



G-Cloud 15 - service definition

Ciphr: Secure Human Resources & Payroll Software as a Service

Lot 2b Software as a Service (SaaS)

Contact details

Jade Trickett and Philip King

01628 814000

salesoperations@ciphr.com

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Ciphr Limited

3rd Floor, 33 Blagrove Street, Reading, RG1 1PW | +44 (0)1628 814000 | info@ciphr.com | ciphr.com

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Index

Introduction & overview	3
Ciphr HR.....	9
Ciphr iRecruit (e-recruitment).....	34
Ciphr LMS & eLearning content	36
Ciphr benefits	40
Ciphr Payroll	44
Using the service.....	47
Provision of the service.....	62
Our experience	64
Technical requirements & data protection	66
Contact.....	69

Introduction & overview

Ciphr is the trusted HR software and solutions partner for medium and large UK organisations. Our integrated suite of HR, payroll, learning, recruitment, and benefits software gives HR teams the insights they need to shape people strategy and drive organisational growth. Based in Reading and backed by ECI Partners, we're on a mission to amplify HR's voice through intelligent people data that makes HR heard in the boardroom and across the business.

With over 30 years' experience and a team of 200+ experts, Ciphr is a strategic partner for effective people management, unlocking the true value of workforce data. We deliver through software, outsourcing, data management, and innovative knowledge-based services. Our fully integrated solutions connect every touchpoint, freeing time for what matters most: your people and your strategy.

Serving 1,500+ organisations, from 100 to 30,000 employees, and managing data for millions of people, Ciphr partners with organisations where communication, development, and engagement are critical to success. Our extensive experience across UK private and public sectors ensures we deliver efficiencies and control, enabling public bodies to focus on serving the wider community.

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Value proposition

Ciphr empowers public sector organisations to attract, develop, and retain top talent in an increasingly competitive landscape. By streamlining HR and payroll processes, reducing manual admin, and ensuring compliance, we help minimise risk and maximise efficiency. Our technology engages and connects staff while reinforcing your brand, culture, and identity, freeing HR professionals to focus on strategic initiatives that drive organisational success.

Ciphr's configurable tools engage and empower employees and managers, driving communication and connecting your people. We help organisations live their values while meeting UK GDPR obligations and reducing compliance risk. With features like policy acceptance, statutory returns, Active Directory integration, online payslips, employee relations, and safeguarding checks, including right-to-work, Ciphr delivers peace of mind. Plus, sector-specific support for single central registers, census returns, and data collections ensures you stay compliant and efficient.

What the service provides

Ciphr is a highly configurable people management solution that centralises all data related to your workforce, including employees, volunteers, contractors, interns, trustees, and governors. With secure, flexible API integrations, data is entered once and shared seamlessly across systems, reducing errors and risk. Accessible via any browser over the cloud, Ciphr works on a range of mobile devices for ultimate convenience. We provide full onboarding and implementation services, plus ongoing UK-based support to ensure smooth adoption and long-term value.

Functional overview of the G-Cloud service

Ciphr delivers powerful SaaS solutions that manage every aspect of employee and people data, from HR, absence, time, pay and benefits, and organisational structure to recruitment, onboarding, talent management, performance, employee relations, safeguarding, and training. Our intuitive learning management system supports online learning and engagement, complemented by off-the-shelf and bespoke digital content.

Ciphr Benefits, powered by Avantus, offers a premium employee benefits platform designed to meet the expectations of today's workforce. With sleek design and intuitive processes, it delivers a first-class experience employees love.

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Our award-winning payroll services include cloud software, named “Payroll Software of the Year” at the CIPP Annual Excellence Awards 2025 offering real-time integration and calculation, while our flexible outsourced/managed payroll service options range from fully outsourced services to hybrid bureau models, ensuring payroll runs smoothly and efficiently.

The Ciphr ecosystem - available solutions



Ciphr HR

- Your central source of people truth – employees, volunteers, contractors, interns and students
- HR management and workflow administration and support
- Manager, employee, and administrator secure browser access
- Performance, Talent management, Training and development
- Employee sentiment, internal NPS survey, Live chat and Communications
- Absence and leave management
- Post and organisational structure
- Management information, standard reports package, design & dashboards
- API connectivity
- Onboarding
- Safeguarding and checks including integration to third-party checking services (Experian & TrustID)
- Case management
- AI features & functions
- Timesheets
- Multi language and multi entity
- Electronic signature
- Real-time payroll integration, online payslips, and payroll documents
- Data-retention dashboard and subject access request support
- Expenses management via specialist third-party service provider (Webexpenses)

Ciphr iRecruit

- Online recruitment
- Applicant tracking

Ciphr Payroll

- Payroll bureau, payroll managed service or SaaS cloud payroll software

Ciphr LMS

- Learning management
- Off the shelf and bespoke eLearning content

Ciphr Benefits

- Specialist flexible benefits platform
- Accommodates any benefit, whether existing or from our portfolio
- Total Reward Statement, Reward & Recognition & Survey

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MyTeamBuilder

- An innovative AI-powered coaching platform that helps build engaged and driven teams through real-time, psychology-backed insights

Delivery and deployment

Functionality is modular and can be implemented as a total solution or with additional aspects added at later stages.

To implement and deliver solutions to meet your objectives, we can provide these additional and complementary services:

- Project management and coordination
- Product systems consultancy
- Technical analyst
- Strategic HR consultancy
- Online learning via the Ciphr Academy

A positive and collaborative partnership is central to the success of your project and value return. Ciphr will work to deliver against your project and organisational objectives and return on investment via:

- Ongoing customer care, support and customer experience services
- Online learning and support resource via Ciphr Academy and Knowledgebase
- Managed services and service packs

The solution is deployed within secure, EEA-based, ISO27001 certified cloud provisions and is accessed via the internet through supported browsers.

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Summary

Ciphr delivers software and services that cover every stage of the employee lifecycle, with rich, intuitive functionality and modern, user-friendly interfaces. Our professional implementation, project management, training, and ongoing support ensure measurable value and return on investment (ROI). Powerful reporting and analytics driven by management information (MI) and Power BI, provide deep insights into trends and patterns, helping organisations improve efficiency, protect their people, and make informed decisions. Backed by Ciphr's subject matter expertise, commitment to amplifying HR's voice, and proven experience in the UK public sector, we're the ideal partner for your digital transformation journey.

Ciphr HR

Ciphr HR is the core system for managing and reporting key employee data, covering personal details, job, pay and reward, absence, training, appraisals, skills, and qualifications. It also supports post management and organisational structure maintenance, with integrated org charting, employee sentiment tools, live chat, and intuitive in-app guidance.

Comprehensive self-service for employees, managers, and HR professionals empowers staff to manage their own information, reducing admin for HR teams and boosting engagement. Employees can request leave, log absences, and update details with manager and HR approval, all within Ciphr HR.

Administrators benefit from powerful configuration tools to create custom fields and forms, design reports, and manage workflows and onboarding processes. Security profiles and code tables are easily managed by authorised roles.

Public sector needs are fully supported, including complex contracts, multi-post capabilities, and pay scales, bands, and spines. Bulk change wizards simplify organisational updates, while salary review tools enable efficient modelling and application of pay proposals across teams or specific staff groups.

Key features include but are not restricted to:

- Create and maintain employee data, including job, pay and reward records
- Multi-post support/management
- Share and enable access to an employee directory, policies, and procedures (including policy acceptance), and news about your organisation
- Managers can review team pay, benefits and reward, including online salary modelling and submission
- Manage absence and sickness, including pro rata holiday entitlement (accommodating bank holidays and part-time working based on standard Ciphr calculations), multiple entitlement schemes, time off in lieu (TOIL) management, automated notifications, and alerts on absence thresholds, supporting documentation upload and return-to-work (RTW) processes
- Training and development tracking, training needs management and skills, qualifications and competency framework support.
- Upload and store documents against an employee's record – these documents can be hidden or visible to the employee and manager
- Send emails and letters to recipients within and outside your organisation, quickly and easily using templates you can load and manage in Ciphr HR

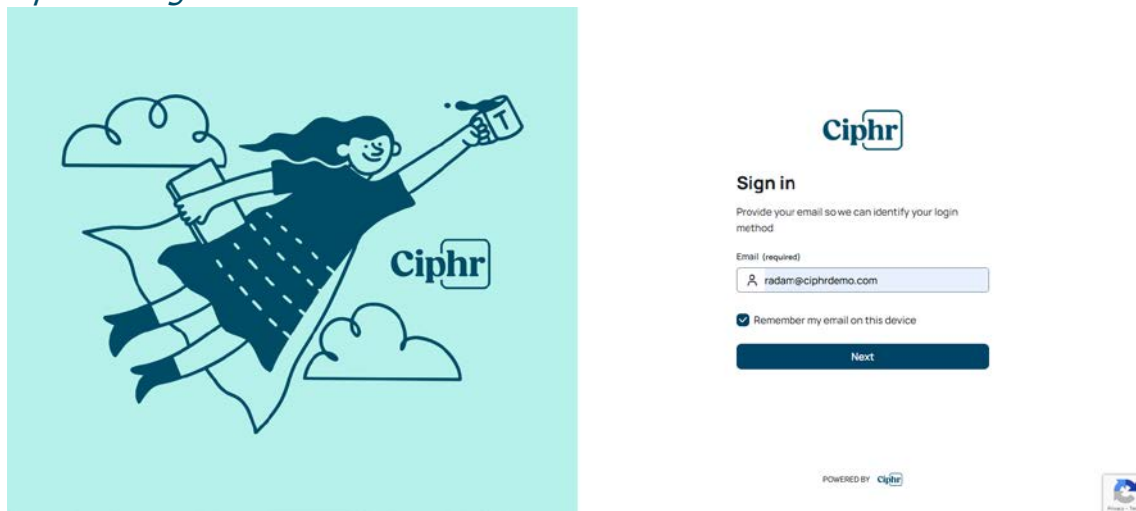
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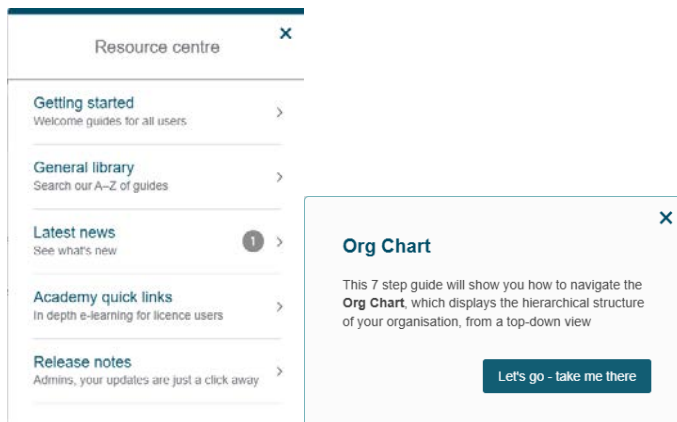
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- Store policy documents securely within Ciphr HR. When updates are made to policies, or for new starters, employees are notified that they need to read, understand, and accept the policy. Ciphr HR creates an auditable history of employees' acceptance of crucial documents and policies, helping you track and manage compliance

Ciphr HR login screen



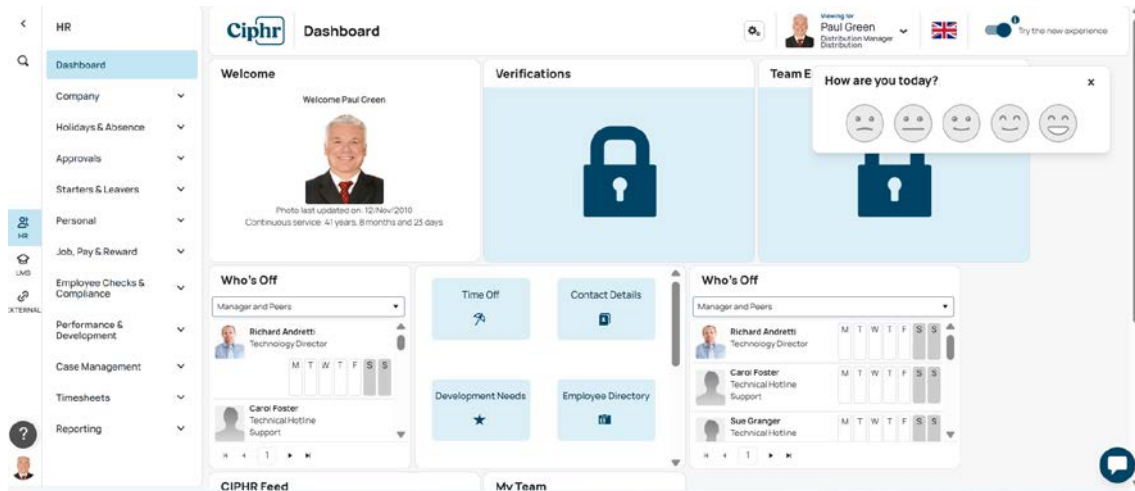
Intuitive in-app guidance and support



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Intuitive and engaging user interface (UI) – homepage**Onboarding**

An effective and comprehensive induction programme is essential for engaging and retaining new hires. Our onboarding software helps new employees familiarise themselves with your brand, ethos and values before their first day – making them feel like a valued part of your organisation before they even begin work and integrating with CiphR's HR and recruitment platform for a seamless candidate experience.

Key features

- Communicate and engage with your new employees before their first day
- Enable access to relevant policy documents, handbooks, FAQs, and multimedia presentations
- Inform and educate employees about your organisation's brand, identity, structure, history, ethos, and culture
- Communicate 'housekeeping' content such as building layouts, fire and first aid wardens, access, transport, and catering information.
- Improves your communication with new hires during the fallow period between making a job offer and their first day
- Reduces anxiety & helps new starters feel welcomed and valued by your organisation – which can help to improve staff retention and speed productivity
- Streamlines initial information capture by enabling new employees to update required information – such as emergency contacts, bank details and skills – in advance of their start date
- Integrated with CiphR HR, data entered in the onboarding platform is automatically transferred back into the HR software on the individual's

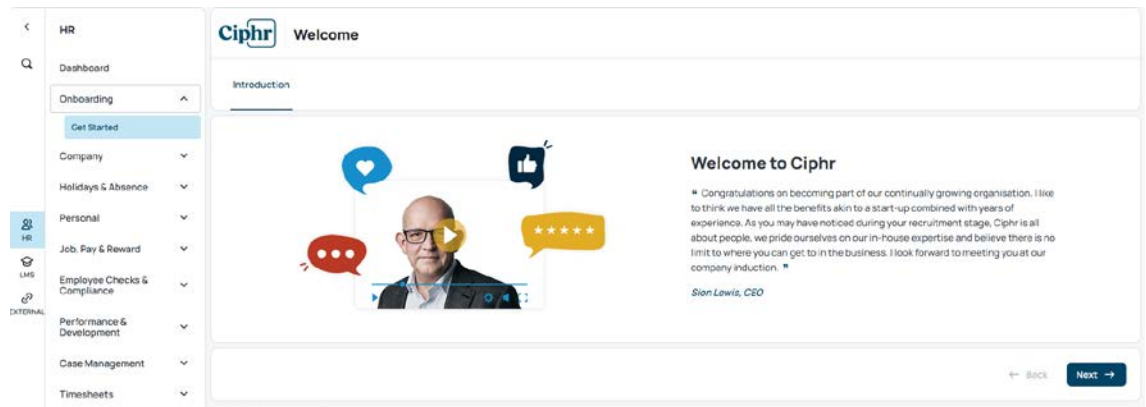
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3rd Floor, 33 Blagrove Street, Reading, RG1 1PW | +44 (0)1628 814000 | info@ciphR.com | ciphR.com

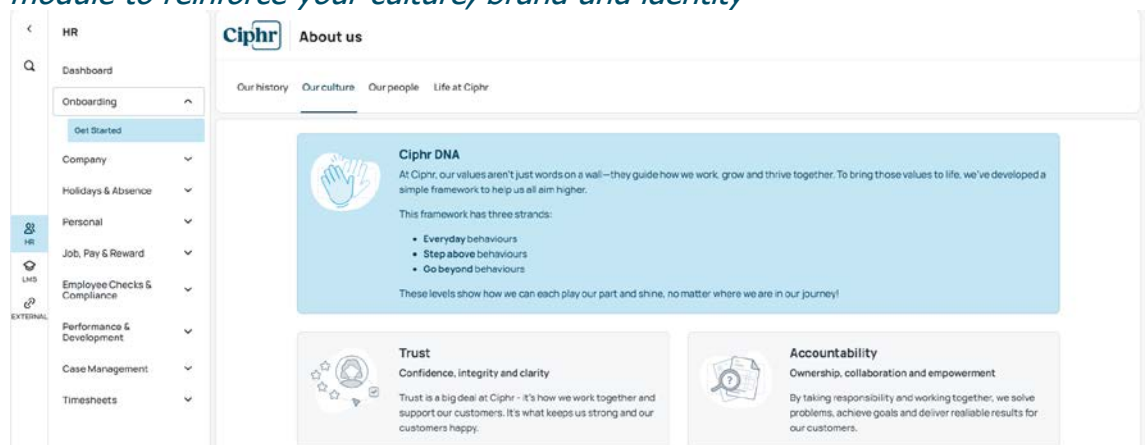
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- first day – removing the need for HR to re-enter data
- Replaces labour-intensive manual processes, forms, and emails. You will no longer need to send the 'new starter pack' in the post or employ a central administrator to enter details into multiple systems
- Use it to share important documents and policies - and require individuals to confirm they have read this information - to support and promote compliance from day one
- Enhances your employer brand by communicating your identity, culture, and philosophy through bespoke branding and any content you might choose to load, such as floor plans or welcome videos
- Amend branding and change content yourself – pictures, presentations, welcome messages, and video streams can be customised to support and educate new employees

