



HR Duo: G-Cloud 15 Service Definition

1. Service Overview

HR Duo is a cloud-native SaaS platform designed to provide comprehensive coverage across all employment areas. Hosted exclusively on AWS, it eliminates the need for on-premise installation while delivering an integrated suite of tools for the entire employee lifecycle.

The platform's unified offering includes:

- Workforce Management: Automated scheduling, attendance tracking, and HR compliance.
- Integrated Payroll: Streamlined processing to ensure accurate, compliant, and timely compensation.
- Learning Management System (LMS): A dedicated environment for employee training, professional development, and mandatory compliance tracking.

By centralizing HR, Payroll, and Learning into a single ecosystem, HR Duo provides public sector organizations with a scalable, "one-stop" solution for workforce optimization.

2. Data Backup, Restore, and Disaster Recovery

- Backups: Production databases are backed up nightly with a 30-day retention period.
- Resilience: Our architecture is distributed across multiple AWS Availability Zones (eu-west-1) to eliminate single points of failure.
- Disaster Recovery: We employ Multi-AZ synchronous replication. In a primary failure, AWS RDS automatically fails over to a standby instance, ensuring minimal data loss and rapid recovery.

3. Implementation and Onboarding

HR Duo provides a high-touch, consultative implementation process:

- Trial: A 2–4 week free trial is available upon request following a joint relevance assessment to configure the environment to your needs.
- Implementation Phases:
 1. Discovery: Mapping workflows, pay rules, and LMS requirements.
 2. Migration: Secure transfer of records from legacy systems.
 3. Configuration: Setting bespoke holiday policies, shift patterns, and compliance triggers.
 4. Training: "Train the Trainer" sessions and digital toolkits for end-users.

4. After-Sales Support

- Customer Success: Dedicated account management and regular business reviews.
- Support Channels: Access to UK/Ireland-based support via in-app chat, email, and phone (Mon-Fri, 09:00–17:30 GMT).
- Self-Service: 24/7 access to a comprehensive video and document knowledge base.



5. Service Levels and Constraints

- Availability: Target uptime of 99.9% (excluding scheduled maintenance).
- Maintenance: Scheduled during low-usage periods (weekends/late nights) with advance notice for any potential disruptions.
- Refunds: HR Duo does not offer service credits or refunds for SLA misses, maintaining competitive, transparent subscription costs for public sector clients.

6. Outage and Maintenance Management

Real-time status is available at <https://status.hrduo.com/>. Users can subscribe to automated email alerts for proactive incident notifications and progress updates.

7. Technical Requirements

Accessed via any modern web browser (Chrome, Edge, Safari, Firefox) and dedicated iOS/Android apps. No local server installation or specific hardware is required.

8. Security

- Compliance: Fully aligned with ISO 27001 standards (certification pending).
- Traffic Protection: Cloudflare DDoS protection and web application firewalling.
- Access Control: Role-Based Access Control (RBAC) and mandatory Multi-Factor Authentication (MFA) for administrative access.
- Vulnerability Management: Continuous monitoring via AWS Security Hub and annual third-party penetration testing.

9. Data Access and Exit (Offboarding)

- Extraction: Users can export core data, documents, and audit logs in CSV, Excel, or PDF formats at any time.
- Offboarding Support: A 30-day grace period is provided post-termination for final data extraction.
- Secure Deletion: Cryptographic wipe of all client data following the exit period in accordance with ISO 27001 data destruction standards.