

SERVICE DEFINITION DOCUMENT

IRIS RECRUITMENT



.IRIS

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About IRIS Software Group

IRIS helps organisations to make better business decisions by developing integrated software solutions to minimise admin, make business processes more efficient and give more time to do what's valued.

Our software and services are used by accountants, schools, and teams in payroll, HR and finance to solve some of the most important operational business problems. These include the need to remain compliant with the law, drastically reducing time on administration and reporting; and generating actionable data insights to make better business decisions. We invest heavily in development using the latest processes and technologies in the IRIS Product Development Centre to build the next generation of cloud-based SaaS accountancy, payroll, HR and education solutions.

Our global and domestic payroll and HR solutions are used by nearly five million employees. Almost one million UK employees are managed by our HR solutions, and one in six UK employees are paid through IRIS payroll solutions. About IRIS Recruitment

IRIS Recruitment

IRIS Recruitment provides complete recruitment solutions to organisations across the UK. As a business we offer simple clever recruitment software and an unrivalled suite of recruitment services.

Introducing IRIS Recruitment, the ultimate solution for streamlining your hiring process. With our transparent and competitive pricing structure, you can choose from the Essential, Professional, or Ultimate package, ensuring you only pay for what you need. Tailored to meet your specific recruitment requirements, IRIS Recruitment equips you with the tools you need to accelerate your time to hire, reduce recruitment expenses and enhance the applicant experience.

You choose the right tier for you, integrate with 3rd party suppliers, configure workflows, IRIS Recruitment shall become a centralised hub for all your recruitment needs.

Essential	Professional	Ultimate
A simple but powerful applicant tracking system for growing organisations.	Ideal for businesses looking for additional flexibility and full vacancy management workflow.	A fully-tailored Recruitment system that is designed, customised and optimised to your organisation's individual needs.
Book a demo	Book a demo	Book a demo
Essential plan includes: ✓ Applicant tracking system ✓ Job alerts ✓ Templates for careers pages ✓ Job advertising on careers sites ✓ IRIS HRIS system integration (IRIS Cascade & Staffology HR by IRIS) ✓ Recruitment reporting ✓ ED&I monitoring & reporting ✓ Implementation / Set up	Includes all Essential features and: ✓ Post to multiple job sites simultaneously ✓ Templated onboarding with E-signature & referencing ✓ Customisable careers page ✓ Redaction for unbiased hiring ✓ CV parsing ✓ Custom dashboards & insights ✓ Applicant scoring	Includes all Professional features and: ✓ Bespoke vacancy approval management ✓ Internal careers site ✓ Unlimited custom fields ✓ Right to work & background check integration ✓ Pre-recorded video interviewing ✓ Bespoke user profiles and workflows

IRIS Recruitment Features:

- Entire recruitment process managed through a fully configurable, modular system
- Add, edit and create Vacancies, or use pre-defined templates
- Manager self-serve for requesting vacancies through authorisation channels
- Enhanced real-time reporting and Dashboards to track all recruitment data
- Candidate On-boarding portal to allow Applicants to track their status
- Integration with DocuSign for utilising electronic signatures
- Workflow configuration to automate Vacancy and Applicant processes
- Fully branded Vacancy Search pages and Careers pages
- Application process tailored to each specific role to maximise response rates
- Self-Select availability on Interview booking for Candidates and Hiring Managers
- AI Job Description generator tool
- Comprehensive suite of integrations, covering accessibility, background & Right to Work checking, reporting, and much more

IRIS Recruitment Benefits:

- Fully customisable ATS built to suit your business needs
- Our latest technologies reduce your recruitment costs
- Tailored implementation and fully comprehensive training from our consultants
- Managers take authorisation responsibilities for hiring needs through authorisations
- Visibility on Applicant tracking and Hiring stages through custom Insights
- Empower your Hiring Team with Panel sifting and Candidate scoring
- Streamline time-to-hire processes by building pre-defined Vacancy templates
- Maximise potential candidates reach through posting on multiple Job Boards
- Manage all recruitment; from Vacancy posting, to On-Boarding new hires
- Achieve your recruitment goals with a secure GDPR compliant system

Information Security and Assurance

Find answers to some of the most common questions about data protection in IRIS Recruitment and the Customer Data Processing Terms by clicking on the links below:

- [Data protection](#)
- [Customer Data Processing Terms | IRIS](#)

IRIS Recruitment Implementation

IRIS Recruitment implementation typically spans 8–12 weeks and follows a structured process: initialisation with a welcome call and pre-consultation tasks in week 1, consultation and process design in weeks 1–2, system build in weeks 3–6, user acceptance testing in weeks 7–8, and go-live around week 9, with optional Phase 2 adding 2–8 weeks for additional modules or integrations; timelines can be affected by stakeholder availability, resource constraints, incomplete UAT, third-party dependencies, and documentation gaps, so best practices include confirming availability early, allocating resources for testing, preparing access requirements, and maintaining clear communication to avoid delays.