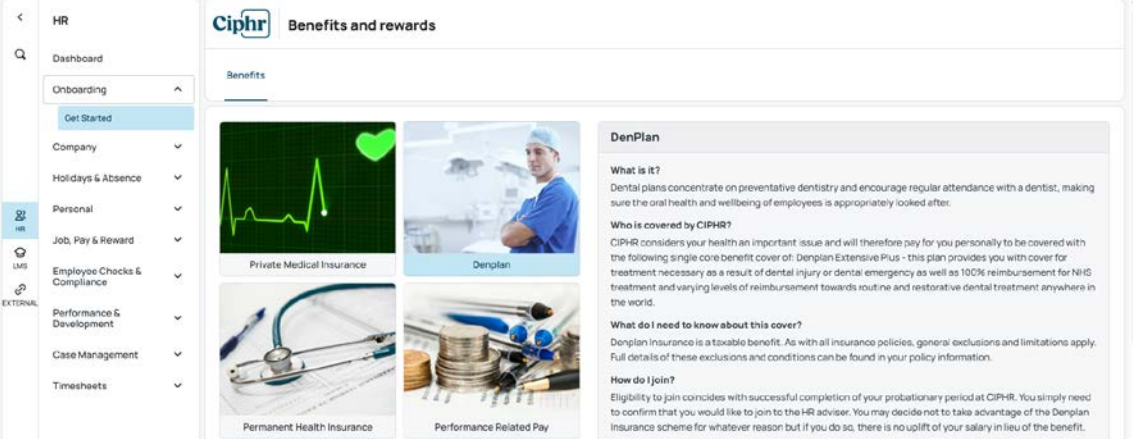
Sample onboarding welcome message for new hires



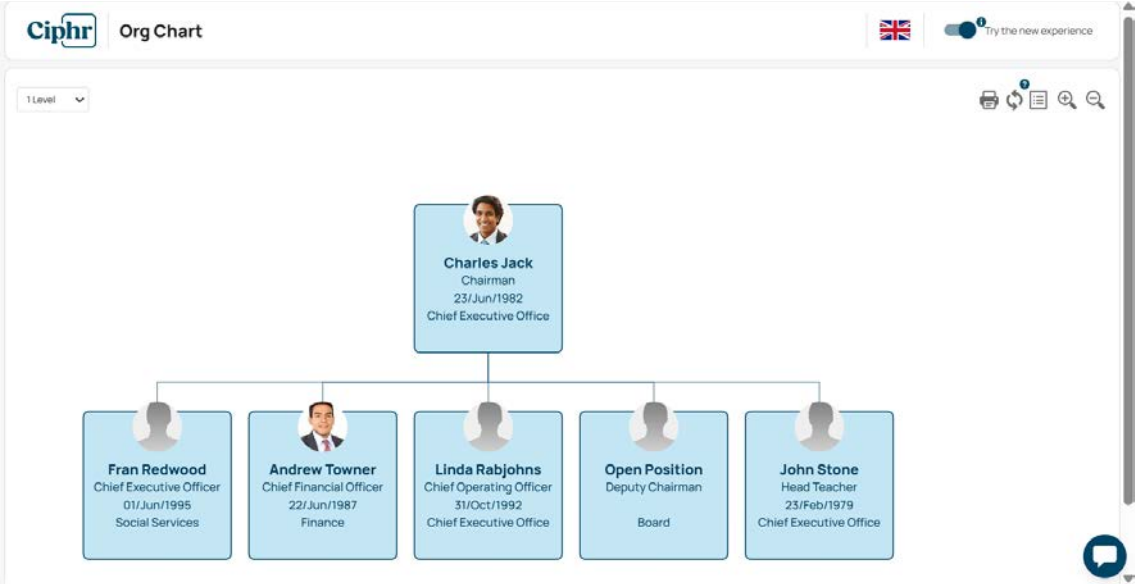
Deploy content, multimedia and information via Ciphir's onboarding module to reinforce your culture, brand and identity



Communicate policies, learning opportunities, and benefits

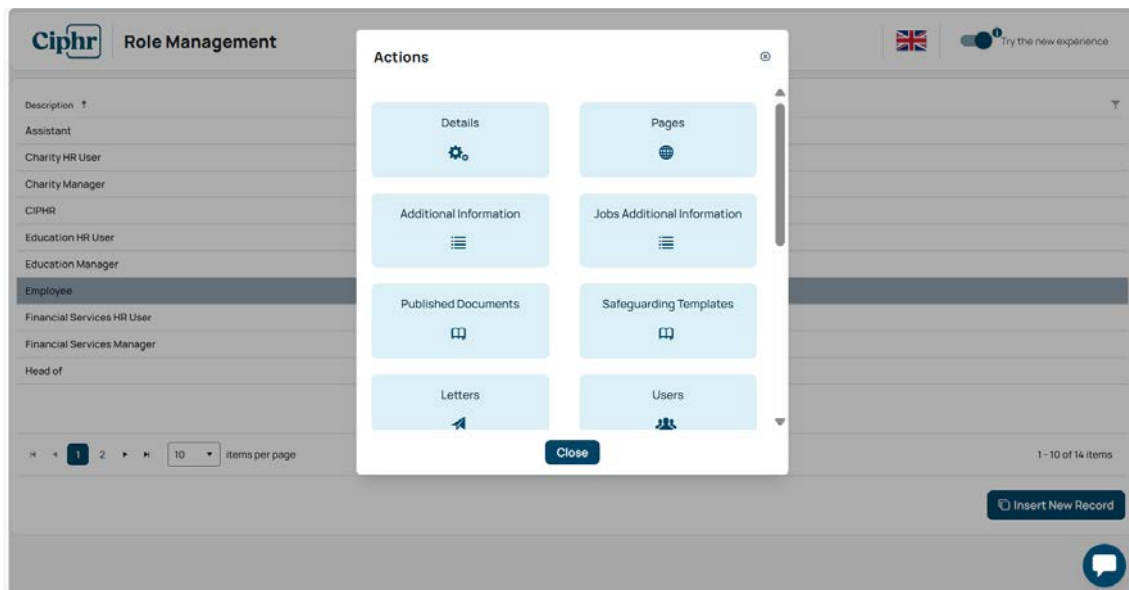
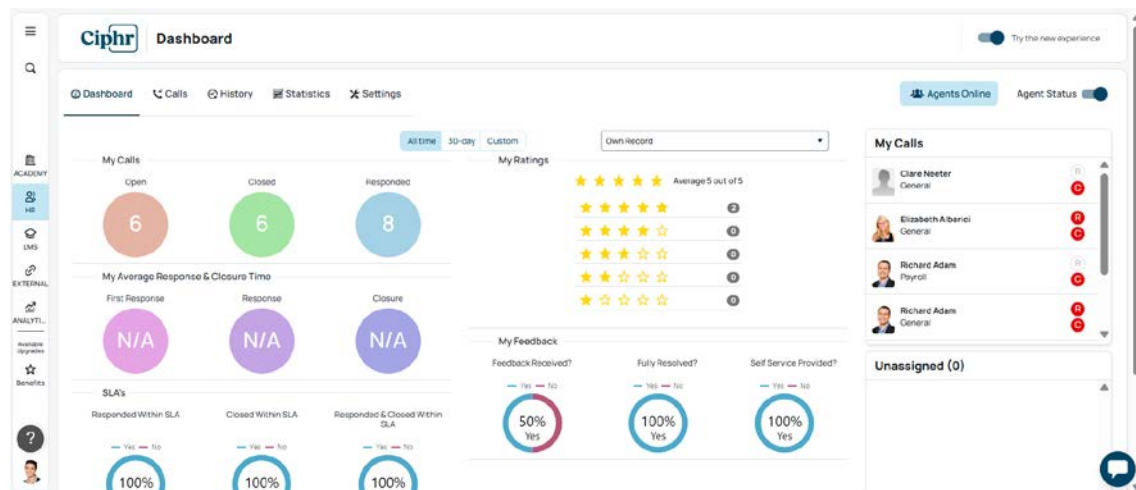
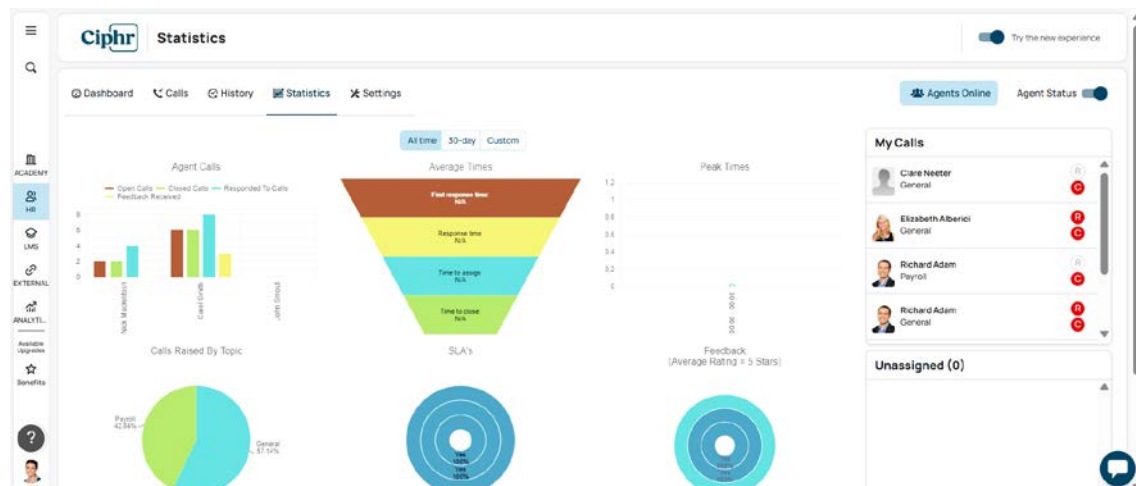


User-friendly organisation visualisation and org charting



Multi-lingual support

Ciphr Language Translation Configuration					
Class	Code	Name		Import	Export
	fr-FR	French		Import	Export
	de-DE	German		Import	Export
	es-ES	Spanish		Import	Export
	en-GB	United Kingdom		Import	Export
	en-US	United States		Import	Export

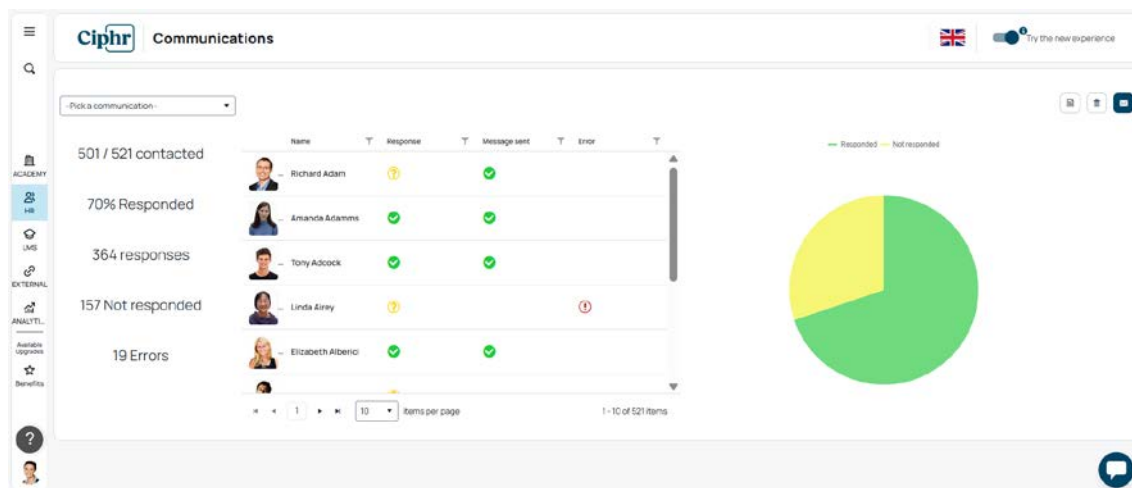
Flexible and granular user security access*Live chat and enquiry ticketing**Live chat and enquiry ticketing SLAs***Ciphr Limited**

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Support compliance via online policy acceptance and audit

Name	Description	Last Modified	Version	Status
Alcohol & Substance Abuse Policy	Alcohol & Substance Abuse Policy	25/Feb/2020 10:47:21	1	Accepted
Disciplinary Policy	Disciplinary Policy	25/Feb/2020 10:44:37	v1	Accepted
Employee Acceptable Use Policy	Employee Acceptable Use Policy	25/Feb/2020 10:47:55	1	Accepted
Flexible Working Request Policy	Flexible Working Request Policy	18/Feb/2020 15:15:18	1	Accepted
Grievance Policy	Grievance Policy	01/Mar/2021 17:27:07	v1	Accepted
Information Security Policy	Information Security Policy	25/Feb/2020 10:45:15	v1	Accepted
Sickness Absence Policy	Sickness Absence Policy	25/Feb/2020 10:48:32	1	Accepted
Vehicle Usage Policy	Vehicle Usage Policy	25/Feb/2020 10:45:50	1	Accepted
WOW Points Award Policy	WOW Points Award Policy	25/Feb/2020 10:46:25	1	Accepted

Communicate with colleagues and track responses**Self-service**

Ciphr can be easily configured by customers to give users access to as much or as little of their own data as required, including absence and time off, performance reviews, learning and development, contact details, documents, learning and development, career history and much more. Access to the data is controlled by page and field-level permissions assigned to user roles being either 'hidden', 'available' (ready-only), or with 'edit and update' allowed. Where a user is allowed to change data, the system can be configured so that edits are either accepted automatically or required to be verified by line managers or HR users, or by HR users only, with multi-level verification available.

Managers can view data in relation to subordinates, with varying levels of permissions as appropriate.

Access is via any internet-enabled device, including mobile, supporting diverse employee types and roles.

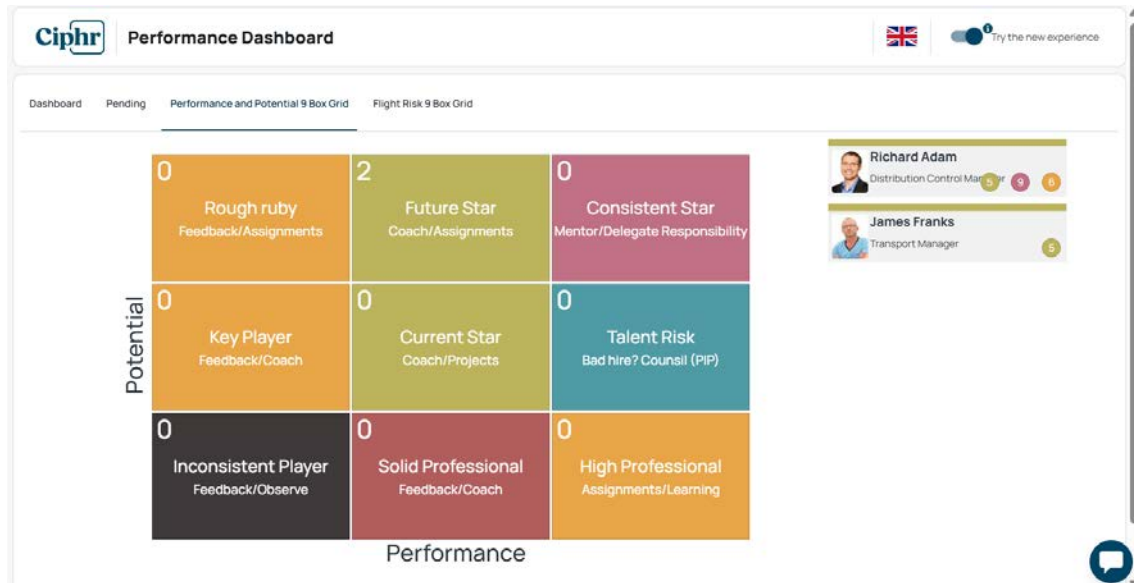
Training and development

Ciphr's suite of solutions encompasses the complete cycle of learning and development, from identifying a development need, arranging attendance on a scheduled event, or recording ad hoc training, to capturing and maintaining associated skills, qualifications, and competencies. Events can be scheduled based on predefined course templates. Training administration is simplified and efficient with automatic tasks, actions and reminders; email and Microsoft Word templates available for communication to delegates; and online training evaluations.

