



Service Definition Document

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Welcome to Cintra

Cintra develops advanced software solutions designed to optimise HR and payroll operations. More than just an HR and payroll provider, Cintra serves as a trusted partner, offering comprehensive support across every phase of the employee lifecycle.

Why Do Clients Choose Cintra?

Tailored specifically for public sector organisations, Cintra's payroll and HR systems deliver secure, compliant, and efficient processes that ease administrative burdens. With extensive experience supporting schools, colleges, and multi-academy trusts, Cintra simplifies HR and payroll management within the education sector and beyond. Flexible service offerings and expert guidance guarantee streamlined and effective payroll administration.

Key Benefits

- ✓ Ongoing regulatory compliance ensured by continual system updates
- ✓ Robust security measures through advanced protocols
- ✓ Automated workflows that minimise errors and enhance efficiency
- ✓ Scalable solutions adaptable to any public sector organisation
- ✓ Comprehensive expert support and training
- ✓ Enhance your payroll operations to achieve greater precision and operational efficiency for both staff and stakeholders

About Cintra

Cintra is a trusted provider of payroll and HR solutions with over 40 years of industry experience. As part of the Payroll Software and Services Group (PSSG), we deliver award-winning technology and managed services to more than 1,200 organisations across sectors including education, retail, travel, manufacturing, and professional services.

Our team of over 190 specialists is committed to delivering personalised, responsive support and building long-term partnerships based on trust and collaboration. Choosing Cintra means selecting a partner dedicated to providing operational excellence and supporting organisational success.

Cintra in Education and Public Sector

Cintra has extensive experience in delivering payroll and HR solutions for schools, colleges, academies, and multi-academy trusts (MATs). We understand the complexity of managing diverse pay structures, pension schemes, and compliance requirements within educational and public sector environments.

Our solutions are designed to deliver accuracy, efficiency, and compliance, enabling institutions to focus on their core mission while we manage payroll and HR processes cohesively.

Key Service Features

- **Payroll Management**
Supports multiple pay scales, spine points, contracts, and roles to certify accurate and timely payments.
- **Compliance Assurance**
Automated statutory calculations and provision of payslips, P60s, and P45s to meet all regulatory obligations.
- **Advanced Reporting**
Comprehensive reporting for HMRC, Teachers' Pension Scheme, and Local Government Pension Scheme (LGPS).
- **Pension Administration**
Full-service management of complex pension schemes, including Teachers' Pension and LGPS.
- **Employee Experience**
Tools for real-time feedback, automated performance reviews, and engagement analytics to enhance staff satisfaction and support organisational goals.

Cintra People

The All-in-One People Platform

Cintra People brings together Payroll and HRIS into one connected platform, giving organisations a powerful and scalable solution for managing people, processes, and compliance.

Backed by Cintra's decades of payroll and HR expertise, Cintra People optimises the entire employee lifecycle—from onboarding through payroll to expense reimbursement, removing duplication, reducing errors, and improving employee engagement.

Core Capabilities

- Full UK payroll processing
- Automated compliance with HMRC and in-country rules
- Secure, accurate, and timely payments across multiple pay frequencies
- Employee self-service payslips and P60s
- HRIS (Human Resources Information System): Centralised employee records with easy updates
- Onboarding workflows and right-to-work tracking
- Absence, holiday, and time-off management
- Reporting and analytics for HR and leadership teams
- Self-service access for employees and managers
- Expense Management (Not yet part of Cintra People UI): Mobile-first expense capture and approval process
- Policy-driven automation for compliance and control
- Seamless integration with payroll for faster reimbursement
- Real-time spend visibility for finance teams

With Cintra People, organisations gain a future-ready platform that makes people management simple, accurate, and connected so HR, payroll, and finance teams can focus less on admin and more on strategic impact.