Ongoing Support

Service Level Agreements (SLAs)

This is not a legal document; the scope of this document is to guide customers on how their engagement with IRIS Service will work. Target response and resolution times quoted here may vary from some customer contracts.

IRIS Recruitment Help Center https://help-iris.co.uk/hr/recruitment	IRIS Community Help Center https://help.iris.co.uk/servicecommunity
IRIS Service Community https://www.iris.co.uk/iriscommunity	IRIS Service Community - Forgotten password https://www.iris.co.uk/communityforgotpassword

Support Services and SLA

Ticket Severity

IRIS Recruitment will decide which severity is given to each ticket. We will always consider the following points when applying a Severity.

- What is the impact to you, the customer.
- Is any other user able to perform the function needed.
- How many users are affected.
- Is this a fault with the system or a request for Enhancement / Bespoke.

If you are unhappy with the Severity assigned to your ticket, please make this known to your support team at the time. Customers are advised to follow the Escalation Process within this document if the dispute remains.

IRIS Recruitment follows a standard process which helps us determine the Severity of SLA we will assign to your ticket. The impact the issue has on the user / business is included in assessing the tickets SLA.

The customer has the right to escalate an issue immediately if they disagree with the Severity Level allocated by the IRIS Recruitment support team.

Severity Level 1 – Business Critical

Any ticket caused by the Software not conforming to the Documentation or Specifications that prevents the Software system from being used, and for which there is no software fix or workaround. Typically, this would include a regular or continuing loss of availability of the whole system to all users, or substantial data loss.

Examples of Severity Level 1:

- No access to system for ALL client users.
- Candidates unable to apply for ANY client vacancy with NO work around.

Severity Level 2 – Major

Any ticket caused by the Software not conforming to the Documentation or Specifications and that causes a significant loss of functionality in part of the Software but that does not prevent other major product features from being used, and for which there is no software fix or workaround. Typically, this would include system unavailability to some (but not all) users, or a failure of a major part of the system.

Examples of Severity Level 2:

- No access to system for single or multiple users (not all users).
- Candidates unable to apply for a given vacancy.
- An area of the system not working for ALL users with no work around.
- Unable to process a candidate with NO workaround.
- Unable to progress a vacancy with NO workaround.

Severity Level 3 – Normal

Any ticket caused by the Software not conforming to the Documentation or Specifications that affects the operation of the Software, for which there is a software fix or workaround. This level also covers business critical queries, reporting and other tickets where advice is required on the best and proper use of the IRIS Recruitment system.

Examples of Severity Level 3

- Advice & Guidance queries that cannot be resolved immediately.
- General assistance where training HAS been received.
- Tickets with minor impact to business functions.
- Bug with a workaround.
- Something not working with a workaround.
- Something not working but not causing a Business Critical or Major issue.
- Standard System Support.

Severity Level 4 – Non-Urgent / Change Requests

Any change request or ticket that is of minor significance, where a problem is not apparent to the majority of users, e.g. it cannot be reproduced by the customer or IRIS Recruitment.

Examples of Severity Level 4

- Upload of data from spreadsheets.
- Other mass data changes e.g. closing open vacancies.
- Requests for new functionality.
- No training has been received.

The nature of SLA 4 issues means that a quantifiable generic SLA cannot be provided. In which case, such tickets will be addressed on an individual basis.

Following discussion, the support team will provide a target Resolution date/time for the ticket (if applicable). The customer reserves the right to escalate if they are not satisfied with the proposed Resolution date/time

Key Service Levels

The time given for “Resolution SLA” is a total elapsed time, Subject to the provisions to the SLA and includes the time given under “Response SLA” Subject always to the Service Level Agreement the clock starts for “Response SLA” (and, by definition, “Resolution SLA”) from the moment the ticket is raised with the IRIS Recruitment support team or by the customer.

SLA Timings

Severity	Response Time	Resolution Time**	Description
1	30 mins	4 hours	Business Critical
2	60 mins	8.5 hours	Major
3	4 Hours	42.5 hours / 5 days*	Normal / Standard
4	No SLA	No SLA	Non Urgent / Change Request

* Based on a 8.5 hour business day

** Excludes development time. Product releases are typically fortnightly. SLA clock is paused when we are waiting for a customer response.

SLA Mitigation

Inevitably, there are instances where a ticket will fail its SLA. Upon dealing with a failure in SLA the support team actively reviews the reasons for the failure in order to tighten our internal practises.

