



# **SERVICE DEFINITION DOCUMENT**

# **KEYSTONE TALENT BANK**

**Autumn 2025**

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V1.5



## 1. Objective

The purpose of this document is to provide an overview of the Keystone Talent Bank solution for prospective buyers via the Crown Commercial Service (G-Cloud) platform.

## 2. Summary of Keystone Talent Bank Solution

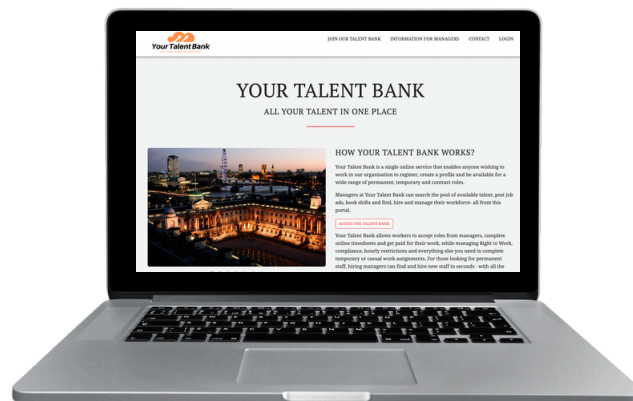
Talent Bank is used by a range of organisations as a single online suite of tools to find, hire, manage and pay temporary and contingent and occasional workers across a range of sectors and skillsets.

Organisations can create a rich and diverse talent pool of workers, with support from Keystone to add workers into the talent pool, including specialist groups of workers. Hiring managers/recruiters can then search for workers, offer them work assignments, manage all worker compliance and onboarding, utilise fully online and automated timesheets and approvals, with all relevant data then uploaded into existing payroll systems (alternatively outsource payroll services can also be supplied).

This makes the finding and managing of temporary staff faster, more compliant and available 24x7x365 from anywhere in the world. Already, a number of leading higher educational institutions use Talent Bank for a fully bespoke and sustainable talent pool that reduces their reliance on costly recruitment agencies and removes the manual processes and risk of managing contingent workers.

Candidates/workers can register around the clock and create a profile that can be accessed by approved hiring managers within the organisation, with full right to work, compliance and pay controls all automated.

Keystone Talent Bank is provided by Keystone Employment Group, a business of over 60 years standing with extensive experience in recruitment and employment solutions across multiple sectors in the UK.





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## 3. About Keystone

Keystone has been a provider of recruitment and workforce management solutions to a range of sectors for over 60 years and its award winning cloud based Talent Bank solution is used by some of the largest institutions in the UK.



Keystone Talent Bank has won a number of awards including the **CUBO Business Partnership of the Year Award**, **Hottest Tech Company of the Year**, **Best HR Tech Solutions Provider** and the **Innovation Excellence Award**.

Keystone Talent Bank is certified to **ISO27001**, **ISO9001**, **ISO14001**, **Cyber Essentials** and **Cyber Essentials +** and is a member of the **Recruitment and Employment Confederation**.

## 4. Technical Solution

Talent Bank is a cloud software solution delivered via a highly customisable web application, that is accessible from any internet connected device via all common browsers. There is no software to install and all functionality is available from the web application which is optimised for mobile devices.

All users of the service (candidates, workers, hiring managers and administrators) access the platform via the same customised web front end with secure logins and multi-factor authentication. A role based architecture provides users with the appropriate access.

Organisational hierarchy is supported throughout, as is an organisation's policies on hiring, pay, working hours, departmental rules and other configurable business rules.

Registering workers (which can form part of internal or external talent pools) create a profile which serves as a live, online CV with all relevant information relating to that worker in the contact of the talent pool they are joining.



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## 4. Technical Solution ctd.

Workers can complete their profile accordingly and their profile will automatically update with all relevant details of work assignments, including engagement dates, hours worked, pay rate, hiring manager and role details.

Hiring Managers have a single account for managing all their Groups, engaged workers, work assignments, timesheets, approvals and all other tools for the hiring and management of workers.

**Miss Jenny Ying** (London, London, UB1 )  
Profile Views: 417, Last updated: 14/09/2018 (90% Complete)  
Min Rate (£) 2.50  
References Available: 0  
Education: BSc Biochemistry  
Employment History:  
BSC Research Extended Project, Biochemistry, Research, Admin, Excel  
Job Sectors:  
Charity / Volunteering / Not For Profit / Education / Teaching / Medical / Healthcare / Pharmaceutical

**Personal Statement**  
Enthusiastic third year Biological Sciences undergraduate with a long term goal of a career with in a scientific setting. Determined, outgoing and willing to act on initiative I pride myself on striving for the highest possible standards, be it for individual goals or as a part of a team.