Product

Introduction

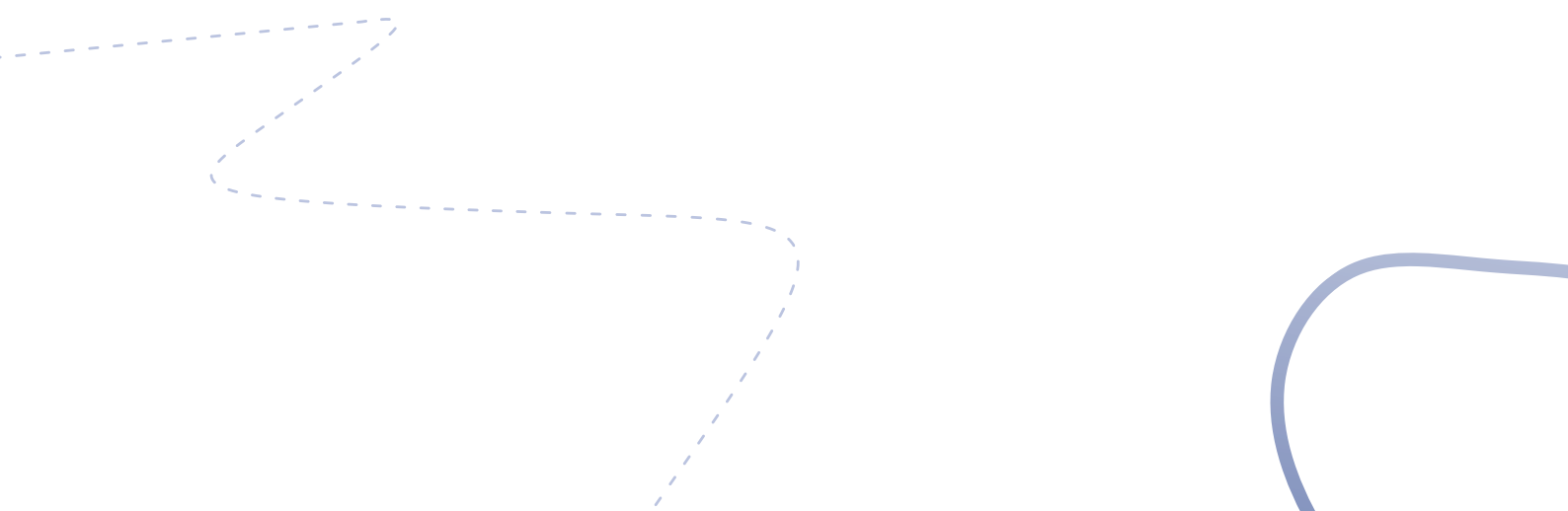
Cintra helps public sector organisations improve operational efficiency, strengthen compliance, and manage their workforce through tailored payroll and HR solutions. Our products are purpose-built to address the distinct challenges encountered by the public sector.

Cintra People Payroll Software delivers cloud-based solutions that facilitate accurate and efficient payroll administration in a secure and compliant setting. The software incorporates streamlined processes specifically tailored to complex public sector payroll needs, safeguarding robust regulatory compliance, and providing advanced data protection measures.

Cintra Outsourcing offers bespoke payroll management services, available as both fully and partially managed options. These services reinforce essential compliance requirements such as RTI and pensions auto-enrolment, while conforming to ISO9001 and ISO27001 standards for data security. Each client is supported by a dedicated payroll manager, guaranteeing that the services accommodate to individual organisational requirements.

Cintra People HR, our cloud-hosted HRIS, empowers HR professionals to effectively manage a diverse and evolving public sector workforce. It features scalable solutions for daily HR operations, supports the development of an engaged workforce, and supplies strategic tools for workforce planning and retention.

In summary, Cintra's integrated solutions enable public sector entities to achieve seamless, compliant, and efficient payroll and HR management, allowing them to concentrate on their primary objectives.



Cintra People Payroll Software

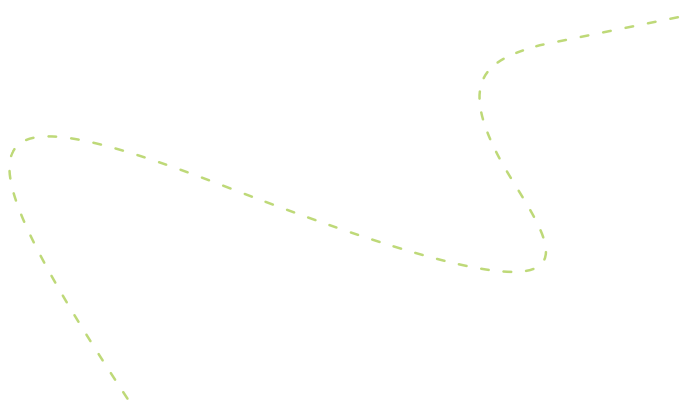
Feature 1: Advanced automation & reporting

- The software automates calculations, including wages, tax, and pensions; simplifying complex payroll runs.
- Supports retrospective or back-dated changes automatically, so adjustments are accurately factored in.
- Strong reporting capabilities: pre-built and bespoke report packs, live/real-time variance analysis, gender pay gap reporting, journal output.

