

Inpulse Overview

Service overview

Inpulse is an employee engagement and experience platform designed to help organisations understand how their people feel and why, so leaders can take targeted, timely action that drives meaningful cultural and performance outcomes, supported by powerful emotional insights that reveal what truly motivates and impacts employees.

It has been designed with the line manager in mind, giving simple insights and crucially actions that they can take to improve engagement. Inpulse not only tells you what you need to do to drive improvement but also tells you how to do it with our AI coach that leverages our 20 years' experience in Employee Engagement.

Core Features & Benefits

- Real time reporting with instant access to survey results
- Emotional insights, giving the context behind your scores
- Automated theme and free text analysis powered by AI
- Manager actions, distributed to all managers on the back of the survey
- Inpulse Intelligence, our AI coach, to guide managers on both what to do and how to do it
- Correlative analysis to understand the link between your engagement and how you develop people, respond to absence, and recognise people
- Flexible survey engine supporting engagement, pulse, lifecycle, 360s and more
- Customisable dashboards with team level filtering and heatmaps. This can be configured for each manager to automatically see their results and actions
- API & SFTP connectivity for system integrations
- Self-service report exports in multiple formats as soon as the survey closes
- A dedicated, named, Customer Success Manager who can provide wrap around support from survey design to results analysis
- Access to our People Science team for greater insights and benchmarking
- Mobile friendly, WCAG compliant survey experience for all users

Onboarding and Offboarding

Onboarding takes 8-12 weeks depending on your set up. It includes the below:

- 15-min introductory call to meet your Inpulse team and to get you acquainted with the on-boarding process.

- Set up of Your account on the Inpulse Platform which includes uploading your logo & branding, setting up Authorised Administrators on the platform and sharing domain names to be whitelisted internally.
- Activation Workshop: One virtual session (approx. 90 mins) for Authorised Super Administrators and Senior Stakeholders. This session will cover:
 - Inpulse understanding Your organisation and company context
 - Inpulse introducing You to their approach and survey philosophy
 - Developing Your strategy and roadmap
 - Our partnership and next steps
- During your annual survey, we will run weekly project calls to ensure everything from design to roll out & completion runs smoothly. This may happen concurrently with your onboarding depending on your requirements.
- Optional mapping of your historical data onto the platform to allow trend analysis & context
- Optional HR system integration
- Optional hierarchy build support

Offboarding includes the below:

- As your contract comes to an end Inpulse will permanently delete your data in line with GDPR requirements.
- You will have transition support retrieve any data we hold.
- We can also provide certification to confirm deletion as required.

Pricing

Our pricing is based on a cost per user model, with our rate card shared on the portal. The overall price will depend on your specific requirements, user numbers and additional services that you may wish to acquire.

Services

The below are our standard services

- **Licence to use Inpulse** - Unlimited use of the Survey Platform for up to XXX* Authorised Users at any one point in time, who will all be employees of You, and not sub-contractors, agents or any other third parties. The Authorised User number represents the expected survey population and is most commonly the total number of employees in Your organisation. This is the maximum number of people a survey can be sent out to.
- **Onboarding and set-up**
 - 15-min introductory call to meet your Inpulse team and to get you acquainted with the onboarding process.
 - Set up of Your account on the Inpulse Platform which includes uploading your logo, setting up Authorised Administrators on the platform and sharing domain names to be whitelisted internally.
 - Activation Workshop: One virtual session (approx. 90 mins) for Authorised Super Administrators and Senior Stakeholders. This session will cover:
 - Inpulse understanding Your organisation and company context
 - Inpulse introducing You to their approach and survey philosophy
 - Developing Your strategy and roadmap
 - Our partnership and next steps
- **Training**
 - 1 x Virtual Survey Set-up Platform Training** for maximum 5 Authorised Administrators (approx. 1 hour)
 - 1 x Virtual Platform Results Training** for Your Authorised Administrators on how to analyse the results after your first company-wide survey (1 hour)
 - Manager Action session** (90 mins, virtual) – designed to equip and inspire managers when preparing for and running engaging team conversations about their results, including focusing them on locally owned actions.
- **Ongoing Account Management** - a Customer Success Consultant will be available during Normal Business Hours to support You with one company-wide Engagement survey per year. During the survey period this will include:
 - Weekly 30 mins project call
 - Available for ad hoc calls, but these must be booked at least 24 hours in advance
 - Managing the project plan to ensure key deadlines are met
 - Ensuring you are maximising the Inpulse platform and its features
 - Liaising with the relevant members of the Inpulse team when required (e.g., Tech, Insights Teams etc)Outside of the one company-wide Engagement survey, your Customer Success Consultant will be available for ad-hoc queries and guidance (e.g. new platform features, resolution of technical issues).
- **Survey Management** - Surveys to be set up and managed by Your Authorised Administrators. A fully managed service is available at an additional cost.
- **Annual Strategic Review** – A virtual annual Strategic Review meeting (60 mins) using the Engagement Maturity Model to evolve your approach and strategy. Plus, other Partnership Reviews throughout the year to check in on progress, offer best practice, and share upcoming platform developments.

