

Cornerstone SaaS HR Solution Implementation, Consulting, and Management

Service attributes

Service type	Cloud support
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Service name

Service name	Cornerstone SaaS HR Solution Implementation, Consulting, and Management
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About your service

Service description	We specialise in Cornerstone’s CoreHR (HCM), Performance, Learning (LMS), Recruitment (ATS) and Onboarding, Succession and Compensation. We collaborate, lead, plan and deliver your vision to enable your users and maximise business benefits from your Cornerstone Implementation.
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Service features and benefits

Service features and benefits

Service features

- Cornerstone OnDemand system configuration
- Cornerstone training of systems capability and users
- Cornerstone systems testing support & consultancy
- Cornerstone technical services (user, master and historic data loads)
- Cornerstone technical Integrations (MS Azure / SSO)
- Cornerstone technical Integrations (API Webservices and Middleware)
- Programme and Project Management
- Cornerstone support services
- Custom web pages
- Customised Training Services

Service benefits

- Cornerstone certified consultants
 - Highly experienced in Cornerstone
 - Programme and project baseline planning
 - Create engaging projects with success
 - Systems optimisation
 - Cornerstone roadmap quarterly release support
 - SaaS governance and change management practice
 - Technical architecture and landscape planning
 - Dedicated and customised training services
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Planning

Planning

Planning service

Yes

How the planning service works

Program Initiation and Planning: We support your team in delivery of Cornerstone module implementation. This includes developing project plans, providing risk, issue, dependency and action management. We can provide change management services to support your organisation embrace Cornerstone as it is deployed into business-as-usual. This supports your business fully realise the business benefits of your investment in Cornerstone. SaaS Governance Alignment and Guidance: Governance is critical, both at a data level and a process & systems level. Our consultants can work with you to support your governance process design, based upon governance principles that align to your business drivers. This may include consideration of such questions as: How do you manage software releases? Which role becomes the product owner? What are their responsibilities? Our consultants can support you through the product journey and prepare you for adoption and the transition into business-as-usual.

Planning service works with specific services

Yes

Hosting or software services the planning service works with

Cornerstone

Setup and migration

Setup and migration

Setup or migration service available

Yes

How the setup or migration service works

Our consultants include specialists in technical projects. We spend time working with your technical teams to answer their questions and set the data ground work ahead of the main project. We work with your business through a discovery phase to understand your requirements, using an agile approach to ensure that the activities meet the wider implementation plan. Technical Architecture: Engaging infrastructure, active directory, middleware (API's), multiple data feeds, historical data loads. Technical Project Management: Our technical project consultants are solely focused on your technical delivery. They will lead integration planning and work closely with your IT teams. Technical Integration Consulting: Supporting single sign on (SSO), inbound and outbound data feeds and historical and master data loads. A key part of the team helping you to migrate onto Cornerstone and remain connected to your data. API Technical Integration Consulting API's are effectively a real-time data integrations. Running system-to-system integrations or using a middleware solutions. Either carrying the data or and transforming it on route. This can optimise your integration layer. We build, advise and provide direction on middleware

Setup or migration service is for specific cloud services

Yes

List of supported services

- Cornerstone OnDemand
- e-Days Absence Management

Quality assurance and performance testing

Quality assurance and performance testing

Quality assurance and performance testing service

Yes

How the quality assurance and performance testing works

We understand the potentially complex nature of Cornerstone implementations. Our project and programme plans include for testing and we are also additionally able to support User Acceptance Tests (UAT).

Security services

Security services

Security services

No

Training

Training

Training service provided

Yes

How the training service works

Customised training needs based on unique client configuration of their Cornerstone OnDemand modules

Training is tied to specific services

Yes

Services the training service works with

Cornerstone OnDemand - All modules

Ongoing support

Ongoing support

Ongoing support service

Yes

Types of service supported

- Hosting or software provided by your organisation
- Hosting or software provided by a third-party organisation

How the support service works

Our client Cornerstone support packages typically cover covers release management support and access to on-call ask the expert support for both technical and functional, plus an annual optimisation reviews, configuration of additional processes.

Service scope

Service constraints

We typically work remotely from our clients. However, we can provide on-site support at an additional cost if required.