Feature 2: Integration, scalability & complexity support

- Designed for complex payrolls (multiple pay grades, pension schemes, contract types) and built to scale as the organisation grows.
- Supports integrations with existing systems (HR data, time/attendance, finance journals) so payroll doesn't operate in isolation.
- Cloud-based, UK-hosted (AWS) infrastructure provides flexibility and removes requirement for on-premises server management.

Feature 3: Compliance & security assurance

- The system includes functionality for UK-specific compliance: automatic thresholds for tax/NI/student loans, statutory rates (SSP, maternity, paternity), and handles RTI reporting to HM Revenue & Customs (HMRC).
 - Security is emphasised: significant investment in cybersecurity, UK data hosting, encryption, audit trails, role-based access.
 - Built by an experienced provider (over 40 years in business) ensuring that ongoing legislative changes are managed and the platform remains supported.
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Feature	Description
HMRC Compliance	Automatic calculations for PAYE, National Insurance, and real-time submissions to HMRC.
Multiple Pay Schedules	Supports weekly, monthly, and custom pay frequencies for different employee groups.
Statutory Payments	Handles statutory sick pay, maternity/paternity pay, and other statutory leave payments.
Pension Auto-Enrolment	Assesses and auto-enrols employees, calculates contributions, and submits details to providers.
Employee Self-Service	Allows employees to access payslips, update details, and manage leave requests online. (New customers must purchase Cintra People HR to manage leave.)
Integration with HR/Accounting	Seamless integration with HR and accounting systems for unified workflows.
Automated Payslip Distribution	Generates and securely distributes digital payslips to employees.
Reporting & Analytics	Provides customisable payroll reports and analytics dashboards.
Cloud-Based Access	Enables payroll processing and management from any location.
Data Security & GDPR Compliance	Makes sure employee data is protected and compliant with UK data protection laws.
Custom Deductions & Benefits	Supports custom deductions, benefits, and expense reimbursements.
Director & Contractor Payroll	Handles payroll for directors and off-payroll (IR35) contractors.

Cintra Outsourced Payroll

Clients receive a tailored service facilitated by a dedicated payroll team member and payroll team leader. The offering can include a full license for our payroll software described above, enabling customisable reporting and data entry options. Our experts oversee routine administrative tasks, allowing clients to maintain strategic oversight and focus on analysis. Services provided encompass payroll calculations, DPS downloads, auto enrolment assessments, and interfacing with external providers. Additionally, we manage payslip distribution (both online and physical), Bacs submissions, RTI submissions, payroll journal exports, and complete year-end processing.

Our fully managed service includes:

- Acting as the registered agent office for your PAYE scheme
 - Managing PAYE and NICs payments to HMRC via Bacs
 - Importing and entering payroll adjustments
 - Administering all pension processing, statutory payments, and deductions
 - Downloading tax code changes, student loan updates, NVR responses, and employer notifications
 - Generating general ledger interface files
 - Processing full payroll cycles
 - Completing year-end tasks including P60 provision and final RTI submissions
 - Producing and dispatching paper payslips
 - Responding to any PAYE queries from HMRC
 - Delivering payslips online or via email, including e-P60s and detailed employee/management reports
- Entrusting Cintra with your payroll operations assures expert management, enabling you to concentrate on broader business priorities.
- Supplying gross-to-net analyses, Bacs payment lists, and up to three supplementary accounting or management reports

Cintra People HR & CintraHR Software

Option A: Cintra People HR

Cintra People HR is our core HR product which offers a fully cloud-based HR management system to allow businesses to remove admin overheads, improve data accuracy, encourage employee engagement and maintain compliance. It enables businesses to streamline HR processes, centralise employee information and improve overall HR efficiency.

This option is best suited to organisations that want flexibility, autonomy, and digital-first HR process management.

- **Essentials:** Core tools to support workforce engagement and performance.
- **Advanced:** Advanced capabilities to plan, grow, and retain your workforce.