Talent and performance

Talent management allows you to develop individual career paths and identify and grow talent in the organisation. This ranges from being able to create both simple and complex appraisal forms, having multiple versions of these appraisal forms for groups of employees, to redefining and building comprehensive models to enable you to enhance your talent management processes. Supporting everything from annual appraisals, to end of probation reviews and continuous assessment models, functionality includes:

- Objective management and tracking
- Review and appraisal management, including 360-degree feedback and peer review
- Succession planning
- Performance and potential and flight risk nine-box grid
- Flight-risk management
- Reporting and dashboards
- AI driven form summarisation capability supporting information accuracy, process automation and engagement.

Talent 9-box grid*Talent management review/appraisal progress*

Performance Dashboard

Navigation: Dashboard | Pending | Performance and Potential 9 Box Grid | Flight Risk 9 Box Grid

Filter: Annual Appraisal

Name	Review	Next Rev Date	Reviewer Name	Potential	Performance	Annual Performance R...	Major Achievements	Signed Off
Amanda Adamms	Annual Review 2020	07 Jul 2021	James Franks, Owenda Machell					✗
Richard Adam	Annual Review 2019	01 Mar 2021	Paul Green, Liz Hemingway, Steve McIlroy, Dom Savage	High	Medium			✓
Richard Adam	Annual Review July 2020	22 Jul 2021	Paul Green, Liz Hemingway, Steve McIlroy, Dom Savage	High	High			✗

Example appraisal or review form workflow

Ciphr

Employee Dashboard

Viewing for

Richard Adam

Distribution Control Manager

Distribution

Try the new experience

Description

Annual Review 2019

Annual Performance Review

Highlights

Challenges

Company Values

Future Aspirations

Overall Performance

Objectives

Manager Questions

Please tick off each point on the checklist to confirm understanding before getting started

1. Review and update the objectives tracking and comments before completing this form

☐

2. Employee will complete their section first which can then be printed to PDF for Manager review

☐

3. Arrange a meeting to discuss the review

☐

4. Manager will sign off the form

☐

5. Senior Manager will sign off the form

☐

6. Please rate your experience of the annual review process

★

★

★

★

★

Print Review

View Employee Comments

Dashbo

MyTeamBuilder

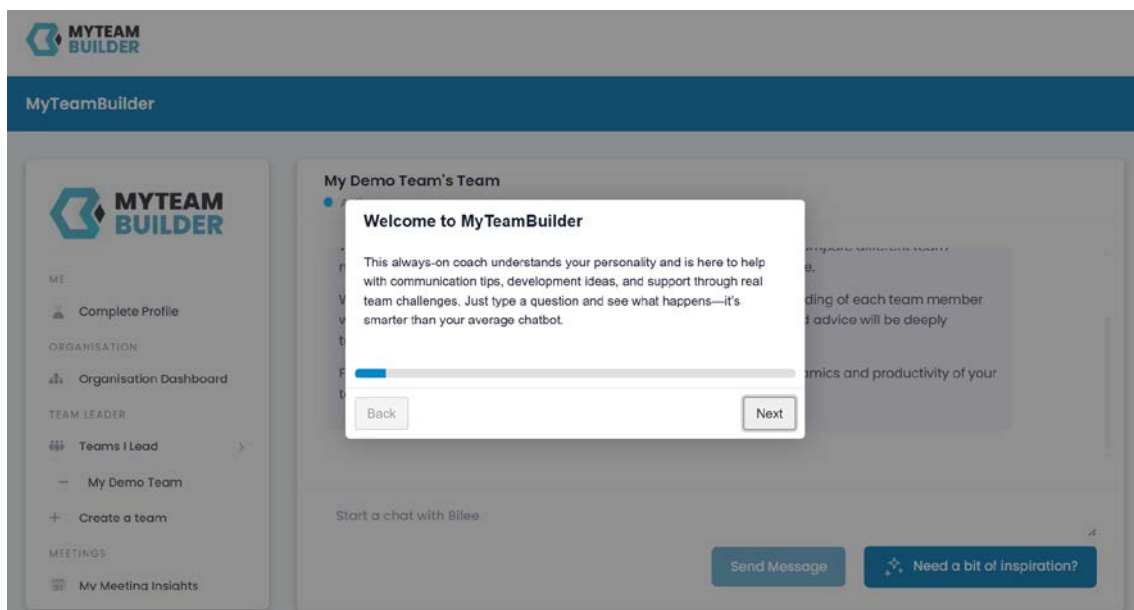
Any successful business knows that its greatest asset isn't just its products or strategy, it's its people.

MyTeamBuilder is an innovative AI-powered coaching platform that helps managers, directors, and HR leaders build engaged and driven teams through real-time, psychology-backed insights. Unlike traditional leadership training or generic personality tests, our interactive AI tool provides ongoing, personalised support to improve communication with individuals and groups, resolve conflicts, and transform business culture.

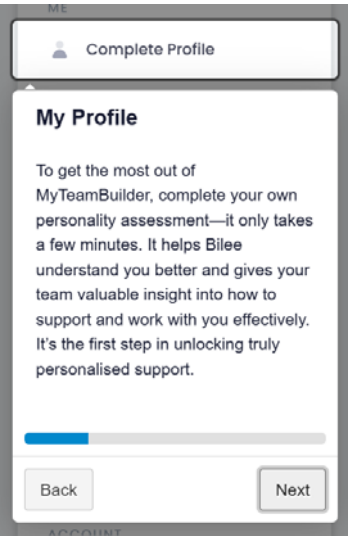
Always available and tailored to each business's unique opportunities and challenges, it supports managers and HR professionals to confidently build engaged, happier and high-performing teams.

This truly is a tool that will change how people and teams work together, which will improve workplace culture and ultimately attract and retain talent.

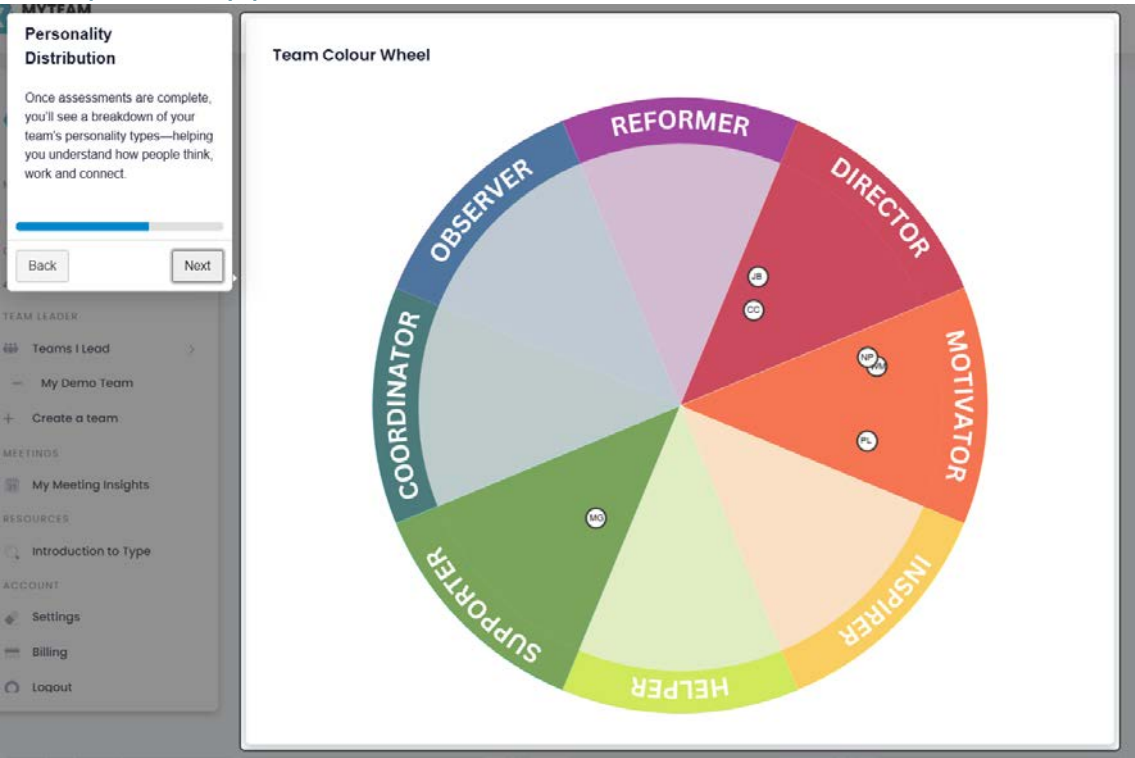
Team Builder homepage and introduction guide



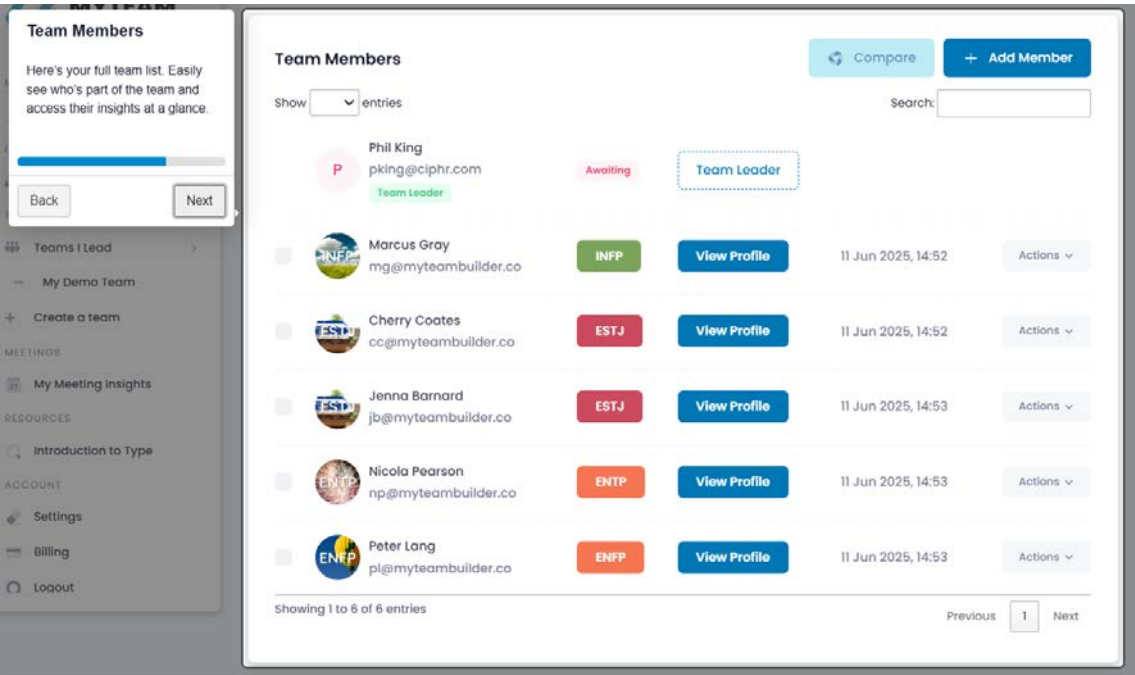
Complete the profile survey to support personalised coaching



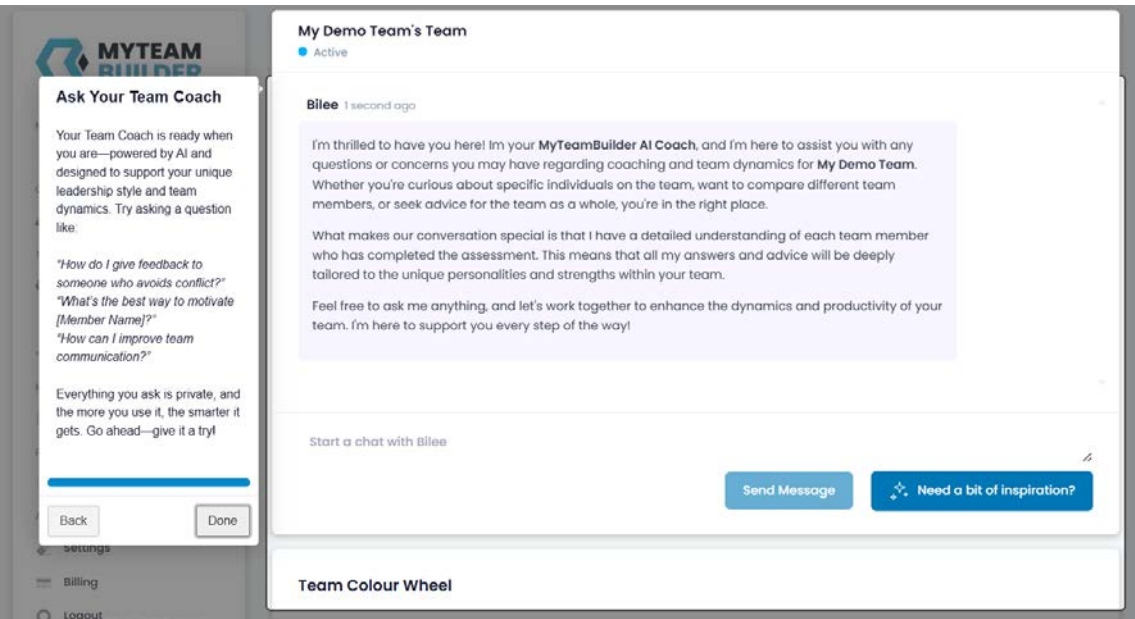
Team personality profile distribution visualisation



View individual team members profiles in detail in MyTeamBuilder



Use MyTeamBuilder to support smarter conversations and more effective management



Safeguarding and checks

- Quickly and easily create and retrieve information about employee checks to comply with regulatory requirements. Once set up, you can instantly view a staff list and information about checks completed for everyone.
- Flexible system enables you to record details of any kind of check, for any worker or volunteer, such as Disclosure and Barring Service (DBS) checks, right-to-work checks, reference checks and passport checks.
- Create your own 'categories' of checks, which you can assign to specific workers or volunteers.
- Against each check you can record the validity of checks, expiry dates, relevant documents, and any other pertinent information.
- Automatic notifications can remind you when checks are due to expire.
- Define who is responsible for a check and require them to accept responsibility for checks, meaning you have a full audit trail.
- Export details of checks by employee or category of check, to Excel

Safeguarding and checks dashboard in Ciphr HR

Safeguarding & Employee Checks

Viewing for: Richard Adam, Distribution Control Manager, Distribution

Try the new experience

Most Recent | All | Future

Single Central Register

Drag a column header and drop it here to group by that column

Type	Commencing Date	Expiry	Validated Date	Status	Job Related?
Identity Checked	25/Mar/2020	25/Mar/2020		!	✗
Role	25/Jan/2022	25/Jan/2024	25/Jan/2022	!	✗
DBS Checked	25/Mar/2020	25/Mar/2023		!	✗
Overseas Checks	25/Jan/2022	01/Jan/2025	25/Jan/2022	!	✗
Prohibited Teachers Check	25/Jan/2022	01/Jan/2025	25/Jan/2022	!	✗
Right to Work in UK Check	25/Jan/2022	01/Jan/2025	25/Jan/2022	!	✗
CV Checked	25/Jan/2022	01/Jan/2025	25/Jan/2022	!	✗

1 - 7 of 7 items

Bulk Insert | Insert New Record

Identity & Background Checks

Ciphr's Identity and Background Checks module (IDBC) supports integration from Ciphr's iRecruit online recruitment and applicant tracking system, as well as from the Safeguarding module within Ciphr HR, to specialist third-party background checking services, Experian and TrustID. Automated triggering and submission of required checks to the third party is complemented by effective tracking and receipt of check results and reports via Ciphr (note that actual checks service requires direct agreement between the customer and Experian and/or TrustID).

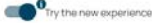
Case management and employee relations

- Manage HR queries and cases within Ciphr HR.
- Configurable tool that mirrors and supports your HR policies and processes.
- Creates a secure, accurate record of each case's history so you have an auditable trail of evidence should a case reach tribunal.
- Define workflows for each of your case types, ensuring that each case follows a consistent process.
- Report on case data and analyse trends.
- Automatically generates a new tracking number for each case.
- Store correspondence records and supporting documents against individual cases.
- Specify default priorities and outcomes in line with your policies.
- Set default case owners and define who can contribute to each type of case, including creating different roles for groups such as workers, managers, and HR users.
- Restrict access to sensitive cases to specific users.
- Dashboard view shows cases you have raised, have been assigned to, or that you have been asked to contribute to
- Automatic notifications alert contributors and owners to updated correspondence and required actions.
- View each case's historic timeline of actions.
- Assign and view related cases to help you monitor recurrent problems.