- **Expert Support on Survey Set-up and Question Identification** - engagement specialists are available to help you design effective surveys to extract meaningful insights and develop appropriate courses of action, by advance appointment only.
- **Access to Customisable Survey Templates** - industry leading question templates that can be customised, including Engagement, Wellbeing, ED&I.
- **Software Upgrades** - Inpulse is constantly evolving, with new features and functionality being added on a regular basis. You will be able to benefit from these enhancements at no extra cost for the duration of your licence.

*If survey links are sent or are going to be sent to more than the maximum Authorised User number then an additional fee will apply calculated at a fee per user amount based on the current years license fee, any additional fee will be invoiced immediately and if a permanent extension is required this can be agreed in writing and an additional fee will become payable each year throughout the term agreed.

**It is the Customer's responsibility to arrange these sessions, send invites and ensure the attendance of the Customer participants.

Optional Additional Services

The below are our optional additional services

- **Lifecycle Surveys** – Ability to run onboarding and exit surveys on the Inpulse platform.
- **API/SFTP connection to HR system** - continuous transfer of respondent data from Customer's HRIS to the Inpulse Survey Platform. The Customer is responsible for the data in their HRIS throughout the Term of this Agreement. Setup of the integration can take up to 12 weeks depending on correspondence with the Customer and their tech team. Once the integration is set up, survey groups can be created by filtering the employee data for the set of employees to be surveyed. The process then follows the same as Respondent Upload, such as receiving an email with a unique ID code and survey link.
- **SSO Functionality** – Single Sign On set-up, configuring the Customer's account to integrate with the Customer's environment.
- **Respondent Upload Functionality** – upload the hierarchy & demographic information for each respondent to the platform along with their email addresses and names, via an Excel file (using data taken from your HR system). Each respondent will receive an email with a unique ID code and survey link.
 - **REQUIREMENTS:**
 - All respondent information needs to be in the format shown in the template provided by Inpulse.
 - The company hierarchy & demographic information needs to match the available options in the survey.
 - The survey invitation email can be updated accordingly for each survey.
 - A name and email address is required for each respondent.
 - The Customer will upload their file to the Inpulse platform, and it will be their responsibility to ensure the file is in the correct format for upload.
 - The Supplier will complete one review of the respondent upload file and will provide feedback. For this to be undertaken, the Customer must send their file to the Supplier no less than 30 days before survey launch.
 - The Supplier will be available to support if any issues are encountered and training will be given as part of a weekly project call.
- **Historical Survey Upload** - Inpulse will upload historical surveys to the Inpulse Platform. You must provide this data in an Excel spreadsheet containing raw data, where each row represents an individual respondent alongside their segmentation data and survey answers. Inpulse reserves the right to decline or delay the upload of files not provided in the required format. The standard expected timeline for the upload of historical data is 4 weeks from the date Inpulse receives the correctly formatted file; if multiple files are provided, please allow an additional week per file.
- **Insights Report and Exec Presentation** – One Insights Report will be provided following the company-wide engagement survey. The report will provide a comprehensive overview of survey

data with a high-level summary of what is going well and areas for improvement. The report may consist of the following:

- Executive Summary – what is going well and areas for improvement
- The Emotional Climate, including the themes and reasons behind the 'Why do you feel..?' question
- The Engagement Index and other indices
- Other survey questions
- Breakdown of results by segmentation groups
- Recommended Actions
- External benchmarking

Our Engagement team will then present report to your Executive team in a virtual meeting** (approx. 45 mins) to bring the insights to life and ensure there is clarity on actions required.

▪ **Survey languages –**

- Survey Interface (Respondent View)
 - (a) The survey platform supports up to fifty (50) standard languages for the Customer's respondent view
 - (b) The Customer is solely responsible for providing all survey content translations and for uploading such content to the Inpulse Survey Platform.
 - (c) Provision of any language for the respondent view not specified in sub-clause 1.6.1(a) shall be subject to an additional fee of £250 per language.
- Results Dashboards
 - (a) Results dashboards are available in twenty-four (24) standard languages
 - (b) Provision of any additional language for the results dashboards not specified in sub-clause 1.6.2(a) shall be subject to an additional fee of £750 per language.

- **360 Feedback surveys –** ability to run unlimited 360 surveys for Authorised Users within the licensed employee population for the duration of this licence. One virtual training session for your administrators on how to set up and manage a 360 survey is included.