Feature	Essentials	Advanced
Holiday & Absence Management		
Leave & Sickness Tracking	✓	✓
Requests & Approvals	✓	✓
TOIL (Time Off in Lieu) Tracking	✓	✓
Customizable Leave Allowances	✓	✓
Public Holiday Profiles	✓	✓
Request Attachments	✓	✓
Automated Carryover	✓	✓
Support for Unlimited PTO	✓	✓
Accrual Tracking	✓	✓
Return to Work Management	✓	✓

Feature	Essentials	Advanced
Directory		
Employee Directory	✓	✓
Organisation Chart	✓	✓
Employee Team Bios	✓	✓
Employee Profiles		
Employee Profiles	✓	✓
Right to Work Tracking	✓	✓
Asset Recording	✓	✓
Employee Records	✓	✓
Customisable Profile	✓	✓
Bank Details	✓	✓
Salary Records	✓	✓
Employee Record Generation	✓	✓
Employee Onboarding Portal		
Onboarding Portal		✓
Request New Starter Info & Docs		✓
Share Policies & Info		✓
Welcome Messages		✓
Pre-Book Leave		✓
Team Introductions		✓

Feature	Essentials	Advanced
Company Docs & Policies		
Document Versioning	✓	✓
Acknowledgement and Read Tracking	✓	✓
Policy & Doc Sharing	✓	✓
Work Location Management		
Track and Record Work Locations		✓
Office Capacity Management	✓	✓
Office Location Planning	✓	✓
Performance Management		
Customisable Performance Fields	✓	✓
Manager & Employee Self-Assessment		✓
Performance Records	✓	✓
Customisable Review Templates		✓
360-Degree Feedback		✓
Goals & Objectives (OKRs)		
Objectives and Key Results (OKRs)		✓
Goal Alignment		✓
Company, Team, & Personal Goals Tracking		✓
Check-Ins		✓

Feature	Essentials	Advanced
Goal Shout-Outs for Recognition		✓
Goals Insights & Analytics		✓
Employee Engagement & Culture		
Shout-Outs for Recognition		✓
Employee & Company Newsfeed		✓
Likes & Comments		✓
Employee Engagement Controls		✓
HR Reporting & Analytics		
Leave & Absence Reporting	✓	✓
CSV Data Exports	✓	✓
Sickness Reporting & Trends	✓	✓
HR Reporting	✓	✓
Archived Employee Data Reporting	✓	✓
Employee Headcount	✓	✓
HR Insights & Analytics	✓	✓
HR System Checklists		
Customisable Checklist Templates	✓	✓
Automated Checklists	✓	✓

Feature	Essentials	Advanced
Productivity Integrations		
Teamtailor Applicant Tracking System (ATS)	✓	✓
Greenhouse Applicant Tracking System (ATS)	✓	✓
Google Workspace	✓	✓
Microsoft 365	✓	✓
Xero Integration for HR and Payroll	✓	✓
API Access (Additional Costs May Apply)	+	✓
DocuSign	✓	✓
Slack Integration for HR Notifications	✓	✓
Employee Offboarding		
Offboarding Management	✓	✓
Track Employee Reason for Leaving	✓	✓
Manage Voluntary vs Involuntary Exit Status	✓	✓
Learning & Development		
Customisable Learning Fields	✓	✓
Learning Records	✓	✓
Mobility		
Mobile App (IOS and Android)	✓	✓

Feature	Essentials	Advanced
Time Tracking Add-on		
Time & Attendance	✓	✓
Clock-in & Clock-out Features	✓	✓
Online Timesheets & Approvals	✓	✓
Monitor Staff Working Hours & Breaks	✓	✓
Data Export for Time Tracking	✓	✓
Project Time Tracking Add-On		
Customisable Metrics	+	+
Track Project Time by Customer, Team, or Project	+	+
Pre-Project Planning & Budgeting	+	+
Track Project Actuals & Analyse Performance	+	+
Secure Project Management Roles	+	+
Employee Roles & Rates for Projects	+	+
Support & Help		
Training videos	✓	✓
Annual Service Review	✓	✓
Full Support with Ticketing System	✓	✓
Comprehensive Knowledge Base	✓	✓

⊕ – Additional Costs may apply

Option B: CintraHR

This option is best suited to organisations that require a controlled, scalable HR platform with a strong focus on compliance and workforce management.

- **Essential HR:** Everyday HR need for your hybrid workforce.
- **Professional HR:** Helping you build a highly engaged and performing team.
- **Intelligent HR:** Helping you plan, grow and retain your workforce.