Where it is determined that an SLA has failed, and the reason for the failure is not due to IRIS Recruitment inability to resolve the ticket within the agreed time, the SLA will be mitigated and omitted (with justification) from reports.

SLA's only count between service hours and are subject to stoppage times whilst waiting for customer response, customer testing, further information needed for diagnostics and customer availability.

Support Terms and Conditions

Support is provided **8.30 a.m. to 17.00 p.m. Monday to Friday** excluding English Bank Holidays, SLA timings are dependent upon the time in which they are logged.

Customers are advised that tickets logged outside the normal working hours will not be activated until the next normal business day. This includes weekends and bank/public holidays.

I.E, if a customer logs a ticket on Friday at 7pm, the ticket SLA will not start until 9am the following Monday (if not a bank holiday) This is because the support team is not manned after hours.

SLA's stop and start depending on the status of the ticket. If the support team is awaiting an action from the Customer so we can progress further, the SLA will be stopped and restarted once the customer's action is complete.

Every reasonable measure will be made to ensure that SEVERITY 1 tickets are fixed within the agreed SLA, which may involve us working past 17:00, provided that they are logged within the normal hours of the support.

We strongly recommend that SEVERITY 1 tickets are voiced through to us to ensure maximum awareness.

Screen Shots

Screenshots displaying the problem are very useful to the support team when diagnosing most tickets and help to ensure a speedy resolution. You may be asked to supply detailed screenshots displaying your current screen information and provide data on the steps you took to get there. The support team's main challenge is to try to

replicate any issues our customers are having, and these details are a big help.

Screen Sharing

Screen sharing may be requested by our support team to help view and diagnose issues that they cannot replicate by other means. NOTE - screen sharing will only be to view the desktop and not to take control.

Ticket Logging and Reference Numbers

Upon raising an ticket via either of these supported methods;

Through the IRIS Recruitment systems Support Tickets area (SLA Begins straight away).

Telephone (SLA begins once the ticket is logged).

You will be supplied a ticket reference number. Updates to you regarding your ticket will be provided accordingly.

Ticket Escalation / Complaints

If you are not satisfied that your ticket has been handled according to this Service Level Agreement you can escalate your concern as follows:

First Escalation Level:

Val Wadsworth (valerie.wadsworth@iris.co.uk) Customer Services Manager.

Second Escalation Level:

Your Client Relationship Manager

Final Escalation Level:

Thomas Derbyshire (thomas.derbyshire@iris.co.uk) Senior Manager, Customer Services.

There will always be a support team member available to manage an escalation in the event that the Customer Services Manager is not available.

If you wish to complain about any element of our support services, please contact the Customer Services Manager who will work with you to resolve your complaint.

Customer Responsibilities

The Customer will ensure that users are adequately trained on the IRIS Recruitment system. IRIS Recruitment will review support tickets and take appropriate action to identify and implement training needs.

IRIS Recruitment can only enforce the timescales described in this document if the person who raises the ticket is fully trained on the features of the Software that they are using.

IRIS Recruitment can only ensure that the timescales described in this document are met if customers provide all information requested of them in a timely manner.

Complaints from Candidates

If the candidate complaint is in relation to a specific vacancy or client then the candidate will be notified that their complaint has been forwarded to the client.

IRIS Recruitment will not perform any further actions about any complaints forwarded to the client unless directed by the client.

Out of Hours Support

Our service desk team is available Monday - Friday 08:30 - 17:00 excluding bank holidays.

Outside of the hours specified above, our customer portal has a [Knowledge Centre](#) to assist system users with the most common queries

As part of the candidate experience, we have “need help” buttons and links throughout the candidate journey which take candidates to our Candidate Help Hub to help them with their most common queries.

In the event our products and services are unavailable outside of our office hours, the following is in place to mitigate any service interruption to our users while our service desk team is unavailable

All our software services run on high availability architecture with no single point of failure anywhere in the architecture design.

We host all our software services with Rackspace.

We have intensive support services with Rackspace. Rackspace support operates 24/7/365.

The emergency ticket notifies our Technical Operations Team and Rackspace support to begin remediation steps immediately.

Rackspace support has operating instructions provided by IRIS Recruitment to instruct them how to bring the system back online.

Where the operating instructions do not resolve the problem, Rackspace are instructed to contact the Technical Operations team by telephone any time day or night for further instructions

We have our own monitoring in place, independent of the Rackspace monitoring which notifies our Technical Operations team of any system being unavailable.

Our priority and focus has always been to provide a high availability, resilient service to mitigate the need for 24/7 support. We have KPIs that we measure and achieve to ensure we do not require 24/7 support.

We provide a self help [knowledge centre](#) for the most common system queries to provide help and support outside of our service desk team office hours.



Thank you

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