Reselling

Supplier type

Supplier type

I'm a reseller providing extra features and support not available from the original supplier

Organisation whose services are being resold

Cornerstone OnDemand

User support

Email or ticketing support

Email or online ticketing support

Yes

Support response times

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 day

User can manage status and priority of support tickets

Yes

Online ticketing support accessibility

None or don't know

Phone support

Phone support

Yes

Phone support availability

9 to 5 (UK time), Monday to Friday

Web chat support

Web chat support

No

Support levels

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.

Staff security

Staff security clearance

Staff screening performed but doesn't conform with BS7858:2019

Government security clearance

Up to Baseline Personnel Security Standard (BPSS)

Standards and certifications

ISO/IEC 27001 certification

ISO/IEC 27001 certification

No

ISO 28000:2007 certification

ISO 28000:2007 certification

No

CSA STAR certification

CSA STAR certification

No

PCI certification

PCI certification

No

Cyber essentials

Cyber essentials

Yes

Cyber essentials plus

No

Other security certifications

Other security certifications

No

Social Value

Fighting climate change

Fighting climate change

SQEPtech takes action to combat climate change covering energy use, emissions and waste including from transpiration and consumables. This includes: regular review of IT infrastructure needs to minimise energy consumed by this infrastructure and the minimisation of business travel to reduce transport-related emissions by using Teams and remote working tools extensively.

Covid-19 recovery

Covid-19 recovery

SQEPtech's business is fully remote and hence supports effective social distancing and remote working. This also assists those members of staff from both SQEPtech and the client who are shielding or supporting CEV individuals. As a fully remote company, it is able to host all meeting remotely, maintaining social distancing and avoiding travel (however, where required by a client SQEPtech's team members are able to meet at the client's site). As SQEPtech takes on new contracts and continues to grow its fully remote working business model facilitates it to create new jobs and recruit new employees from across the UK.

Tackling economic inequality

Tackling economic inequality

As a technology start-up company SQEPtech is a fully remote company within the United Kingdom and is able to staff its team from skilled workers across all the regions within the UK. As SQEPtech takes on new contracts and continues to grow its fully remote working business model facilitates it to create new jobs and recruit new employees from across the UK. Additionally, SQEPtech's business model enables it to employ staff from groups that may find it harder to re-enter employment such as those caring for children or with other caring responsibilities. SQEPtech has a Code of Business Conduct that sets out its fair and responsible approach to working. This is supported by policies including data protection, data privacy, ethical trading, modern slavery, anti-bribery & corruption, gifts & hospitality, equality & diversity, environmental management and health & safety.

Equal opportunity

Equal opportunity

SQEPtech has an Equality & Diversity Policy which all team members must comply with. This is reflected with our Code of Business Conduct as this extract shows: "Diversity & Inclusion We value all our people, regardless of background and experience. We value all the skills and ideas our people bring to bear on developing and delivering solutions to clients and to internal customers. SQEPtech's strength is in this diversity. Diversity & Inclusion We: -Respect the contribution of all. - Embrace inclusive practices. -Treat others with respect, dignity and expect to be treated this way in return. -We encourage people to collaborate and contribute to activities. -Manage compensation and promotions fairly based upon performance. -Speak up when we see, hear or experience any form of discrimination."

Wellbeing

Wellbeing

SQEPtech has a culture that supports our team's wellbeing through creating and enable team members to develop a work-life balance that works for them. This builds upon a fully remote structure and extends to how SQEPtech team members manage their working hours, SQEPtech has a health & safety policy, signed by the CEO. This is the main statement from the policy: "SQEPtech considers health, safety and environment matters to be important principles of ethical business. This policy applies to all of SQEPtech's operations wherever they are carried out and is reviewed, and if necessary revised, on an annual basis. The Chief Executive Officer has overall responsibility for implementing this policy. We do not compromise over the health & safety of our people. We balance social, environmental and economic priorities to create value for all our stakeholders. We protect and improve the environment wherever we can. We are committed to continuous improvement in both our performance and management of health, safety and the environment."

Pricing

Price	£80.00 to £125.00 a unit an hour
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Discount for educational organisations	No
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