Feature	Essential HR	Professional HR	Intelligent HR
Centralised People Data			
Employee Profile	✓	✓	✓
Self-Service Dashboard	Standard	Customisable	Customisable
Organisation Chart, People Directory & Organisation Calendar	✓	✓	✓
Compliance			
Document Storage, Certificates & Qualifications Data	✓	✓	✓
Expiry Notifications	✓	✓	✓
E-Signature Policy Sign-Off	✓	✓	✓
Contracts Management & Templates	Up to 5 Templates	Up to 25 Templates	Unlimited Templates
Audit Logs	✓	✓	✓
Workflow & Automation			
Workflows & Employee Lifecycle automation	Onboarding, Offboarding, Role Change Workflow	Up to 10 Customisable Workflows	Unlimited Workflows
Event Notifications	✓	✓	✓

Feature	Essential HR	Professional HR	Intelligent HR
Performance & Engagement Tools			
Employee engagement: Pulse Survey, Anonymous Survey, eNPS & Wellness Tracking, Real-Time Check-In, Customisable Survey Forms & Templates, Manager's Log		✓	✓
Performance management: Organisational Objectives, Goals & OKR Tracking, Automated Performance Reviews, 360° Feedback, Performance Report, PIP & Training Needs Capture		✓	✓
Organisational Planning			
Compensation Planner, Workforce Planner & Skills Capture			✓
Analytics Suite			
People Data Analytics	Workforce Headcount, Tenure, Remunerations, Starters & Leavers, Movement & Changes		
Engagement & Performance Analytics: Business Performance, Goals Compliance, Attrition, eNPS, Employee Wellness, Forms & Survey Analytics and more		✓	✓
Sentiments Analytics & Intelligent Insights Across Business, Performance and Employees, Talent Planning, Training Spent, Skills Analytics and more			✓

Feature	Essential HR	Professional HR	Intelligent HR
Platform Features			
Single Sign-On	✓	✓	✓
Multi-Languages	English (Australian, British, American), Danish, Canadian French, German, Finish, Italian, Spanish, Swedish, Maori		
Integrations	Add-ons request		
APIs	Access to REST Public API		
Support	Standard SLA support applies to all plans		

Cintra Outsourced HR Services

Cintra's Outsourced HR Services provide a comprehensive, scalable solution for organisations seeking to streamline HR operations, mitigate regulatory risk, and enable their HR teams to focus on strategic initiatives. We combine expert guidance, robust administrative capability and a flexible service model designed for UK-only operations.

HR Advice

Access to experienced HR and employment-law professionals who deliver guidance on all employment-related matters: probation, onboarding/offboarding, maternity and family leave, contracts, absence management, redundancy, performance & disciplinary processes, TUPE, tribunal awareness and more.

Advice will be delivered via phone and followed up in writing where appropriate; drafted letters or documents will be provided for issues falling within the standard scope.

This offering equips your business with best-practice HR support, ensuring compliance and operational consistency.

Note: The advice service excludes in-person attendance at disciplinary/grievance hearings, management of collective redundancies, settlement agreement production, tribunal bundle preparation or full TUPE consultation processes. These are offered only as separate project services.

HR Administration

Full-service HR administration via an HR Information System (HRIS) implementation and management, including onboarding, contract drafting, lifecycle record-keeping (starters, leavers, changes), absence/sickness/holiday tracking, standard reporting (absence, turnover, employee data), and job-description templates.

Setup includes onboarding, HRIS configuration, initial training and ongoing support. The service is tailored to mirror your internal approval workflows and processes.

Enables your HR team to off-load transactional tasks, reduce risk, maintain accurate employee data and focus on value-added initiatives.

Note: The admin service excludes coordination of 3rd-party reference/DBS/credit checks, management of third-party benefits, specialist job-description authors or in-depth exit-interview analytics. These are available as quoted add-ons.

Company Policy Templates

Included when you take either the Advice or Admin service, this product gives you access to a full library of editable policy templates, suitable for populating a company handbook and customised with your logo, wording and internal process links.

Policy versions are tracked with document logs and updated when legislation or regulation changes — clients receive email notifications when updates occur.

Makes sure that your policy framework remains current, compliant, and aligned with best practice.

Benefits & Value

- **Cost-efficient HR support**
Shift HR from a purely internal administrative cost to a managed service with fixed-fee predictability.
- **Reduced risk and improved compliance**
Access to subject-matter experts and up-to-date policy templates helps manage regulatory exposure and employment law risk.
- **Operational efficiency**
Automate, standardise, and streamline HR transactions and data management via the HRIS and administrative support.
- **Strategic focus**
Free your internal HR team to focus on talent, culture, change, and growth rather than day-to-day HR operations.
- **Scalability and flexibility**
Whether you're growing fast, managing change, or operating in a dynamic regulatory environment, the service adapts to your needs.

