this product as well as additional support, neither of which are available from the original supplier.
User Support	Email and online ticketing. Business working hours Mon-Friday 9.00 - 17.00; slower response during the weekend. Typical support responses times: • Priority 1 - 1 working day • Priority 2 - 3 working days • Priority 3 - 10 working days Users can manage the status and priority of their tickets. Phone support is available 9am to 5pm, UK time, Monday to Friday excluding bank holidays. Onsite support can be provided at extra cost. Customers can contact the SQEPtech support team via support@sqeptech.com indicating issues and their estimated level of priority as follows: • Priority 1 - fail in operations • Priority 2 - reported bug or issue without a workaround in place • Priority 3 - reported bug or issue with a workaround in place SQEPtech will endeavour to apply fixes to the reported issues in line with the reviewed priority level as follows: • Priority 1 - 1 working day • Priority 2 - 3 working days • Priority 3 - 10 working days Managed services support level can be put in place, costs varying on number of payslips required to be produced on a monthly basis. Account Manager and/or Client Success Support available depending on type of contract. Support can be provided to third parties.
Browsers	This product uses a browser interface. Supported browsers are: • Internet Explorer 11 • Microsoft Edge • Firefox • Chrome • Safari • Opera

Installation	As a SaaS product there is no application to install.
Use on Mobile Devices	This application is not designed for use on mobile devices.
Service Interface	There is a service interface. The DevOps team has access to the environments for monitoring and support services. Access to personal data is only granted on a 'needs must' basis.
API	There is an API. The API enables you to connect the SQEPpay API to your HR, accounting, payment, or time and attendance software. In a few simple clicks, you can seamlessly sync SQEPpay payroll features (including PAYE, pension, and more) to other applications. API documentation is available, in Open API format (also known as Swagger). There is no API sandbox or API test environment.
Onboarding and Offboarding	Onboarding: Online Help/ Online User Documentation, Interactive help, New Feature walk throughs. The following services are available: • access to Support Team • 1-2-1 user training and shadowing (at additional cost). Service documentation is available in HTML, PDF, excel file and csv file formats. End-of-contract data extraction: Data can be exported via excel files, csv files, or can provided directly from the database in html format or other formats required by individual clients. Standard reports can also be used. End-of-contract process: We work with the client to ensure a smooth off boarding process. Exact details will depend upon the client and the system or service provider they are moving to as well as timing within the tax year. When a payroll service comes to an end, it is important to ensure the following are issued: • Payroll Master Data • Payroll Additional Data • Payroll results including YTD balances • Any supporting documents held in relation to payroll transactions • P45's if the employees and new payroll will have a new tax code Historical data can also be provided if requested. Dependent upon the detail of the off boarding required costs are typically 50% of last annual cost.

Data Exports and Data Imports

Exporting data:

- Standard reporting available in the portal; reports can be exported via csv, excel or pdf type files.
- Custom reporting is also available.
- Custom and Standard reports can be exported in csv, excel or pdf format.

Importing data:

Data formats that can be imported are Excel, csv, and xml.

Analytics

Data about the utilisation and usage of the system is available via dashboards. Metrics include: * Number of users; * Number of payslips generated. Datadog provides monitoring of the platform. Gainsight provides usage data to allow us to identify areas of the application to improve and also to surface tips and advice to customers.

Realtime dashboards are provided.

Scaling

Information concerning future usage of key services is collected as part of the regular our SaaS service review process.

SaaS customers are asked to highlight any known increases or decreases in the usage of existing services and any other business events likely to impact on the effective provision of service. Data regarding the current usage of technical resources is collected via several monitoring tools and is analysed quarterly to identify trends.

Currently the application resources are sized to support the existing customer base at peak times. Work is in progress to enable auto horizontal scaling.

Connection to Public Sector Networks

No

User Access Controls, Identity and Authentication

User authentication needed: Yes

User authentication:

- 2-factor authentication
- Identity federation with existing provider (for example Google apps)
- Username or password

Password and Authentication Policy: This policy describes the authentication requirements for accessing internal computers & networks and includes those working in-house as well as those connecting remotely. Every person, organisation, or device connecting to internal IT resources and networks must be authenticated as a valid user before gaining access to SQEPtech's computer systems, networks, and information resources.

Access restrictions: Those with support level access can only view companies which have support access enabled. This is set by the customer. There are various levels of user which controls what they have access to:

- Owner-Full access.
- Admin-Full access to a specific subset of data.
- Reviewer- Primarily read access, can't generally make changes.
- Editor-Limited ability to edit user data but below the level of the admin role

Management access authentication:

- 2-factor authentication
- Identity federation with existing provider (for example Google apps)
- Username or password

Additional Details

Please see G-Cloud entry.



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