Record all employee relations and case details, owners, inputs and outcomes

Ciphr

Cases

Case

Access

History

1. Concerns

2. Disciplinary

3. Grievance

4. Appeal

5. Tribunal

6. Absence Management

Actions

Case: CIPHR-25

Description *
Performance issue

Type *
Disciplinary

Status *
Awaiting Authorisati

Priority *
High

Visible To
Employee

Policy Document
Disciplinary Policy

Employee
Alan Alexis

Owner
Carol Smith

Escalator

Correspondence + Add

Comment

back for approval

Carol Smith

18/Aug/2021 15:57

Comment

Case approved for formal hearing

Carol Smith

18/Aug/2021 15:55

Comment

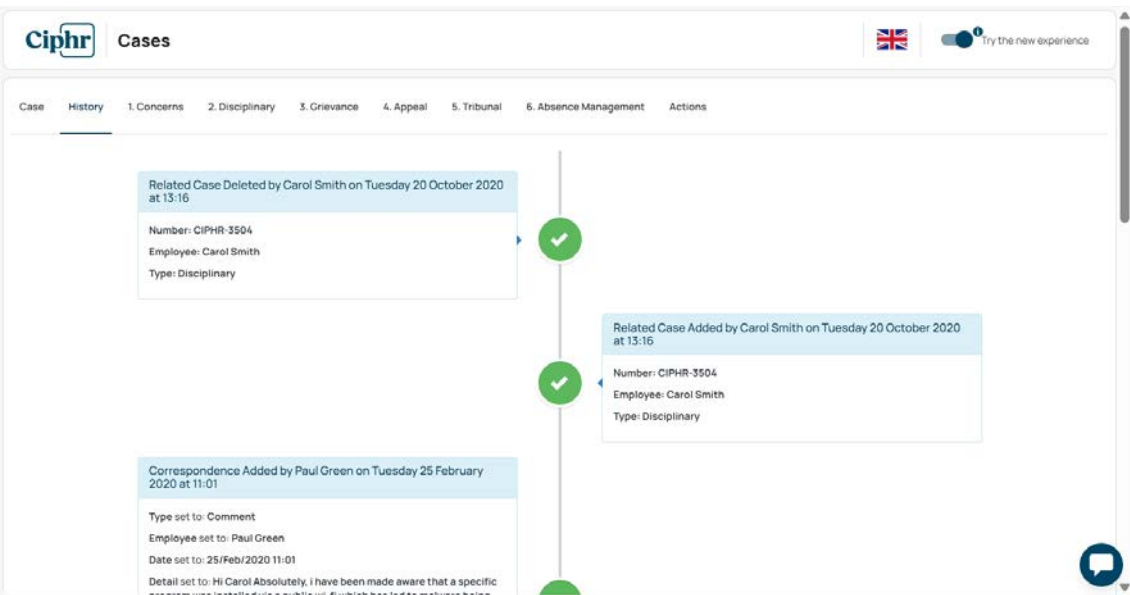
Case being reviewed

Carol Smith

18/Aug/2021 15:53

Comment

Track complete history and timelines of cases



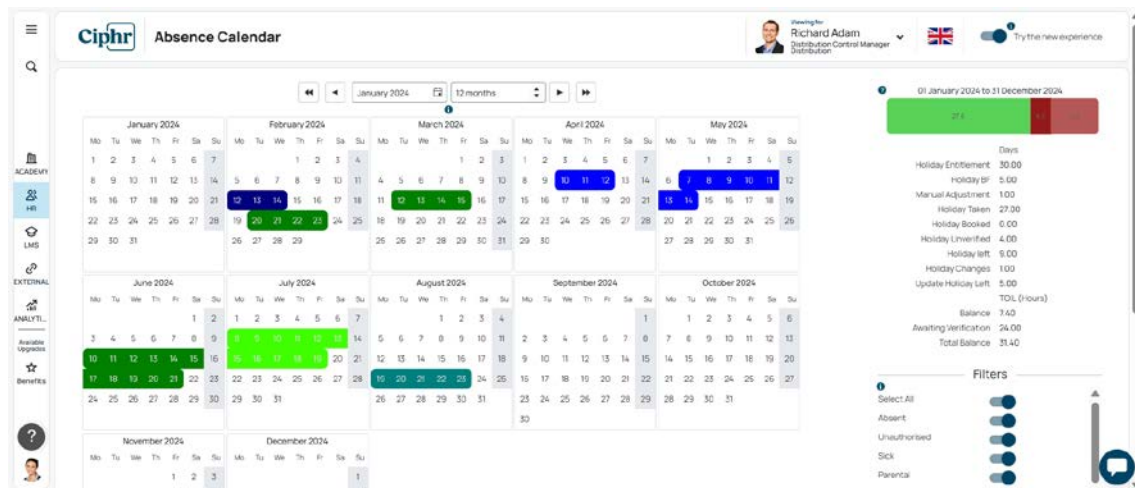
Absence and leave management

Absences of any type can be managed easily and efficiently with a configurable list of pre-defined absences for self-service users to choose from.

Absences can be monitored and tracked with scheduled reports, and triggers for exceeding Bradford factor warning levels or other thresholds and associated notifications. Sickness absences include functionality for recording return-to-work interviews and reporting on communicable diseases.

Multiple leave entitlement schemes may be maintained, in days or hours, leave entitlement pro-rated for starters and leavers, and entitlement and draw down against non-core leave schemes managed and tracked (e.g. charity/volunteer days/training days).

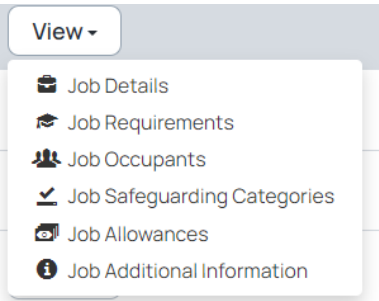
Administer, track and report on complex absence processes and models



Post and organisational structure management

Defining the organisational establishment or post structure creates efficiencies in managing headcount reporting, turnover, and reporting lines, and assists with succession planning. Each job or post can be defined with a set of requirements for specific skills, qualifications, and competencies, enabling organisations to match individuals to jobs based upon the requirements. Additional criteria may be linked to posts, including variable allowances, safeguarding checks and even user defined, such as, assignable equipment, uniform etc.

Use Ciphr HR to create, maintain and manage your jobs and posts profiles



Management Information and Reporting

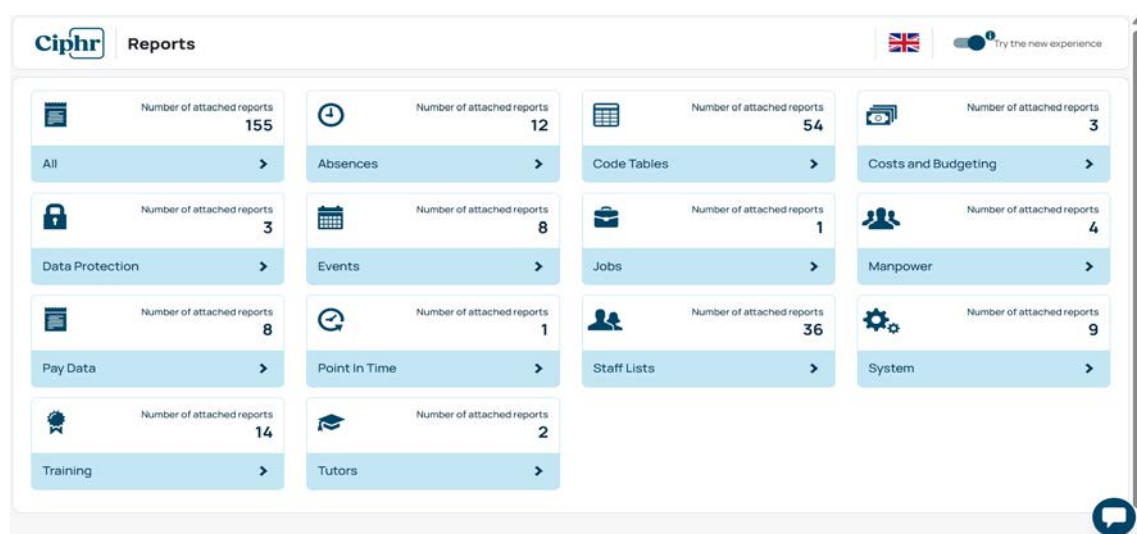
Ciphr includes a wide range of standard reports on all aspects of data, including simple list-type reports and sophisticated analysis and summaries. These include manpower and turnover reports; simple listings of employees by various categories; equal pay and ethnicity reports; training and development (including who has not attended specific training); salary and total pay; absence; reviews; and reports on any additional fields and categories configured by the system administrators.

Existing reports can be branded and modified by the system administrators, who can also create additional reports and output to a variety of formats including PDF, Excel, and CSV. Once saved and checked in by the creator, reports can be made available to specific user roles, published to defined folders, or made available to end users through automatic scheduling and distribution to a published folder or email address.

Dashboards and analytics are a powerful feature of Ciphr (see "Analytics"), enabling organisations to define the analysis they need, configure the appropriate dashboards, and define key performance indicators (KPIs) and metrics that can be used for analysis and regular reporting.

Access via the Ciphr API can also support data collection for group reporting tools such as PowerBI.

Report and inform via specialist reporting suites, design and analytics



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Analytics

Your HR system holds a great deal of data, the key ingredient for decision-making. But to make great decisions, you need great stories. And our HR analytics functionality is here to help you do just that.

Our absence, turnover, holiday, organisation, and DEI (diversity, equity and inclusion) analytics dashboards have a variety of customisable filters and datasets. You can easily extract specific reports at the click of a button or explore the pre-configured dashboards containing key measures.

Key features and benefits

- Security follows HR permissions
- No need for separate user settings; HR can grant broad access, confident that sensitive data stays protected
- Drill down to underlying data
- Instantly see the data behind a summary total and boost confidence in your analysis
- Out-of-the-box dashboards
- Ready to use, immediately. Eliminates the need for dedicated data teams to build analytics from scratch
- HR-specific dashboards
- Focus on key employee metrics and provide a quick starting point for common HR queries
- Dashboards viewable by HR organisation units
- Automated aggregate data makes it easy to segment insights by department or division
- Extract and explore views
- Create complex custom reports hassle-free and export to Excel. You're always ready to answer leaders' questions teams
- Dedicated DEI dashboard
- Keep sensitive diversity data secure when you disable drill-downs and hide small cohorts
- Historic HR data access
- No need to load old data separately; everything is available from day one (dependant on your system setup and subscription level)
- Interface built for analytical reporting
- Designed for deep analysis, you can access filtering and reporting tools easily
- Year-on-year analysis view
- Quickly compare past performance without the hassle of data exports
- KPI analysis view

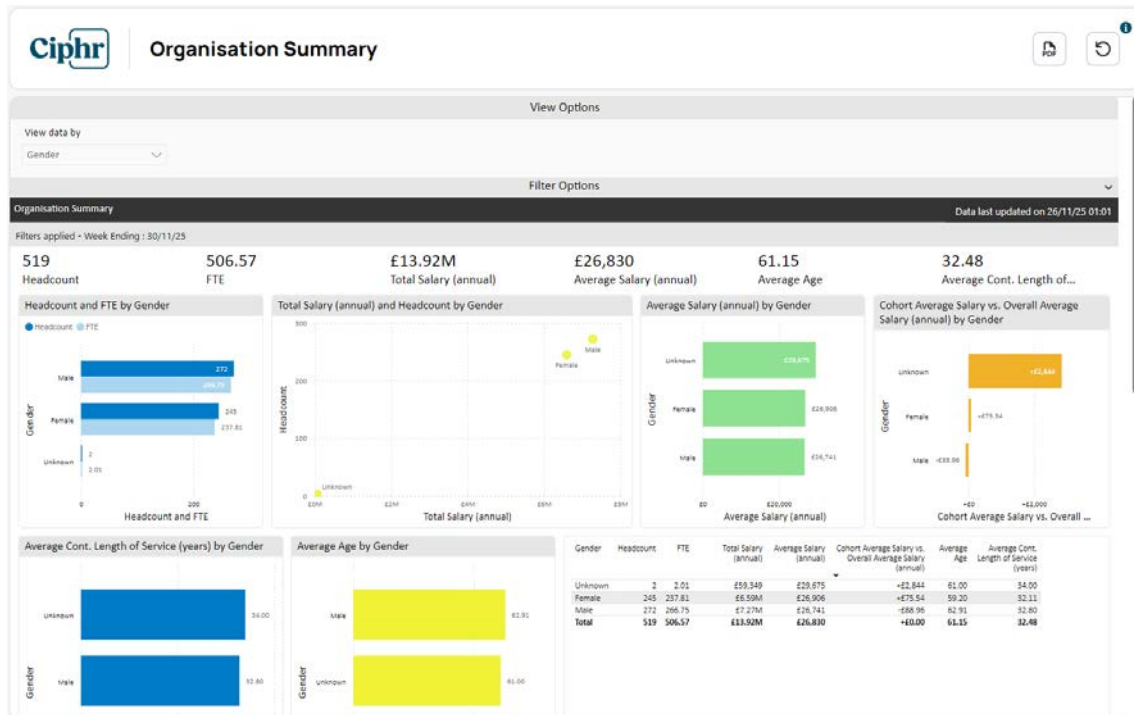
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- Zero in on specific metrics to answer key business questions with precision
- Integrated navigation between analytics and HR
- Powered by PowerBI
- Make better use of the skills in your organisation, help teams get up to speed faster and save valuable time

Organisation Summary view in Ciphr Analytics



Drill down into the raw data

Organisation Summary

Filter Options

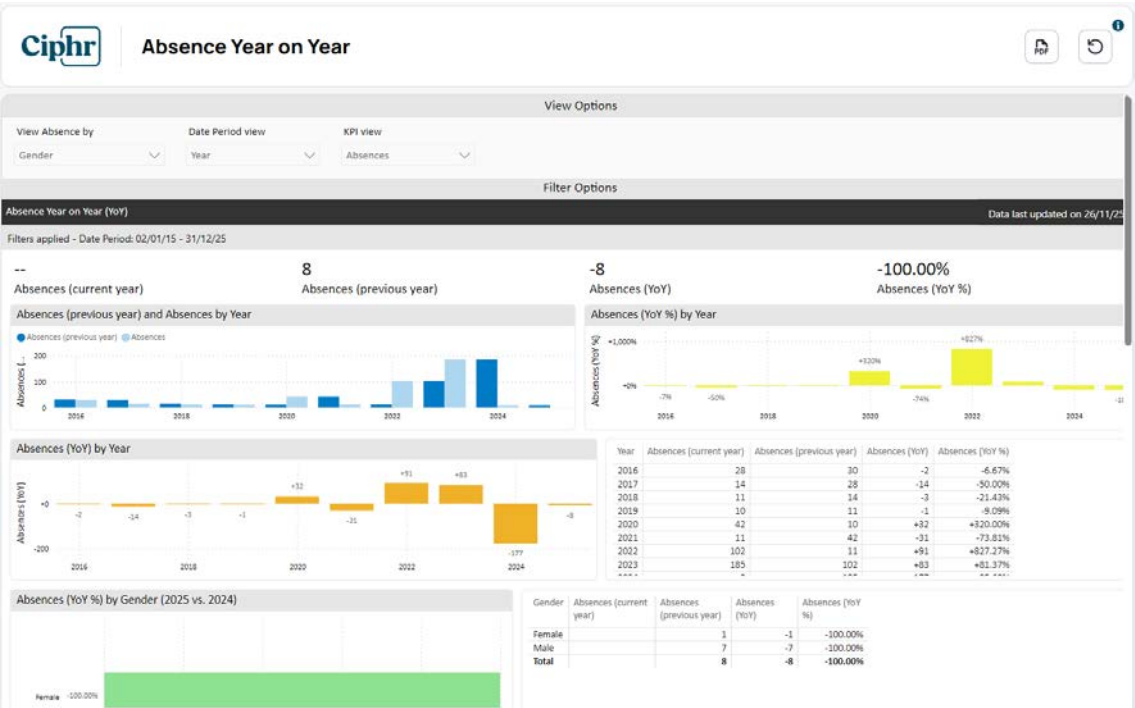
Employee Detail | Data last updated on 26/11/25 01:01