Optional Add-ons

Cintra Groups

Accessible through Cintra Cloud without needing Cintra IQ, allows company-wide data access and approvals. Key features include:

- Managers can view and manage employee data, costs, and payments in their areas.
- They can also adjust salaries and authorise one-off payments based on granted permissions.
- Senior Leadership gains insight into payroll costs.
- Administrators can organise groups and assign personnel manually or via cost codes.

Data Protection

Commitment to Data Protection

Cintra, as part of the Payroll Software and Services Group (PSSG), is committed to the highest standards of data protection and information security. All personal and organisational data is processed in strict accordance with the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018, and all relevant regulatory requirements. Data is handled lawfully, fairly, and transparently, and is retained only for as long as necessary for its intended purpose.

Data Classification and Handling

Data is classified under the following categories:

- **Public Data**
Freely accessible, with no restrictions.
- **Internal Confidential Data**
Accessible only to authorised personnel.
- **Confidential Data**
Protected by security permissions, accessible solely for job-related tasks.
- **Sensitive or Restricted Data**
Includes information that, if compromised, could result in regulatory fines, criminal charges, or reputational harm. All client data is treated as Sensitive or Restricted, regardless of content.

Data Subject Rights

Cintra upholds all data subject rights, including access, rectification, erasure, restriction, portability, objection, and rights related to automated decision-making and profiling.

Data Retention and Erasure

Personal data is retained only as long as necessary, in accordance with the Data Protection Policy and Data Retention Policy. Secure erasure procedures are overseen by the Data Protection Officer (DPO) and the GDPR Team.

Security Measures and Access Control

Cintra employs robust physical, digital, and organisational security measures:

- Data is stored in UK-based, Tier 3+ datacentres, with full disaster recovery and business continuity provisions.
- All data transfers use encrypted channels.
- Access is governed by the principle of least privilege, with formal authorisation for elevated access.
- Cryptographic key management is tightly controlled.

Employee Responsibilities and Training

All employees, contractors, and third parties must comply with the Data Protection Policy and related procedures. Mandatory training on data protection, GDPR, and information security is provided at induction and refreshed regularly. Completion is monitored by the Compliance Manager, and breaches may result in disciplinary action.

Incident Handling and Breach Response

Cintra maintains a comprehensive GDPR Breach & Information Security Event Policy, outlining procedures for preventing, identifying, reporting, resolving, and learning from data breaches and security incidents. A dedicated response team provides transparency and swift action, with all events investigated and reported in line with ISO/IEC 27001:2022 and industry best practice.

Supplier and Subcontractor Assurance

Cintra only engages suppliers and subcontractors who demonstrate robust data protection and GDPR compliance, including staff training and background checks. All relationships are subject to ongoing monitoring and review.

Policy Review and Governance

All data protection policies are reviewed periodically, updated as required, and version controlled. The Quality and Compliance Manager is responsible for policy review, while the Executive Chair and Management Team enforce compliance.

PSSG Accreditations and Certificates

Cintra and PSSG hold the following accreditations and certificates, demonstrating their commitment to quality, security, and compliance:

- CIPP PAS (Chartered Institute of Payroll Professionals Payroll Assurance Scheme)
- BACS Approved Bureau
- ISO 9001:2015 (Quality Management Systems)
- ISO 27001:2022 (Information Security Management Systems)
- Cyber Essentials and Cyber Essentials Plus
- ISAE 3402 (Assurance Reports on Controls at a Service Organisation)
- Annual and continuous penetration testing



Service and Support

Payroll Implementation

Cintra's implementation process is designed to ensure that the implementation is completed to the highest standards, and our customers are confident with our product before payroll processing becomes live. See below a breakdown of each phase of implementation:

Phase	Description
Kick Off	A project introduction meeting will be scheduled with project leads and the implementation team to introduce key personnel, schedule future meetings, and acquaint the Client Project Lead with the project. Following the kick-off call, documentation will be provided, which includes a Portfolio document and Data Take on Templates (DTO). An implementation meeting will also be organised to cover the requirements in these documents, requests for Bank, Pension, Journal files, links to BACS, Pension, HMRC, and IT contact details, if relevant.

To configure your payroll, we'll use the information provided in the Portfolio document. The Portfolio sets out the rules and regulations by which the payroll operates. It is therefore crucial that this is a well understood and thoroughly completed document.

When the system build is complete it will contain the rules that will allow the system to calculate all the elements of the payroll from maternity pay to sick pay and how any payments should be pro-rated in each period.