**Extracurricular Activities**  
The Leicester award: Increasing my employability, communication and presentation skills- successfully completed with certificate available upon request.  
Leicester Marrow: Helping to sign people up to the Bone Marrow Registry- an activity I find rewarding whilst enjoying meeting new people.  
Test  
Photography: Keen interest in photography, recently photographed a charity car wash for the Fire Fighters Charity.

**Employment History**

| Open Day Assistant | 01/2016 | 06/2018 |
|--------------------|---------|---------|
| + Click to expand  |         |         |
| Enrollment Officer | 01/2016 | 07/2016 |
| + Click to expand  |         |         |
|                    | 06/2010 | 06/2010 |

# Manage Assignments

-Type-
-Status-
Search

Assignments ending in the next 14 days
Completed
Non-Completed

Below are your Current Assignments. You can view and change Assignment details by clicking on the Assignment number:

| Assignment | Worker | Job Title                | Pay    | Charge | AMR | Status  | PO            | Start Date | End Date   | Hours PM |
|------------|--------|--------------------------|--------|--------|-----|---------|---------------|------------|------------|----------|
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## 4. Technical Solution ctd.

**Worker Compliance** is assured with Talent Bank offering the following controls:

- **Supporting uploaded documents** - including ID documents, certificates and other right to work documents, all saved directly to the workers profile
- **Hard compliance flag** - which must be satisfied before a candidate can accept any work assignments
- **Automated supporting of expiration dates** - thus preventing a worker continuing an assignment if their visa, passport or other key documentation has expired
- **Enforcing working hour limits** - including across multiple assignments - this ensures that any candidate limited by their working terms (for example on a visa limiting them to 20 hours per week) cannot undertake assignments that breach this, nor submit timesheets that would breach their limit. This is also aggregated across multiple work assignments.
- **Option to integrate with ID-Pal** and other identity verification systems - making the initial right to work and ID check frictionless, with the resulting report checks uploaded into Talent Bank as part of the worker's profile
- **Readily available reporting** - showing at-a-glance the right to work status of all candidates across the pool, as well as their availability
- **Automated Contracts** - built into work assignment acceptance, ensuring no worker is ever without a contract or working with an incorrect contract for each particular assignment

Users of Talent Bank have different options for **worker payroll**. They can opt to have all timesheet data collated within Talent Bank to be exported into a custom file for upload into their own existing payroll systems OR they can outsource the payroll function to Keystone (additional costs apply to this model).

In all instances a full suite of supporting **Management Information** and rich **reporting data** ensures total transparency of all transactions. This provides frictionless access to all data relating to engagements, applications, candidates, pay rates, cost centres, purchase orders, worker demographics, departmental spend, compliance and all other facets of the management of the casual workforce via Talent Bank.

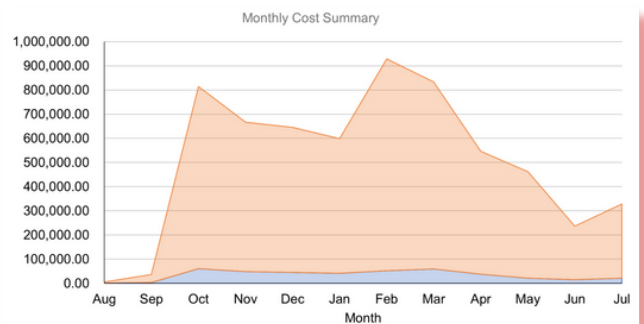
Talent Bank also includes a full **audit trail** of ALL actions taken within the application by workers, managers and administrators.

## 4. Technical Solution ctd.

A key benefit of deploying Talent Bank is that valuable data insights and transparency across a whole organisation and at divisional/departmental level is achieved via rich reporting and management information tools.