Filters applied - Week Ending : 30/11/25 | Gender: Male

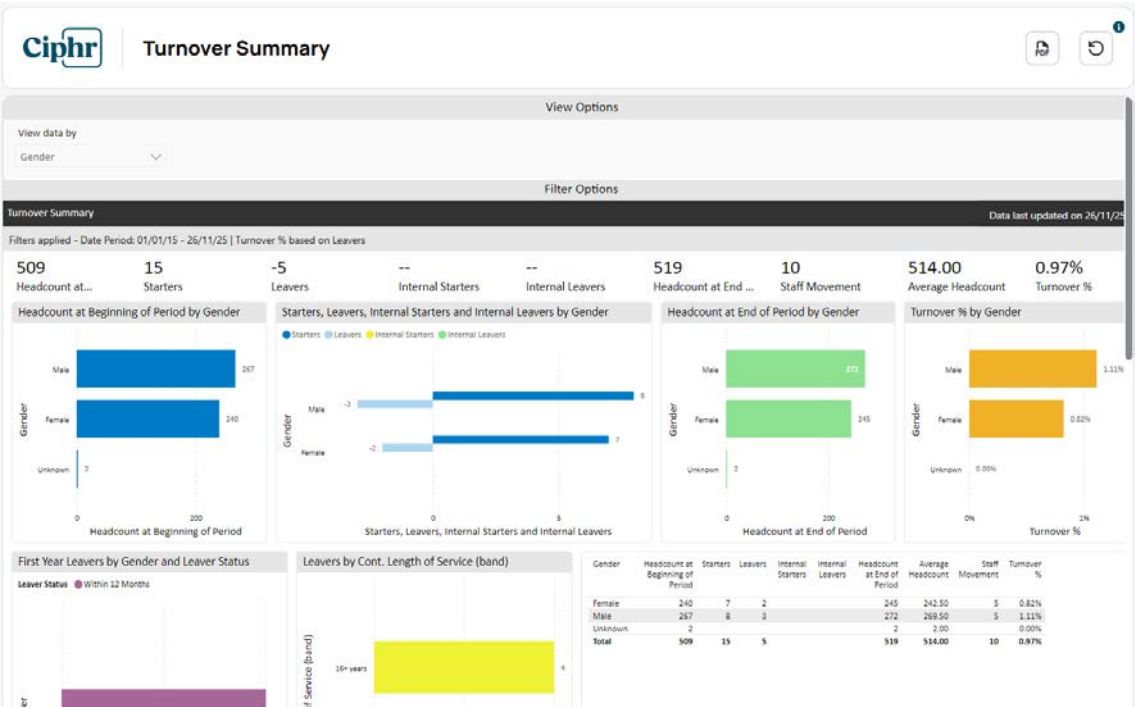
272 Headcount | 266.75 FTE | £7.27M Total Salary (annual) | £27K Average Salary (annual) | 62.91 Average Age | 32.80 Average Cont. Leng...

Person ID	Employee	Job Title	Job Start Date	Job End Date	Line Manager	Line Manager Job Title	Headcount	FTE	Total Salary (annual)	Age	Cont. Length of Service (years)	Grade Description	Spine Description
403	Tim Martin	Administrative Assistant	01/04/15		Gillian McKelvie	Nursing Manager	1	1.00	£10,881	82.00	33.90	Health Admin Grade 1	N/A
608	Brian Webster	Administrative Assistant	01/04/15		Gillian McKelvie	Nursing Manager	1	1.00	£10,840	58.00	27.30	Health Admin Grade 1	N/A
126	Bert Dewwood	Driver Large Goods Vehicle C E	01/01/16		<multiple managers>	<multiple managers>	1	1.00	£25,609	41.00	20.40	Grade D	N/A
382	Jack Lynn	Driver Large Goods Vehicle C E	01/01/16		<multiple managers>	<multiple managers>	1	1.00	£25,609	62.00	40.90	Grade D	N/A
399	John Marston	Driver Large Goods Vehicle C E	01/01/16		<multiple managers>	<multiple managers>	1	1.00	£25,609	68.00	41.90	Grade D	N/A
			01/01/16		<multiple managers>	<multiple managers>	1	1.00	£25,609	69.00	36.40	Grade D	N/A
			01/01/16		<multiple managers>	<multiple managers>	1	1.00	£25,609	74.00	30.70	Grade D	N/A
			01/01/16		<multiple managers>	<multiple managers>	1	1.00	£25,609	74.00	33.30	Grade D	N/A
			01/01/16		<multiple managers>	<multiple managers>	1	1.00	£25,609	41.00	17.50	Grade D	N/A
			01/01/16		<multiple managers>	<multiple managers>	1	1.00	£25,609	68.00	34.80	Grade D	N/A
			01/01/16		<multiple managers>	<multiple managers>	1	1.00	£25,609	56.00	14.80	Grade D	N/A
			01/04/16		<multiple managers>	<multiple managers>	1	1.11	£14,303	69.00	33.00	Spine Grade 1	Admin and Cl
			01/04/16		<multiple managers>	<multiple managers>	1	1.06	£14,340	63.00	32.50	Spine Grade 1	Admin and Cl
			01/04/16		Mary Anderson	College Principal	1	1.00	£14,954	62.00	36.00	Spine Grade 1	Admin and Cl
451	Harry Parker	Lecturer (PI)	01/04/16		Mary Anderson	College Principal	1	0.43	£5,393	79.00	30.90	Spine Grade 1	Admin and Cl
57	Henry Brown	Staff Nurse	08/04/16		Gillian McKelvie	Nursing Manager	1	1.00	£26,322	56.00	32.40	Scale E	Nursing and M

Monitor trends to inform organisation decisions – example absence trend analysis



Turnover summary view in Ciphr Analytics



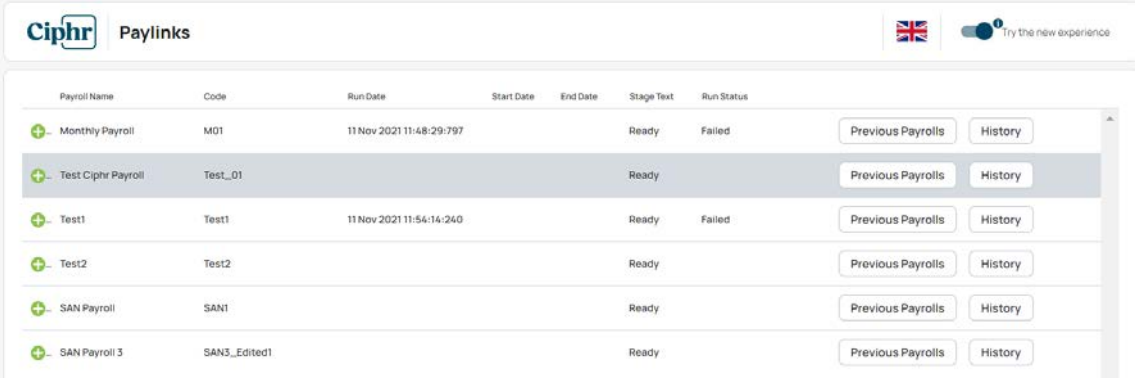
Paylink

As well as the real-time integration between Ciphr HR and Ciphr Payroll, we also offer the option to integrate Ciphr HR with your chosen payroll software via our paylink.

The Paylink is designed to support the collection, validation, and regular export/output of payroll-related change data in output files and reports from your Ciphr HR system, for submission to your third-party payroll system or service, reducing reliance on spreadsheets and removing duplication of data entry. Data includes base elements such as starters, leavers, job and pay, and personal, as well as variable components such as allowances, payments, and deductions.

Note that the universal paylink is not designed to conform to the import or format requirements of any specific payroll solution or version and is simply outputting validated payroll change data in a csv file(s) format.

Collate payroll change data, validate and output via Paylink



Payroll Name	Code	Run Date	Start Date	End Date	Stage Text	Run Status	
Monthly Payroll	MO1	11 Nov 2021 11:48:29:797			Ready	Failed	Previous Payrolls History
Test Ciphr Payroll	Test_01				Ready		Previous Payrolls History
Test1	Test1	11 Nov 2021 11:54:14:240			Ready	Failed	Previous Payrolls History
Test2	Test2				Ready		Previous Payrolls History
SAN Payroll	SAN1				Ready		Previous Payrolls History
SAN Payroll 3	SAN3_Edited1				Ready		Previous Payrolls History

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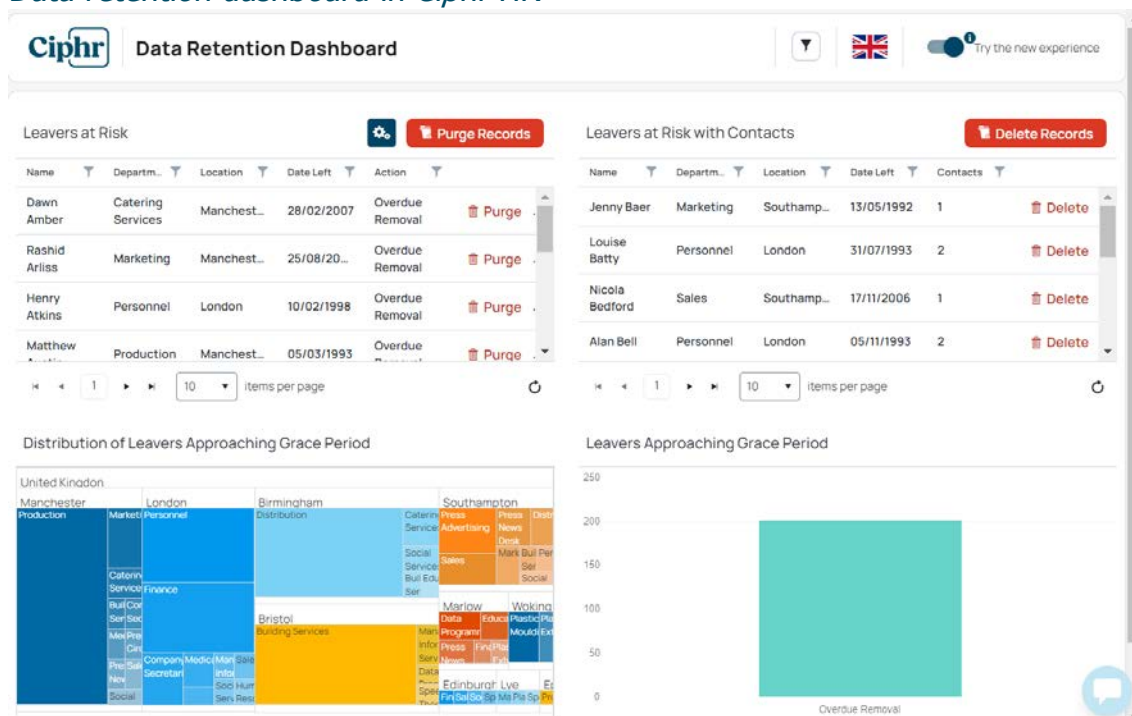
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Data retention dashboard & subject access request (SAR)

Ciphr enables organisations to meet their GDPR (General Data Protection Regulation) obligations through the manual identification and deletion of unwanted data. The data retention dashboard functionality includes configurable data retention periods for different groups of staff and allows for individual or bulk deletion or anonymisation of data that falls outside retention periods, making the management of data much more efficient.

Data retention dashboard in Ciphr HR



Organisations using Ciphr can respond to SARs by producing a data protection report in a variety of formats (PDF, Excel, or CSV) and providing this to the subject. The SAR portal creates efficiencies by enabling the subject to access their data through a secure portal and download that data directly, removing the need for any manual interaction between the subject and the HR team.

Expense management (Webexpenses)

Automate employee expense tracking and reconciliation, invoice processing, reimbursement, and more with Webexpenses.

Webexpenses is a leading global provider of expense management software that transforms how companies manage employee expenses. Simple and intuitive, Webexpenses turns a complex, manual process into an efficient, automated one, which is proven to save organisations up to 30% in time and efficiency costs.

Ciphr's partnership with Webexpenses provides integration between the solutions, with single sign-on (SSO) between Ciphr and Webexpenses, and the transfer of data between the systems, including updates for new starters, leavers, and changes of key personal details as well as expense payments that can then be transferred to payroll if appropriate.

Ciphr is a reseller of Webexpenses, a third-party service provider.

Key features

- Build claims in seconds with a photo of a receipt and use drag-and-drop reporting to allow your financial teams to manage expenses, whether on our app or on desktop.
- Manage your business payments, reconciliations, reimbursements, and expenses simply, quickly, and easily, accelerating administrative tasks and make for overall happier employees.
- Remove manual data entry and streamline your process with invoice automation and remotely manage your POs and invoices to accelerate approvals.

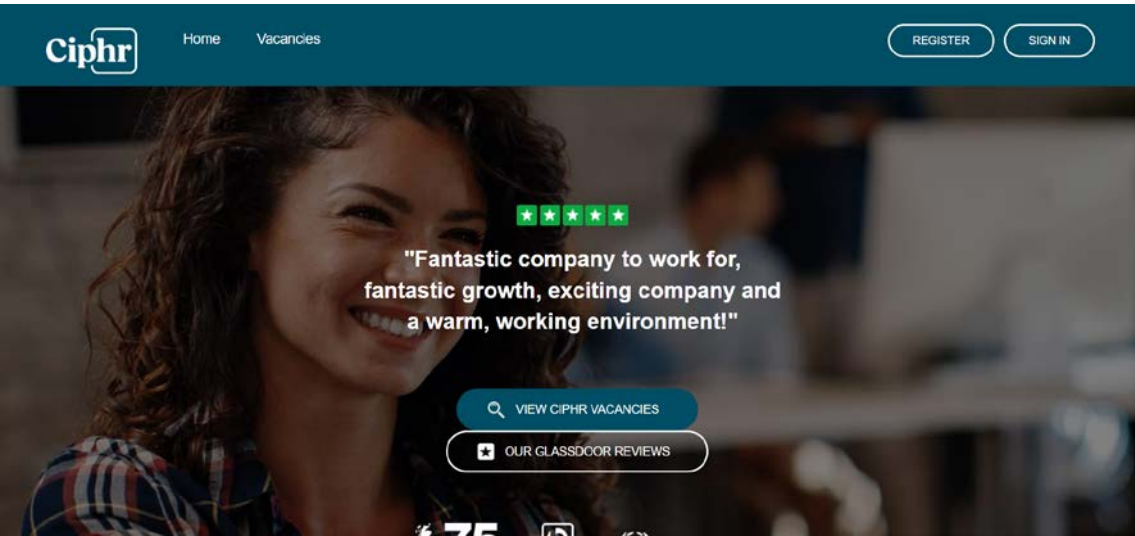
Ciphr iRecruit (e-recruitment)

Reduce recruitment costs, simplify administration, and attract quality candidates with Ciphr's applicant tracking system (ATS). Ciphr makes it easy to publish vacancies, capture CVs, manage, filter and respond to applications, and capture a talent pool of potential candidates for future roles. It's available as a standalone product or integrated with our HR software and onboarding solution.

Key features

- Create an effective, intuitive, careers site, linked to your organisation's main website, ensuring a seamless candidate experience
- Publish vacancies to multiple websites, job boards, agencies, and social media channels supported by integration to aggregators.
- Candidates can apply for jobs online; you configure the application forms to suit your needs, with tailored questions (to include checks and screening questions, for example), and the option to ask candidates to upload CVs and other documents.
- Enable candidates to make multiple applications, track their status and monitor communications.
- Use templates for fast vacancy publication.
- End-to-end tracking of candidate information and progress
- Includes a comprehensive set of standard reports that covers all aspects of the recruitment process, from cost and budget control, quality, and time to hire, through to source analysis, equal opportunities, and diversity monitoring.
- Capture a talent pool of potential candidates for future roles.
- Online assessments, panel shortlisting and feedback
- Schedule interviews and assessments with candidates, and match candidates against job requirements
- Integrated communication generation facility enables you to communicate with applicants via Microsoft Word, email, and SMS.
- Accessible anytime, anywhere, on any internet-enabled device
- Integrates with Ciphr HR and onboarding software to create a streamlined experience across the employee lifecycle. Also integrates with a range of other third-party software.

Ciphr iRecruit sample careers portal



Vacancy and campaign publication to candidates integrated with your website

Ciphr

Home

Vacancies

REGISTER

SIGN IN

Current Vacancies

Our current vacancies are listed below. Refine by using the search and filtering options.

Title	Type	Sector	Region	Application Deadline	Posted	Number of Positions	
HR Manager	Permanent	Human Resources and Recruitment (HR Manager)	South East England	Tuesday, 09 November 2027	13 December 2022	1	VIEW DETAILS »
Customer Success Manager	Permanent	Sales and Marketing (Account Management)	South Central England	Tuesday, 04 August 2026	07 July 2022	1	VIEW DETAILS »

2 vacancies found.