System Build

During the implementation or parallel run phase, the Supplier team will create your pension schemes based on the information you provide. This includes clarifying pensionable pay, applying tax relief correctly, and addressing any Automatic Enrolment (AE) implications such as postponements, pension provider file outputs, employee communication options, and historic opt-outs. Additionally, the Supplier will manage Client employee and Client employer contributions.

Data Take On

We will provide you with our DTO (Data Take On) template to complete. This is where all the data which needs to go into your payroll is gathered. To provide complete accuracy, the payroll Take On data must be collected at the end of the period before the first Parallel run. Our preference is that we receive the FPS (full payment submission) file from your current system. This contains most of the data required and will significantly reduce the amount of data required through the DTO.

Our DTO has built-in validation, which confirms that HMRC values balance back to the P32 and what has been submitted to HMRC. The validation process will identify any areas that require correction before being sent to Supplier.

Parallel Runs

The parallel run process involves reconciling all items to the latest pay run, including pension, contributions, and outputs to pension providers.

Parallel runs are a collaborative effort where the Client provides necessary reports and information for processing, while Supplier assists in managing the payroll operations.

As part of Parallel Run 1, Supplier will work alongside the Client, who will provide the necessary reports and information. A full list of the required data will be provided at kick off.

After each parallel run, we will provide a standard suite of reconciliation reports, which must be reviewed and signed off before the next parallel or live processing.

Additional items

On top of the basic payroll set-up, we will create the additional elements based on the scope of the implementation that has been purchased. This may include journal set-up, bank files, interface files.

Training

Comprehensive training sessions on Cintra Cloud, Cintra Reports, Filters, and Cintra SaaS will be set up to equip the Client team with the necessary knowledge to run payroll.

Provision for additional training, if required will be provided at an additional cost to Training Client, with accessibility to online resources for continuous learning.

Go-Live

Final project phase marking the transition to live processing, with a continued monitoring and support mechanism to deliver smooth operations and adherence to the project plan.

HR Software Implementation

Cintra's implementation process is designed to ensure that the implementation is completed to the highest standards, and our customers are confident with our product before payroll processing becomes live. See below a breakdown of each phase of implementation:

Scope of Service	Foundation	Foundation Plus
Data Import	People, Jobs & Remuneration Data	People, Jobs & Remuneration Data
Kick-Off Workshop	1 x Kick-Off Workshop	1 x Kick-Off Workshop
Training	People, Organisation, Engagement, Learning, Permissions & Event Notification Training	People, Organisation, Engagement, Performance, Learning, Permissions, Event Notification & Analytics Training
Design Thinking Workshop	N/A	1 x Design Thinking Workshop (Onboarding, Offboarding, Role Change or Performance)
Configuration Assistance	Assistance with Required and Optional Configuration	Assistance with Required and Optional Configuration
Change Management Assistance	Assistance with Rollout Guides	Assistance with Rollout Guides
Deployment Support	Support with Launching CintraHR	Support with Launching CintraHR.
Duration	Approx. 11 weeks implementation	Approx. 14 weeks implementation

Cintra People Payroll & HR Software Support

The support desk is available 08:00 until 18:00 (UK time) Monday to Friday. Support will not be provided during weekends or Bank Holidays. A limited service will be provided during the Christmas period: 24th December until 2nd January. The primary method of support is through our online portal.

We set out clear response times depending on the nature of the issues/enquiries made. Issues that arise are categorised and dealt with within the timescales identified in the table below.

Priority Level	Description	Example	Response Time
1	Critical	Business critical; unable to run time sensitive payroll and the situation is considered an emergency.	1 hour
2	Major	Important service unable to run; loss of application functionality or performance, resulting in multiple users impacted in their normal functions.	2 hour
3	Minor	Loss of application functionality, product feature requests, how-to questions.	1 day
4	Developmental	Request for a software enhancement.	Unspecified

Resolution: We aim to make sure that 100% of faults raised via the helpdesk are responded to and corrected within 0 to 2 hours for critical faults and 0 to 4 hours for urgent faults. Where a system error is critical and the system is unusable, Cintra can reinstate full operations with zero loss of data within an hour (although we target no more than 30 minutes).