Talent Bank clients can specify as many customised, specific reports as it may require, and as standard buyers will also be able to access a wealth of 'standard' data 24x7x365, including:

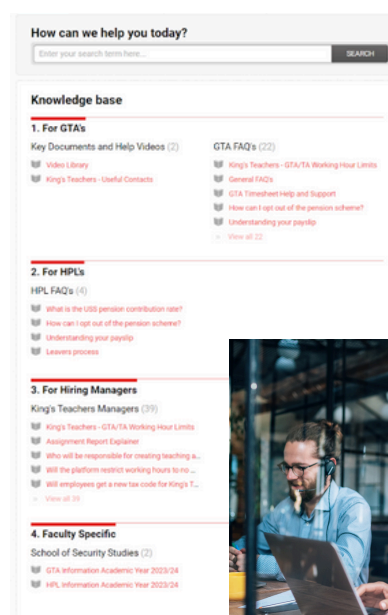
- Number of worker and manager registrations
- Number of hours/days booked by Department/Academy/Manager
- Spend by Division/Department/Manager
- Assignment reports
- Timesheet reports
- Equal opportunities reports
- Rates of pay reports
- Compliance reports
- Jobs advertised and applications per ad
- Timesheet History
- Worker pool reports



## Award Winning Customer Support

The award winning Keystone Talent Bank Account Management and Customer Support Team are UK based and well practised in providing personalised support- both during implementation and on an ongoing basis for all users of Talent Bank.

Built in as standard to Talent Bank implementations are customised FAQ and tutorial content, specifically created for the different departments and specific worker cohorts. Both workers and managers can also use the portal to submit queries, which are managed via the built in ticketing system. Users can choose from email, telephone and live chat support. A ticketing system is utilised to manage all queries.





## 5. Certifications and assurance

Talent Bank is fully certified to **ISO27001:2022 Information Security Standard**, Cyber Essentials and Cyber Essentials +. Talent Bank is securely hosted in AWS, certified to ISO27001 and CSA CMS standards.



Talent Bank supports multi-factor authentication and encryption around password hashing. All data is fully encrypted in transit and TLS is utilised. Data at rest is encrypted with AES-256 with server side encryption utilised with Amazon S3 managed keys.



Keystone is registered with the ICO and is fully compliant with GDPR, with customised Privacy Statements for all implementations of Talent Bank.

Talent Bank holds a Conformance Statement to **WCAG 2.2AA** accessibility standard and provides all clients with an Accessibility Statement.



Keystone also holds **ISO9001 Quality Management Certification** and **ISO14001 Environmental Management Certification**.

## 6. Service Level Agreements

Service Level Agreements are tailored to meet the specific needs of buyers - but, as standard, Keystone offers the following SLA profile:

- 99% uptime and availability (core operating hours)
- Target Processing error rate <0.5%
- Query Response Time: 5 mins
- Query resolution Time: 4hrs
- RTO <60 minutes
- 100% accuracy of contract management information reporting and data
- 100% accuracy of timesheet data, availability and timeliness



## 7. Set Up and implementation

Keystone Talent Bank comes with a proven approach to successful project management and implementation which includes:

- Extensive user requirements gathering, user hierarchy and process flow analysis
- Review of all manual tasks with a view to automation
- Delivery of service specification
- Branding and messaging requirements
- Iterative build, test and refine process
- Collaborative approach to User Acceptance testing
- Supporting MVP approach where desired
- Customised FAQ, help and tutorial content
- Managed roll out and support at Hiring Manager and worker level
- Ongoing support, improvement and service reviews

## 8. Integrations and interfaces

Keystone offers a wide variety of options for interfacing with other systems (HR, Payroll, reporting systems) and supports a range of protocols and data services including API, web services, REST, SOAP, XML, JSON, S3 Bucket etc.

When interfacing with an existing payroll service, all timesheet data is exported into a custom file format to be ingested into the client's payroll system for frictionless integration.

## 9. Pricing and operating models

Keystone offers a range of pricing options from a flat annual licence fee to a transaction fee (ie based on the gross pay processed through the system) and a hybrid of the two. Keystone offers unlimited licences under all models, meaning there is no limit to the number of users (either hiring managers, administrators or workers). Please refer to the G Cloud Pricing Document for full costing details and options.

Keystone can offer a full self service model, or a partially managed service or a fully outsourced option that includes fully outsourced payroll services. Other optional managed services include:

- ID/Right To Work checks
- Personalised Executive search and recruitment services
- External business development and resourcing
- Staff transfer and management services





## 10. End of term and portability

Keystone offers a variety of contract terms, and in the event of termination/end of contract, Keystone ensures the buyer retains ownership of worker and candidate data. In the event a buyer chooses to end the service they can port all data relating to the workers to another destination of their choosing. Ordinarily a one month cancellation period is available.

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