APPLY NOW

SEND TO A FRIEND

Keyword Search

Enter search terms

Filter Vacancies

Title

All

Type

All

Region

All

Vacancy Poster

Vacancy Poster’s job board posting software enables multi-posting to job boards quickly and efficiently from Ciphr iRecruit, enabling better applicant tracking and candidate management.

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Ciphr LMS & eLearning content

Ciphr LMS is a fully functional end-to-end learning management system (LMS) provided standalone or alongside the Ciphr HR system. It is a platform to both create and launch a blended learning journey using multiple content formats, from interactive, SCORM-based programmes to PDFs, PowerPoint presentations, webinars, videos, and quizzes. It enables users to search and complete digital learning content, as well as view and book scheduled training sessions on any device. It uses elements of gamification such as leaderboards, badges, and online forums to transform learning from a solo endeavour to a collaborative experience. Ciphr LMS also includes a suite of reports to analyse learning behaviours, measure uptake and return on investment.

Ciphr LMS makes it easy to create, deliver and manage engaging online learning activities that enable and support the development of your people.

- Ciphr LMS provides a fully blended solution to deliver an engaging, robust learning experience for all employees, including.
- Content management functionality enables you to upload and create a range of activity types, including eLearning, video, audio, workbooks and documents, workshops, webinars, assessments, surveys, on-the-job training & coaching.
- Fully branded homepage that you can completely customise using the CMS editing tool.
- Ability to group together courses in an engaging programme for learners to complete, including Map-style Journeys, Guides and Training Plans
- Ability to create face to face or virtual workshops for learners to book on to via the Calendar function, arrange instructor-led training, notify users of upcoming classes, automate joining instructions, and allow learners to register on waiting lists for courses. In-built Assessment Builder enables you to build your own assessments and attach these as pre- and post- assessments on courses or include a programme to make sure learners are retaining information.
- Ability to identify gaps in the workforce based on competency frameworks using the Skills Analysis to complete self-assessments plus 180° & 360° reviews that give a detailed insight into the competencies in the organisation and highlight what areas of the business require further development.
- Ability to create Discussions Groups to facilitate social learning on key topics relevant learners' professional development.

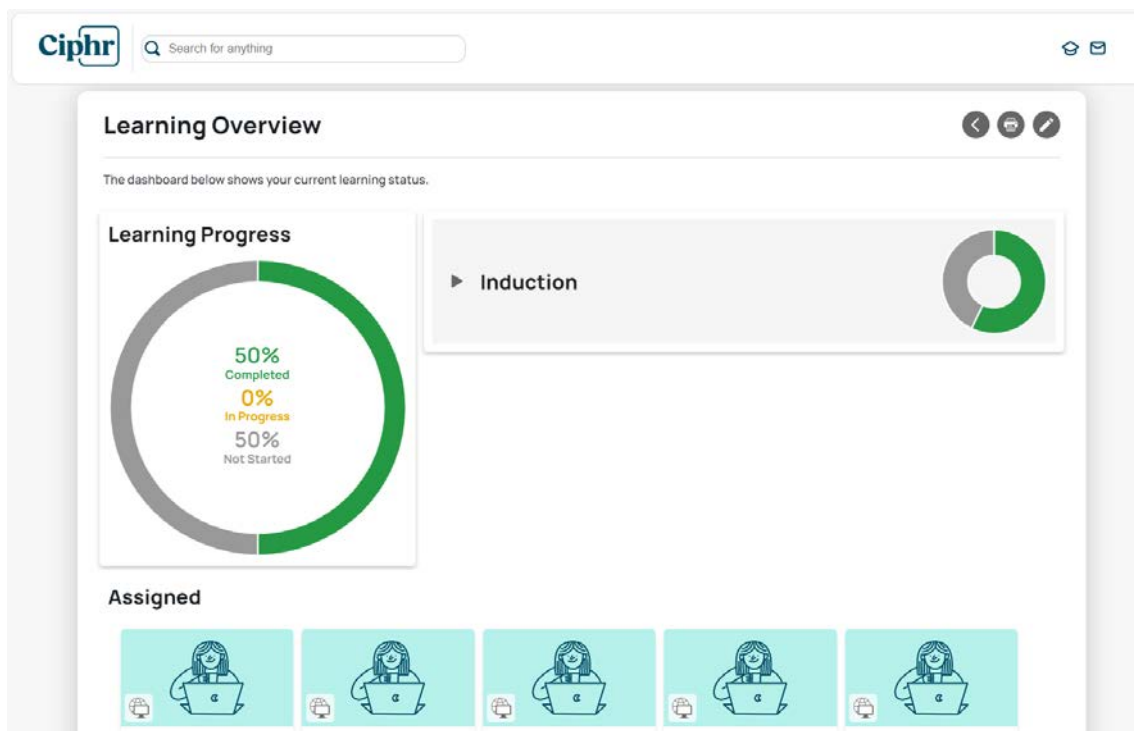
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- Capture mentoring and coaching conversations by allowing employees to nominate themselves and be searchable as Mentors by tagging their skills and offering themselves as a coach for those who are struggling in their area of expertise. Meetings and notes related to the mentor/mentee relationship are captured within the system.
- A dedicated knowledge base “Blogger” enables you to create and upload knowledge base articles, that learners can search for.
- Access to the advanced Rules Engine to set rules using multiple ‘if’ statements, automatically sending reminders for refresher training and issuing rewards for course completion.
- Ability to gamify the learning approach by using a range of engagement features including pop-up reward points and badges, as well as configurable leader boards.
- Access to insights and analytics dashboards as well as a suite of baseline reports
- eLearning content packs delivered by Ciphr’s content specialist division. Content can be customised and quickly deployed, is scalable, covers a wide range of topics, and are also leading providers of learning content to the UK education space.

User home dashboard in Ciphr LMS



Access, search and filter learning content in Ciphr LMS

Showing 1 - 12 of 12 Results

 Everyday Health & Safety Our Everyday Health & Safety module outlines the importance... 5.0 ★★★★★ 1 Rating Category: Unassigned Duration: 25 minutes Completed 10 pts	 Diversity and Inclusion Our module describes the importance of diversity and... 5.0 ★★★★★ 1 Rating Category: Unassigned Duration: 25 minutes Completed 10 pts	 Display Screen Equipment Our DSE (Display Screen Equipment) module illustrates... 5.0 ★★★★★ 1 Rating Category: Unassigned Duration: 20 minutes Completed 10 pts	 Onboarding Induction journey Category: Unassigned Duration: 12 weeks Started
--	--	---	--

Access learning journeys in Ciphr LMS

Ciphr Search for anything

Learning Library - My Programmes

This filtered view shows only the learning programmes assigned to you based on your job role.

Search [] Sort by: Relevance []

Showing 1 - 3 of 3 Results

 Onboarding Induction journey Category: Unassigned Duration: 12 weeks Started	 Induction Complete the learning activities to complete your Induction Category: N/A Started	 Induction Complete the learning activities to complete your Induction Category: N/A Started
--	--	---

My Learning (1)
☒ Assignments
☐ Recommendations
☐ My List

Training Type (1)
☒ Programme
☐ Activity
☐ E-learning

Categories

Training Progress

Clear

Learning journey with staged activities presented in engaging, intuitive and customer branded interface

Ciphr Search for anything

Programme Details

Induction


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eLearning content

Ciphr offers a range of off-the-shelf eLearning content modules via our own Ciphr content catalogue and our content partners.

Topic areas covered are:

- General Compliance (e.g. Data protection, Anti-money Laundering, Anti-bribery etc.)
- FCA Compliance (inc. new Consumer Duty legislation)
- Equality, Diversity, and Inclusion
- Mental Health and Wellbeing
- Management and Leadership
- Workplace Soft Skills
- Health and Safety
- Microsoft Office Training

Full course catalogues are available on request. In addition, Ciphr offers:

- Content development to provide tailored courses specific to your organisation’s requirements and brand
- Micro-learning courses, offering access to material in bite-size, digestible formats
- Diversity consultancy – leverage our expertise and knowledge for your specific needs

eLearning content library summary

Disability	Families	LGBTQ+	Age
Gender equality at work	Neurodiversity	Menopause	Bullying & harassment
Let's talk about race in the workplace	Unconscious bias	Sexual harassment	Allyship
Compliance	Safeguarding	Environment & sustainability	Health, safety & wellbeing
Working across cultures	Microaggressions	Equality, diversity & inclusion	Management training

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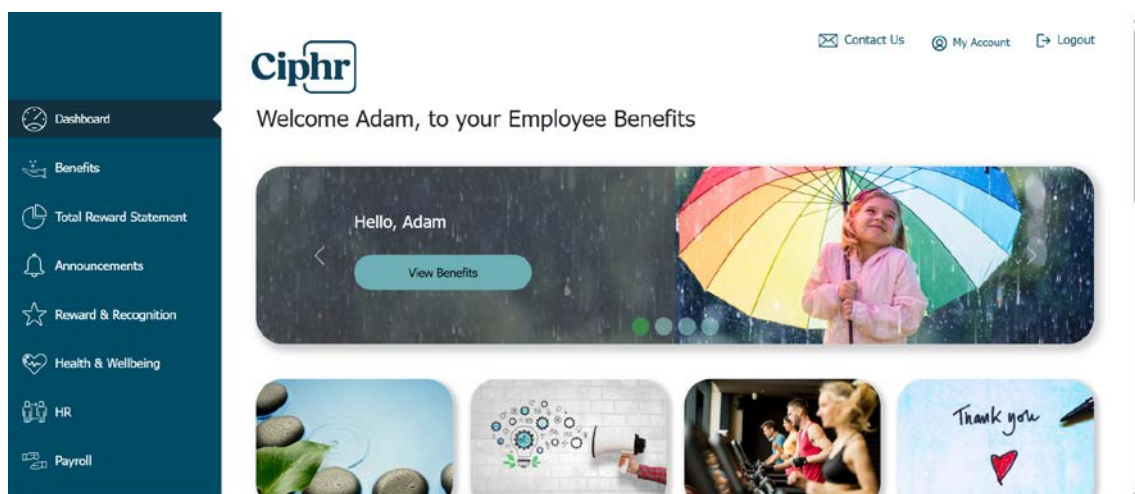
Ciphr benefits

Ciphr benefits, powered by Avantus, is a premium employee benefits platform, designed from the ground up to satisfy the most demanding employees. Our platform's attractive and succinct presentation, combined with intuitive processes, delivers the first-class experience your employees expect. Our platform can accommodate any type of employee benefits. Whether they are your existing benefits, or chosen from our extensive, constantly updated portfolio. Comprehensive configuration tools allow for tailored views and offerings, dependent on criteria such as service, role or location.

Key features

- Fast site deployment
- Embed your own videos and graphics
- Schedule reports to approved recipients with automatic notifications
- Dynamic total reward statements (TRS)
- Our approach combines all benefits whether your existing benefits, via a broker or
- We can build modules and interactive forms to streamline your workflows
- Make instant content changes
- News and views with survey features
- Intelligent automation for employee data changes (lifestyle, salaries, rules)
- Integration of almost any benefit is possible
- Social media integration for futureproofing
- 1000+ retail discounts including gym memberships

Employee user homepage in Ciphr Benefits



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Display summary and detail on the employee's benefits package

Summary	Current		Future	
	Monthly	Annual	Monthly	Annual
Your gross salary ("reference salary")	£3,333.33	£40,000.00	£3,333.33	£40,000.00
Less Benefits selected	£287.50	£3,449.96	£287.50	£3,449.96
Your flex salary	£3,045.84	£36,550.04	£3,045.84	£36,550.04

Your flex choices	Current		Future		Tax Savings	
	Monthly	Annual	Monthly	Annual	Tax	NI
Health Cash Plan	£16.43	£197.16	£16.43	£197.16		
Life Assurance	£4.40	£52.80	£4.40	£52.80	✓	✓
Pension (Salary Sacrifice)	£266.67	£3,200.00	£266.67	£3,200.00	✓	✓

Your savings	Current		Future	
	Monthly	Annual	Monthly	Annual
As a typical basic rate taxpayer	£75.90	£910.78	£75.90	£910.78
As a typical higher rate taxpayer	£113.85	£1,366.18	£113.85	£1,366.18

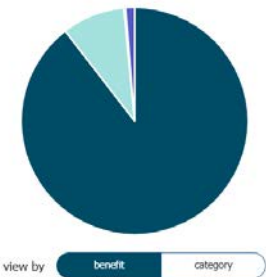
Your net cost	Current		Future	
	Monthly	Annual	Monthly	Annual
As a typical basic rate taxpayer	£211.60	£2,539.18	£211.60	£2,539.18
As a typical higher rate taxpayer	£173.65	£2,083.78	£173.65	£2,083.78

The costs and savings are estimates, based on tax rates applicable to the current tax year and assume that a typical basic rate taxpayer pays income tax at 20% and National Insurance at 8%, and a typical higher rate taxpayer pays income tax at 40% and National Insurance at 2%.

Users can access their total reward statement in list and graphical formats

Total Reward Statement

Below is an example of a typical Total Reward Statement, representing a summary of your annual remuneration, this is an illustration of those benefits paid for by Your Company. The statements can be updated as often as required but usually, this is done annually. In this example, the statement will be updated 1st January each year.



Total Reward Statement	
Remuneration	
Salary	£40,000.00
Pension (SS)	£4,000.00
Additional benefits	
Life Assurance	£113.12
Income Protection	£565.60
Your Total Value	£44,678.72

Users can view their benefits, benefit windows and other available benefits

Key:
Benefit window is **open**: ● Benefit is available **anytime**: ○ Benefit window is **closed**: ● Benefit is **selected**: ✓ Core benefit: ✓

Financial Protection

Pension (Salary Sacrifice) ✓

Life Assurance ✓

Voluntary Partner Life Assurance ●

Income Protection ●

Critical Illness Insurance ●

Health Matters

Private Medical Insurance ●

Dental Insurance ●

Health Screening ●

Health Cash Plan ✓

Wellbeing at home ●

Employee Assistance Programme ○

Users can view benefit details and flex according to organisational policy

Pension (Salary Sacrifice)

About the benefit

The FlexGenius Pension Scheme is a defined contribution scheme.

Your Contribution %	Company Contribution %	Total Contribution %
3	5	8
4	8	12
5	10	15

You can choose to contribute above 5% of salary, however there are no further Company contributions.

What is Salary Exchange?

Is Salary Exchange suitable for me?

Are there any restrictions to Salary Exchange?

What if I leave the company?



The window for selecting this benefit is open between **1st Jan 2026** and **31st Jan 2026**.

If you select this benefit amendments to your salary will be applied from **1st Feb 2026** to **28th Feb 2026**.



You have enrolled into this benefit. Your selections are detailed below:

Your current selection

Pension Contribution:

From January 2026:

You have selected to contribute 8% of your salary to your pension. Therefore your monthly salary will be adjusted by £266.67.

The company will also contribute 10% of your salary (£333.33 per month).

(Please note: These amounts will increase accordingly should you receive a salary increase during this time).

Ciphr Benefits supports announcements, surveys, reward and recognition



Announcements



Tell us how you are feeling



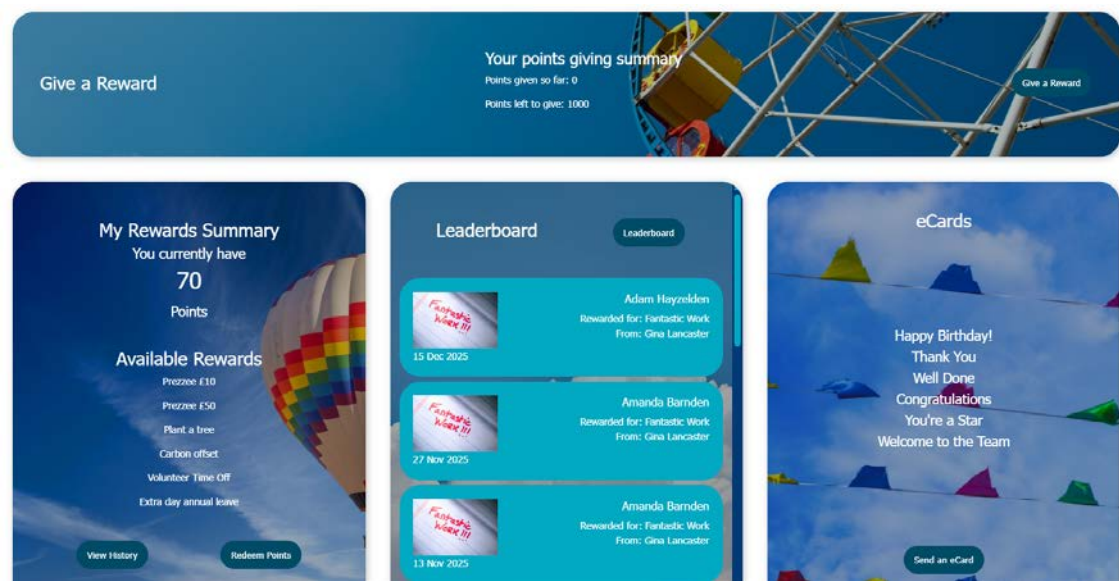
Welcome to FlexGenius



How is your baking?