Service Level Agreement

1. Goals & Objectives

- 1.1 The purpose of this SLA is to ensure that the proper elements and commitments are in place to provide consistent service support and delivery of Inpulse.
- 1.2 The goal of this SLA is to obtain mutual agreement for service provision between Quest and You.
- 1.3 The objectives of this Agreement are to:
 - 1.3.1 Provide clear reference to service ownership, accountability, roles and/or responsibilities.
 - 1.3.2 Present a clear, concise and measurable description of the service provision.
 - 1.3.3 Match perceptions of expected service provision with actual service support & delivery, through a scope of works and partnership on the programme deliverables.

2. Service Agreement

- 2.1 The following detailed service parameters are the responsibility of Quest in the ongoing support of this SLA.
- 2.2 Service Scope
The following Services are covered by this SLA;
 - 2.2.1 Inpulse Survey Platform
 - 2.2.2 Account Management and Expert Support on Survey Set-up and Question Identification via
 - I. Telephone support
 - II. Email Support
 - III. Planned or Emergency On-site Assistance (extra costs including travel expenses apply)
- 2.3 Requirements
Quest responsibilities and/or requirements in support of this Agreement include:
 - 2.3.1 Meeting response times associated with service related incidents.
 - 2.3.2 Appropriate notification of all scheduled maintenance.
- 2.4 Service Assumptions
Assumptions related to in-scope services and/or components include:
 - 2.4.1 Changes to services will be communicated and documented to You.
 - 2.4.2 Quest will give 7 days' notice of any service changes.
- 2.5 Service Exclusions
This SLA does not apply to any equipment, software, services or other parts of the IT system not purchased via or managed by Quest.

This SLA does not apply when:
 - 2.5.1 The problem has been caused by You using Inpulse in a way that it is not intended to be used or by an untrained Administrator.
 - 2.5.2 You have made unauthorised changes to Inpulse.
 - 2.5.3 You have prevented Quest from performing required maintenance and update tasks.

2.5.4 The issue has been caused by unsupported equipment, software or other services.

3. **Service Management**

The following sections provide relevant details on service availability, monitoring of in-scope services and related components.

3.1 Service Availability

Coverage parameters specific to the service(s) covered in this SLA are as follows:

- 3.1.1 Telephone support : Normal Business Hours - 9:00 A.M. to 5:00 P.M. Monday – Friday
 - 3.1.2 Calls received out of Normal Business Hours will be actioned on the next working day
 - 3.1.3 Email support: Monitored in Normal Business Hours - 9:00 A.M. to 5:00 P.M. Monday – Friday
 - 3.1.4 Emails received outside of Normal Business Hours will be collected, however, no action can be guaranteed until the next business day
 - 3.2 Service Requests

In support of services outlined in this SLA, Quest will respond to and use best endeavours to resolve service related incidents and/or requests submitted by You within the following time frames:
 - 3.2.1 24 hours (during normal business hours) for issues classified as High priority, eg. Major software failure causing loss of access to Inpulse.
 - 3.2.2 Within 48 hours for issues classified as Medium priority, eg. Loss of functionality.
 - 3.2.3 Within 5 business days for issues classified as Low priority, eg. Resetting emails, modifying text within the platform.
- Remote assistance will be provided in-line with the above timescales dependent on the priority of the support request.

4. **Hardware and Software Security**

Quest shall ensure that all hardware and software used in respect of the Services is hosted within facilities that comply with good industry practices as to security.

5. **Monitoring**

Quest shall monitor all servers and core network devices on a 24/7 basis. At Your request Quest shall provide a report detailing any unavailability of the Services in the previous month. Quest shall promptly inform You in the event Quest becomes aware of any problems or potential problems related to the ability to use the Services in accordance with the terms of this Agreement.

6. **Availability of the Platform**

- 6.1 Platform availability shall be calculated according to the following formula: (Unscheduled monthly downtime (mins) / Total monthly minutes).
- 6.1.1 Unscheduled monthly downtime means any downtime caused by Inpulse Servers (excluding scheduled downtime) or any defect or error in the Services.
- 6.1.2 Total monthly minutes is a calculation of the number of minutes in the given month.

For example, Total monthly minutes for January = 31 days = (31 x 24 hours) x 60 minutes = 44,640 minutes.

6.2 Impulse shall use reasonable endeavours to achieve its target of 99.5% availability in each month during the Term of this Agreement. In this calculation no account shall be taken of time lost to scheduled maintenance and/or factors outside the control of Quest (i.e., such downtime will be subtracted from the total monthly minutes). Factors outside the control of Quest include, but are not limited to:

- 6.2.1 faults associated with Your network equipment;
- 6.2.2 power outages or other force majeure events;
- 6.2.3 performance of or interference by any third party systems or third party controlled resources;
- 6.2.4 use of the Services for any purpose other than the Intended Purpose; or
- 6.2.5 faults caused by any breach of the Agreement by You.

7. **Chronic Downtime**

In the event that, in any five consecutive weeks during the term of this Agreement, service availability falls below 95% ("**Chronic Downtime**"), then You may terminate the Services, and, without prejudice to Your other rights and remedies, shall not be liable for paying any further instalments of the Fees.