Cintra People Payroll & HR Software Support Desk – Service Levels

Call Type	Description	Response Time	Target %
Tickets	Critical	2 hours	99%
Tickets	Non-Critical	24 hours	90%
Calls	All	Answer on first attempt	90%
Calls	Return	Within two hours	100%

Support endeavour to provide a fluid and reliable service. They are held accountable to strict Service Levels to maintain this. Any calls that are not answered initially go through to a reception, so every call to Support will result in the caller speaking to a human voice.

For escalations, the Support Manger is the point of contact and is accountable for the smooth running of the Helpdesk.

Cintra People Outsourced Payroll – Service Levels

The Supplier's services will be assessed according to the Key Performance Indicators detailed below. Furthermore, the Supplier will endeavour to respond to queries from the Client and authorised third parties in accordance with the guidelines specified herein.

Service Levels will be monitored against the established KPIs and shall be discussed and confirmed during Service Review Meetings. These reviews will occur on an ad hoc basis as mutually agreed by the Supplier and the Client, tailored to the Client's requirements.

At each service review meeting, both the Client and the Supplier will evaluate current performance measures to guarantee their continued relevance and suitability. Any modifications to these measures will follow the variation procedures outlined in the Agreement.

Performance Measure	Performance Target
Transfer of Net Pay Values (BACS Clients Only) The Supplier will make sure that net pay values are transmitted to BACS for transfer to the payee's bank accounts on pay day and in accordance with the agreed processing schedules	100%
Transfer of Net Pay Values (for Clients that choose Cintra to transmit their payments via Modulr) The Supplier will make sure that net pay values are transmitted to the Faster Payment portal, for transfer to the payee's bank accounts on payday and in accordance with the agreed processing schedules. The Supplier will make sure that net pay values are transmitted to BACS for transfer to the payee's bank accounts on pay day and in accordance with the agreed processing schedules.	100%
Accuracy of Net Pay Values – Transmitted to BACS The Supplier will make sure that accurate payments are made, in accordance with the agreed processing schedule and the information supplied by the Client.	98.5%
Payroll Output Distribution The Supplier will despatch payslips, P60s and other payroll outputs as documented in the Payroll Header document via the Cloud Portal and in accordance with the Processing Schedules.	100%

Cintra People Outsourced Payroll – Responses Times

In addition to the Service Levels defined above the Supplier shall endeavour to deal with queries on behalf of the Client on the following basis:

Source of Query	Priority	Maximum Response Time
Payslip queries affecting employee net pay from the Client contact	Urgent	1 working day
Accounting queries (GL's & Journals) from the Client	Urgent	3 working days
Pension queries from the Client contact	Urgent	3 working days
Payslip queries not affecting employee net pay from the Client contact	Non-urgent	5 working days
Accounting queries (GL's & Journals) from the Client contact	Non-urgent	10 working days
Pension queries from the Client contact	Non-urgent	10 working days
All Third-Party queries, including those relating to the Statutory Bodies	All	10 working days

Customer Success

The Cintra Customer Success team reviews software performance with clients every quarter. They use Freshdesk data to identify accounts needing support and help improve efficiency until issues are resolved.

Training

We offer documentation, video guides, and online admin training at the start of projects.

Ordering and Invoicing Process

Fees are invoiced monthly in arrears and paid within 14 days in GBP. Monthly processing charges are billed by the 5th of the following month; consultancy fees are quoted and invoiced upfront. Payments are collected by direct debit according to BACS terms 14 days after invoicing.

Refer to Cintra G-Cloud Terms and Conditions for details.

Termination

Terms/Contract

Please see call off contract issued through the GCloud Framework

Data Extraction and Removal

We provide customers data upon request at the point of terminating a contract. This is provided in text CSV format and includes:

- All transactions and approval audit
- All record type data

All data can also be exported directly from the service by a user with administrative permissions.

There is no cost for providing this data, unless customers request their data in a specific format or in a specific way to our standard extraction, the price is determined and agreed upon request.

We purge all data and backup storage at the customer's request.

Technical Requirements

- **Browser Requirements:** Clients need to use modern, up-to-date web browsers to access Cintra's systems. This safeguards compatibility and security when interfacing with the software. Typically, supported browsers include the latest versions of Google Chrome, Mozilla Firefox, Microsoft Edge, and Safari.
- **Internet Connection:** A stable and reliable internet connection is required to ensure seamless access to Cintra's cloud-based services.
- **Security Measures:** Clients are required to have standard security measures in place, such as firewalls and antivirus software, to protect their data and network when accessing Cintra's services.
- **Operating Systems:** Clients should use supported operating systems on their devices, such as the latest or recent versions of Windows, macOS, or Linux.