Charity in the Community



Ciphr Payroll

Available as standalone software or outsourced service (as well as in combination with Ciphr HR), Ciphr Payroll provides HR and payroll teams a single point of data entry for all payroll data changes and processing. Our clients benefit from a range of services including in-house software deployed via SaaS or bureau/outsourced managed services from our team of friendly, experienced, and professional payroll staff.

Payroll software

Pay your people more quickly, simply, and accurately with Ciphr Payroll, CIPP's Payroll Software Product of the Year 2025. Our powerful, reliable, and scalable cloud payroll software is backed by industry-leading support and expertise. By choosing Ciphr as your provider of payroll software, you avoid duplication of work and manual data entry, while also improving the accuracy and security of your data. Our payroll software is supported by a dedicated team of qualified payroll professionals and account managers, who are always on hand to resolve any difficulties quickly and with the minimum of fuss.

Key features

- API led, cloud payroll
- Real-time integration with & calculation via Ciphr HR
- ISO 9001 and ISO 27001 certified
- Robust, accurate and dependable software ensures your staff are paid on time, every time
- Knowledgeable UK-based service desk, staffed by CIPP-accredited experts
- Real-time information and pension auto-enrolment enabled
- HMRC-recognised
- Extensive reporting capability
- Pensions auto-enrolment
- Back-pay calculations and automation
- Accessible from any location, any time
- Meets statutory payroll requirements as standard
- Regular updates to meet legislative and regulatory requirements
- Integrates with a range of business systems, including Ciphr HR, enterprise resource planning (ERP) systems, time and attendance software, and HMRC online services (via DPS)

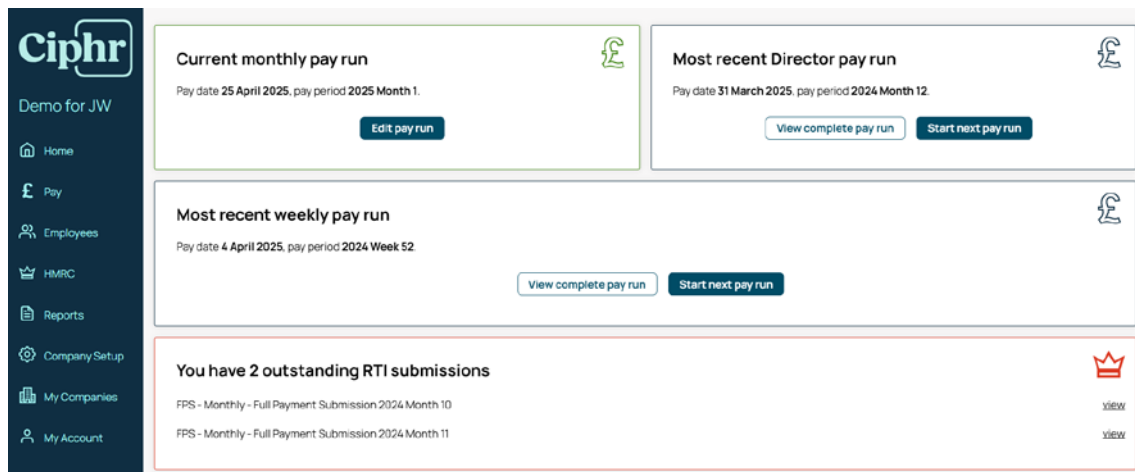
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- Pensions auto-enrolment is automated and configured to the needs of your pension providers and scheme rules – substantially reducing the amount of time you need to spend on pensions administration
- Integrates with all industry standard financial software, and includes a payroll journal nominal ledger export as standard
- Comprehensive reporting functionality enables you to check and analyse payroll calculations results and historical data quickly and easily

Ciphr Payroll's simple, clear and intuitive user interface



Payroll bureau

We believe every person is entitled to be paid on-time and accurately, every time. We provide a best-in-class payroll service so that business leaders don't have to worry about workforce dissatisfaction due to issues with their pay. We offer both fully managed and part-managed payroll services, helping customers to improve their organisations' compliance with the latest payroll legislation, and to mitigate risk.

We offer a level of service to suit your needs:

- Level 1 – full end-to-end payroll processing
- Level 2 – payroll processing up to BACs submission
- Level 3 – BACs and filing only service
- Level 4 – BACs-only service

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Why choose Ciphr's payroll bureau services?

- Dedicated payroll administrator and payroll manager
- X4 payroll contingency
- Payroll procedures manual
- Fully or part-managed service options available
- UK-based payroll bureau teams
- Accredited payroll professionals
- Online payslips, P60s, P11Ds and P45s
- Pensions auto-enrolment service
- Bacs submission to employees, HMRC and third parties

Payslips and P60s are available to users through employee self-service, and all historic payslips can be viewed or downloaded. In conjunction with Ciphr HR, Ciphr's offboarding profile gives leavers continued access to their payslip history for a limited time after their leave date.

Using the service

Ordering and invoicing

Organisations looking to order should contact Ciphr to discuss their requirements and project scope to determine the most cost-effective package solution based on the G-Cloud price list. Where required, Ciphr will assist in the completion of the call off agreement. Orders and enquiries can be sent directly to the allocated Account Development Manager or to salesoperations@ciphr.com. Upon receipt of a signed call-off agreement, Ciphr will raise any appropriate invoice and begin scheduling applicable services.

Availability of trial service

We will conduct several product demonstrations as part of the purchasing cycle. Access to online “vanilla” demonstration systems can be provided for an agreed limited period pre order, to assist with evaluation. This will not contain any specific client configuration and will be restricted to specific modules/ facilities.

Pricing basis & overview

- Ciphr is a Software as a Subscription Service (SaaS), with the annual subscription fee covering access to and use of the system, hosting, support, backups, disaster recovery and general updates. The Subscription Fee is based upon the Current Record License and inclusive modules within project scope. Annual Subscription is payable 100% annually in advance of the Start Date, unless otherwise agreed in writing in the Call-Off Agreement.
- Additional Annual Subscription fees for additional Current Record Licenses procured during the term will be as set out in the Pricing Document.
- Professional Service fees are charged in respect of the implementation of the system, which may include Project Management, Consultancy, Technical resource, and access to Ciphr Academy. Professional Service fees are payable 100% on Start Date or based upon date milestones typically spread over 3-6 months following the Start Date and as set out in the relevant Call-Off Agreement. All pricing for services is as per the Pricing Document.

Discounts

- Volunteer records charged as discounted rate, see Pricing Document.
- Volume discounts are available on bulk purchase of Professional Services, see Pricing Document.

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Implementation

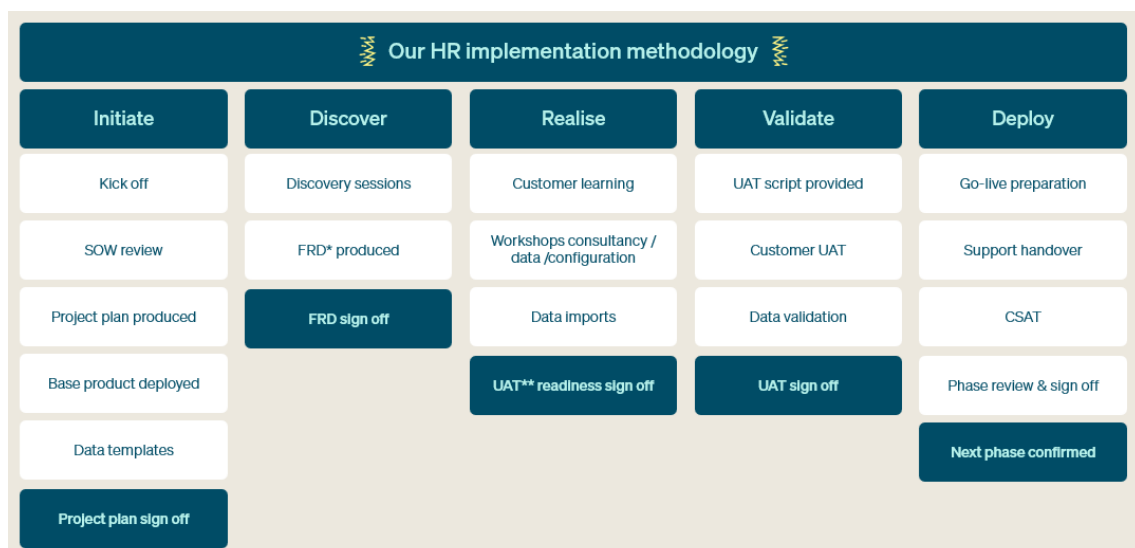
Embarking on any business software project can be daunting, whether you're introducing your organisation's first people management solution or if you're upgrading from an incumbent solution to recognise greater value return.

Our expert team are on hand to guide and support you at every stage of your Ciphr implementation project. You'll be assigned a dedicated project manager, supported by a team of consultants and product specialists, who'll be with you throughout your Ciphr journey to understand the challenges and aspirations of your organisation, to offer support and guidance, and to answer questions. Our experts not only have years of experience with HR and payroll technology – with many being former in-house users of Ciphr software – but they are typically CIPD or CIPP qualified ex-operational HR, Payroll or Learning specialists themselves, so you can rest assured that you're in safe hands.

Key features

- We'll help you realise the benefits of our solutions as quickly as possible
- We'll equip you with the skills and resources for long-term success
- Frequent checkpoints and contact with our team
- Regular, bitesize actions that you can fit alongside your typical workload
- Sign off at the end of each stage to ensure quality and that requirements have been met
- Our commitment doesn't end at go live. We provide continual support to drive adoption and maximise value

Ciphr's implementation methodology



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Project delivery services

Ciphr's team of project delivery experts will make sure that the right Ciphr expertise is available to you at every stage of your implementation project, at the right time. We work in partnership with you to help you get to 'business as usual' as quickly as possible – think of us as an extension to your project or HR team so you can get your Ciphr system up and running as soon as you can.

Before work gets under way, your designated project delivery manager will create a project plan – outlining which Ciphr products and functionality will be implemented and when – so you can better organise your organisation's resources and therefore achieve critical project milestones. Throughout the project, your delivery manager will be in regular contact with you to discuss what tasks have been completed (both by Ciphr and by your organisation), what tasks are due, and any milestones, activities or events you might need to be aware of.

Your delivery manager will also help you to understand the roles of Ciphr's various technical teams, and why you might be working with different people to complete different elements of your implementation project. For organisations with more complex needs or those who have limited internal project resources, we are able to offer additional project delivery services.

System/Service consultancy

Ciphr's implementation consultants work closely with you at critical points in your project to help configure your system to meet your organisation's challenges and goals, and to ensure your system mirrors your existing people processes as far as possible.

Many of our implementation consultants have previous experience working in operational people management roles – with a significant proportion being former in-house users of Ciphr – and therefore understand common pain points you're likely to be addressing by introducing new HR or payroll technology, along with the myriad other pressures on your team.

Your designated consultancy team will be on hand to support you at key points throughout your project, and, if you're implementing specialist functionality - such as our recruitment software - you'll work with consultants who are experts in those products.

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Your consultants will work in partnership with you to identify how Ciphr can support your existing processes, and, where necessary, suggest tips and best practice ideas for configuring your processes so you get the most out of your system. All professional services/consultancy sessions are delivered virtually.

Technical consultancy

Ciphr’s technical experts are available to support you with additional knowledge should you need it. This could include developing or setting up integrations with other business systems via our API, data extraction and import, as well as advice and support on data transformation, and on system and data security.

Meet your project team

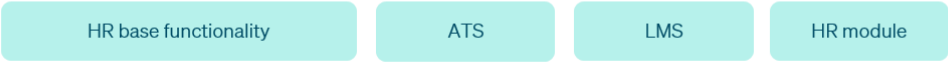
Meet your *project team*



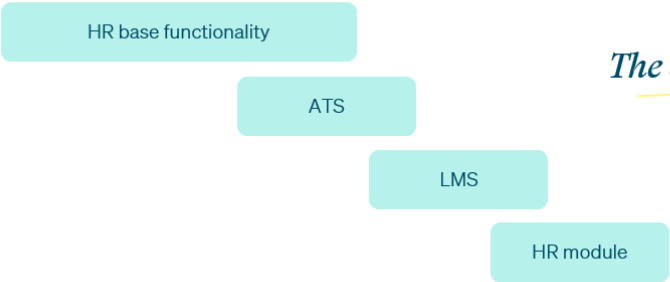
Project manager • Main point of contact for all project matters • Manages project delivery within budget and on time • Manages project change control • Runs regular project reviews • Coordinates all internal resources to make sure all tasks are delivered	Implementation consultant • Subject matter experts on Ciphr products. They are industry professionals in their relevant field • Through consultancy sessions, they'll provide advice, guidance and recommendations on configuration options • Provide project-related documentation for topics they cover, and any actions for your team and us	Business as usual (BAU) • After your software is implemented and your project is closed, your customer experience manager (CXM) and account manager will support you through the rest of your project journey • They'll help you identify better ways of working, and how our solutions can better support your organisation • Ciphr Service Packages
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Implement products and services in a phased approach or concurrently to fit your priorities

We can implement products and modules *sequentially*



Or *concurrently*



The choice is yours

Clear, concise resources to support customer understanding and planning

Resources

- Agendas
- Training led consultancy sessions
- Action based tasks post consultancy
- In product guidance
- Ciphr Academy

Ciphr delivers value return via industry expertise and consultative approach

Workshops and *delivery*

Consultancy expertise

- Consultants have hands-on industry experience (HR, Payroll, Talent, Recruitment)
- Guidance goes beyond system use: share sector-specific best practices
- Process improvement focus: assess workflows, reduce manual tasks
- Sector-aligned pods: advice informed by real, relevant experience
- Collaborative approach: prioritise quick wins & long-term efficiency

Example: Healthcare onboarding: automated workflows reduced time & ensured compliance.

Goal: align system capabilities with your needs, remove barriers, enable scalable efficiency.

Consultancy Approach

- Embedded in consultancy-led implementation, tailored to your configured system
- Builds on discovery: guides team through relevant features & processes
- Show, Explain, Do approach:
 - Show – demonstrate system meets process needs
 - Explain – provide context & reasoning
 - Do – practice tasks & perform UAT independently
- Real-time knowledge transfer using live system & data
- Encourages internal ownership to build confidence & independence

Ciphr Academy resources: learning journeys, webinars, knowledge base, in-product walkthroughs.

Live system focus: training is practical, relevant, and immediately applicable.



28

Data *migration*

Discovery and data mapping

- Review existing systems
- Map fields to Ciphr
- Provide templates & guidance

Data cleansing and preparation

- Ensure accuracy and relevance (data checks)
- Apply validation rules for quality and consistency

Test migration and review

- Execute migration in customer system
- Support UAT before sign off



Integration across Ciphr modules and third parties

Native modular integration

- HR, ATS (iRecruit), Onboarding, LMS platforms

Third party integration

- Restful API, you are in control
- Active Directory Integration



31

Strategic HR consultancy services

If you want more advice and support on how to optimise your HR processes so you can get the most out of your investment in your Ciphr system, our strategic HR consultancy team is here to help. They can assist with:

- Workflow improvements
- Data accuracy improvements
- Introducing good practices for business-critical processes
- Eliminating system redundancies and duplication
- Streamlining data capture and analytics
- Software integration and optimisation
- Stakeholder engagement with HR technology

User training

The Ciphr Academy offers meticulously designed online learning journey's, complemented by a series of expert-led bite-sized classes. These resources ensure that all relevant users and system administrators acquire the essential skills and knowledge needed to effectively utilise the proposed Ciphr solution.

The training journeys and recommendations for bite-sized classes are based on user profiles.

Access to Ciphr Academy is included in your annual subscription fee, with all user learning and education delivered online through the Academy. We employ a balanced blend of digital learning content and expert-led bitesize classes.

A critical component of the successful implementation of Ciphr's solution is the timely completion of the designated learning journeys, aligned with the mutually agreed-upon timelines within the project scope.

It's noteworthy that our training content remains in a state of continuous enhancement and updating, aligning with product advancements. Thus, please be aware that training content is subject to modification.

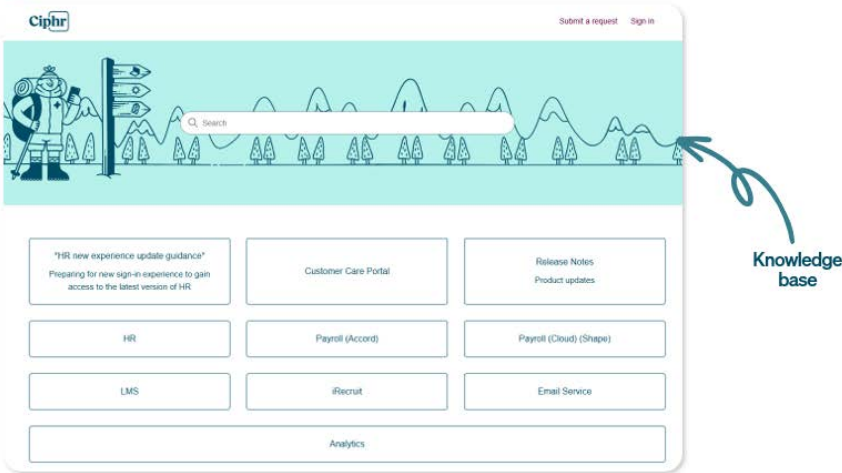
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Ciphr empowers users via online learning, knowledge-based articles and bitesize training

Empowering our users

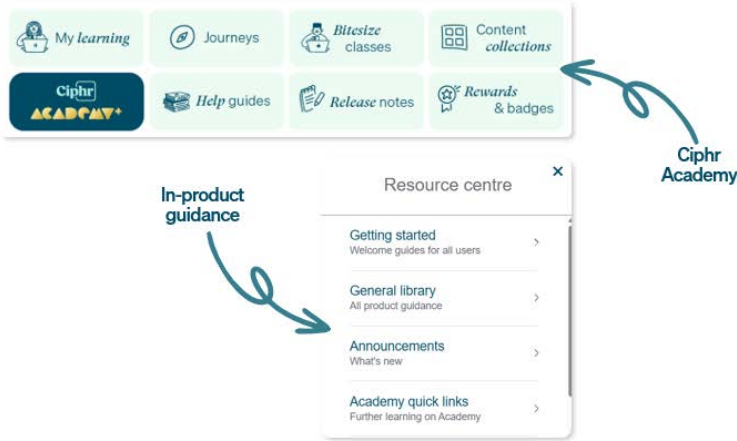


Ciphr

23

Ciphr's intuitive and engaging in-app guidance further supports engagement, education and utilisation

Empowering our users



Ciphr

24

Test environments/sandbox

Ciphr can provide a test environment for customers to use for the purpose of testing configuration, integrations and/or user training/familiarisation. This will be a single iteration available for the duration of the agreement, unless otherwise agreed in writing. This test system will be provided within our Shared Server Environment and based upon core, standard available functionality and features (some elements of Ciphr systems/services are not available to be deployed via test/sandbox environment).

This test system can include “vanilla” demonstration data and configuration or utilise a ‘snapshot’ of the live production system (which may be refreshed up to 4 times per annum). Any Ciphr updates would still automatically be applied to both the live production system and the test system, however the customer system administrator(s) can determine when to turn on features for other end users.

Ongoing Support and Business as Usual (BAU)

Ciphr provides first-class customer care and support services to all our clients. Staffed by knowledgeable professionals, our support teams provide a highly effective 'how to' service that is designed to assist and support clients with both the day-to-day operation and ongoing evolution of their HR systems.

Our dedicated account managers and customer experience managers will develop relationships with you during the implementation project, liaising closely with the project team. They will conduct regular system reviews with you to ensure you are gaining benefit from your Ciphr system, while also engaging with you at a strategic level to ensure Ciphr supports the growth and evolution of your organisation.

Customer Experience

As part of our pod support model, Ciphr provides a dedicated Customer Experience Manager to ensure you gain maximum value from our solutions. Your manager brings sector-specific knowledge and experience, acting as a trusted partner throughout your journey. To monitor and enhance customer relationships, we run satisfaction and Net Promoter Score (NPS) surveys, operate Customer Advisory Groups, and deliver a packed calendar of events, webinars, and updates, keeping you informed about new features and product developments.

Customer Care

Ciphr's Customer Care team provides support via phone, (using Zendesk) from 09:00 to 17:30, Monday to Friday (excluding UK public holidays). Like all SaaS platforms, occasional scheduled maintenance is required, which may temporarily limit access. We plan these windows outside business hours to minimise disruption and notify customers well in advance, in line with our published service-level agreements (SLAs).

How Ciphr’s customer experience model will support you

What is Customer Experience & *why is it important*

What is customer experience?

- Every interaction
- Customer is the central focus point
- Championing the voice of the customer
- Delivering meaningful change

Why is it important?

- Better service
- Improved customer satisfaction
- Operational efficiency
- Loyalty
- Building lasting relationships
- Share wins

Why a pod model

Using a sector-focused pod model to *better support you*

We’ve established a sector-based pod model, that allows us to foster stronger relations with you. You’re matched up with dedicated subject matter experts, reducing reliance on external resources and serving you more effectively through a deeper knowledge of your requirements.

Pods aligned to key sectors, enabling deep domain knowledge

Customers onboarded into sector-specific Pods

Pods contain dedicated subject matter experts

Charities

Education

Health

Finance

Media

Retail

Utilities

Customers are supported by core and extended pod teams

Your pod

Customer Experience Manager

Customer Care Manager

Lead Consultant

Core pod

Sales Manager

Technology

Renewals Manager

Extended pod

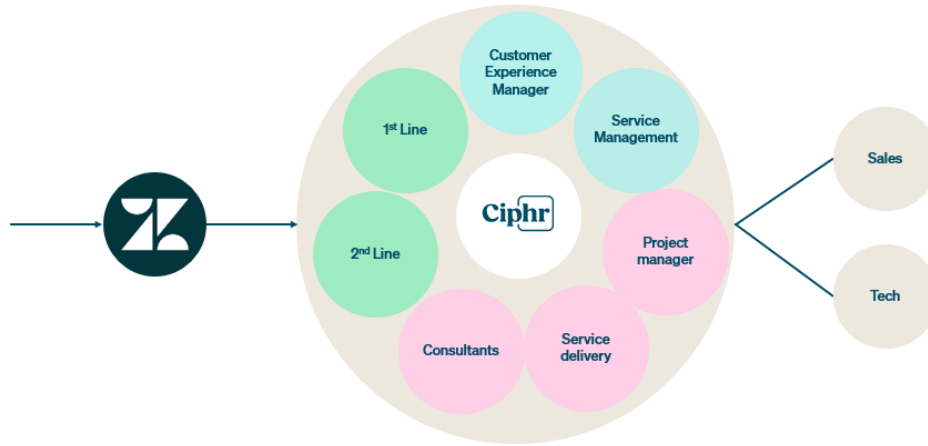
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The pods are complemented by market-leading tech, such as Wrike and Zendesk, to support the service and relationship

Pod support model



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21

Your SaaS subscription includes:

- Customer care telephone support between 0900hrs and 1730hrs Monday to Friday (excluding UK bank holidays)
- Customer experience & pod access and support
- Regular news update bulletins
- Problem diagnosis and resolution via remote assistance
- Free legislative and software enhancement updates
- Ciphr Academy & Knowledgebase access

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Service levels and maintenance management

While subject to the G-Cloud framework's terms, as a one-to-many SaaS provision, the SaaS Service is underpinned by a standard agreement and standard service levels consistent across the entire customer base, and which cannot be varied for individual customers. Service Levels, the SaaS Service Definition, Incident Priorities, Cancellation Policy & Third-Party Support (where applicable).

Financial recompense model for not meeting service levels

Service credits are typically not offered for contracts with an annual subscription fee of less than £100,000. Above this, and at Ciphr's absolute discretion, a non-negotiable service credits regime may be offered based upon a % reduction in annual subscription fee associated with service availability falling below the stated SLA.

Offboarding processes and scope

The customer may request a copy of their data at any time during a paid subscription period, and Ciphr shall provide the customer with a copy of the customer data in the form of a standard CSV file extract to an SFTP site at no charge to the customer. Provision of data in any other format will be subject to charge to be determined following a scoping exercise.

In accordance with our obligations under applicable data protection legislation, on instruction, all customer data will be securely returned and deleted following the end of any agreement. Backups are maintained for a period of three weeks and Ciphr has no obligation to maintain data beyond this period after the termination of the agreement.

Additional services

Ciphr Service Packs (CSPs)

Ciphr Service Packs (CSPs) are made up of our most frequently used and ‘value adding’ professional services to offer our customers greater flexibility to deliver a superior service to their own organisation at a competitive price.

Ciphr Service Packages include an annual system optimisation check, and professional service hours you can use for on-demand activities. These services will help you get the most out of your Ciphr platform, enable your in-house HR team to focus their efforts on the strategic priorities that matter most to your organisation, and, ultimately, help you deliver an outstanding level of service to your employees.

What’s Included?

Ciphr Service Packages (sometimes referred to as CSPs) comprise our most frequently used services at a competitive price. There are three levels of service package, Discover, Transform & Innovate, which are suitable for all types and sizes of organisation. These sit alongside our managed service option, which is ideal for organisations with high demand and complex requirements.

	Discover	Transform	Innovate
Annual system optimisation check	✓	✓	✓
Professional service hours*	25	45	60

Access to Ciphr Academy

Our HR user learning content is delivered virtually via the Ciphr Academy providing.

- Over 400 help guides, learning journeys and release notes
- An ever-evolving range of trainer-led bitesize classes
- On-demand thought leadership webinars
- Seasonal bitesize workshops, such as year-end processes.

System optimisation check

Our experts will review your current systems annually and make recommendations to eliminate system redundancies and duplications. We will also recommend improvements in data controls that should lead to better governance, which is crucial for ensuring that your HR and people data remains high quality and is accessed by only the right people.

On-demand professional services

Outsourced professional service time that you can use whenever you need it, so you delegate system tasks to the Ciphr team. Examples of tasks include:

- Roll out of self-service updates to all employees
- Weekly data uploads via web service
- Data extracts
- On demand Organisational restructure changes – reporting lines, department changes
- User role – creation/changes
- Holiday year rollover (annually)
- Further information/additional information field creation
- Automation of reports
- Data uploads on demand
- System updates (i.e. to reflect contractual changes)
- Notifications – creation/modification
- Annual pay review/employee letters
- User entitlement – creation/updates

Which CSP is right for my organisation?

Discover

Add some professional services into the mix. This package will help you to use your Ciphr platform to create a foundation for future success, while also solving your central HR challenges

Transform

Choose to go to the next level and we'll help you tackle increasingly complex HR requirements, and ensure you receive more value from your investment in Ciphr.

Innovate

Ambitious organisations who want to maximise the value of their investment in the Ciphr platform, and achieve their strategic people goals, should opt for our top-tier package.

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Provision of the service**Buyer responsibilities**

Unless otherwise agreed in writing with Ciphr, the Buyer will be solely responsible and liable for all subscription fees and other service fees.

The Buyer shall, subject to the G-Cloud Framework Agreement and Call-Off Agreement:

- Acknowledge that the Software and/or Services have not been developed to meet the Buyer's individual requirements and it is therefore the responsibility of the Buyer to ensure that the facilities and functions as described in any documentation or pre-sales discussions meets its requirements prior to entering into a Call-Off Agreement; and it has selected such Software and/or Services as the most suitable for its needs taking into account considerations of functionality, performance and price prior to selecting the relevant Software and/or Services
- If applicable, deliver in a timely manner any Customer Content and any required updates of Customer Content to Ciphr for inclusion in the Software or the Services.
- Provide Ciphr with any information and assistance which it may reasonably require from time to time to enable Ciphr to perform its obligations under these terms.
- Procure and/or supply, and if necessary, install, support and maintain all software, licences, hardware, network infrastructure, services and environmental and operational conditions that may be required by the Customer to connect to and access the internet for the purpose of accessing the SaaS Services.
- Be liable for all acts and omissions of its Customer Users and procure that each Customer User is aware of, and complies with, the obligations and restrictions imposed on the Customer under this Agreement.
- Promptly notify Ciphr in writing of any changes the Customer requires to System Administrators authorised by Ciphr to have access to the SaaS Services (including when System Administrators cease to be employed or engaged by the Customer or an Affiliate (as the case may be) such that they are no longer entitled to be System Administrators);
- Ensure that it responsibly manages access rights (including individualised login and password information) to the SaaS Services by its Customer Users and System Administrators and promptly revokes such access rights where a Customer User or System Administrator is no longer entitled to access the SaaS Services.

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- Ensure that its Customer Users using the Software, and any applicable Third Party Software or Third Party Services, on or in connection with the SaaS Services are trained to use them competently; and ensure that only Customer Users operate the SaaS Service, Software and any applicable Third Party Software and Third Party Service in accordance with this Agreement and any Third Party Service Licences as applicable and operating procedures, guidelines, codes of conduct and processes reasonably specified from time to time by Ciphr or, in the case of any Third Party Service, in accordance with the terms and conditions of the Third Party Service Licence.

The Customer acknowledges and agrees that Ciphr's ability to deliver the Services also depends upon the Customer's timely cooperation and prompt response to issues or requirements referred to it in connection with the Services, as well as the accuracy and completeness of any information the Customer provides.

To the extent that the Customer provides Ciphr access to Customer premises or facilities in connection with this Agreement, the Customer shall comply with its obligations under applicable health and safety regulations with respect to the provision of such access and facilities to Ciphr.

In relation to its use of the Services, the Customer acknowledges and agrees that it is solely responsible for complying with any laws or paying any taxes duties and tariffs applicable in any way to its use of the Services (other than taxes on the net income of Ciphr).

Termination process

Upon termination of the agreement, provisions regarding fees and expenses, rights arising from services, confidentiality and protection of intellectual property, limitations of liability, obligations on termination and any provisions specified as surviving any order form will remain in effect.

Ciphr will comply with its obligations under applicable data protection legislation in respect of, by instruction from the customer, facilitating the secure return in a standard CSV file format and/or secure destruction of Customer Personal Data in its power, possession, or control.

In the event of any termination of this agreement during any agreed minimum term, the whole of the subscription fees (together with VAT thereon) payable with respect to such minimum term shall become immediately due and payable.

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Our experience

Clients

Ciphr has extensive experience across UK private and public sectors and multiple verticals within these sectors, with notable experience supporting public-sector organisations such as Public Sector Partnership Services, South Norfolk & Broadland District Councils, RSSB, Zero Waste Scotland, Wheatley Group, Met Office, Royal Botanic Gardens Edinburgh and many more.



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Testimonial

Virgin Active, one of the UK's most popular health clubs, recently wrapped up a large project with Ciphr, including a large-scale entity migration piece as well as integrations.

Jake Leeding, HR systems and data analyst at Virgin Active, shares his feedback.

"Working with Ciphr has been a genuinely positive experience and one of the most valuable vendor relationships I've been part of. Since I joined Virgin Active, we've not only delivered some key system changes and improvements as part of our broader growth and change agenda, but also developed a strong, collaborative relationship that's grown significantly over time."

"Ciphr have played a huge part in supporting us through several complex projects. They are always responsive, knowledgeable, and committed to helping us find the right solution. Whether it's been product enhancements, guidance on best practice, or quick-turnaround support, the team have consistently gone above and beyond."

"The relationship between Ciphr and the business [Virgin Active] has come a long way, and it's been great to see it evolve into a real partnership; one built on trust, shared goals, and a genuine desire to improve the colleague experience through smart use of systems."

"I'm proud of what we've achieved together and grateful for the support along the way."

Technical requirements & data protection

System requirements for all users

Ciphr is a cloud-based application hosted in UK-based Microsoft Azure data centres. All access happens over HTTPS on port 443, providing encrypted communication by default.

Ciphr is designed to be used with the latest versions of following browsers:

- Microsoft Edge
- Chrome
- Firefox
- Opera
- Safari

Firewall

Since all traffic uses port 443 (HTTPS), you typically won't need any firewall changes. This port is standard for secure web traffic and should already be open in your environment.

Integration with the Ciphr SaaS system

We offer several ways to connect Ciphr with your other systems, whether that's Microsoft Active Directory, custom internal applications, or third-party software.

API integration

Our RESTful API enables seamless integration with various applications and services. Each API key is unique to your organisation and to each specific integration, giving you granular control over what data each application can access. You can configure IP allow listing for additional security, and data is available in XML, JSON, or JSONP formats with full query and filtering capabilities.

API keys let you control exactly what information each integration can read, update, or delete. For example, if you're connecting three different applications to Ciphr, we'll create three separate API keys with tailored permissions for each one. Note that our standard service includes key creation and access to standard endpoints, custom integration development requires separate scoping and pricing.

Ciphr Active Directory Connector

This module automates user lifecycle management by creating accounts in Active Directory / EntraID when employees join, automatically deactivating accounts when they leave, and syncing relevant changes throughout the employee lifecycle. Detailed documentation is available on request.

Information security

Our Information Security Management System (ISMS) is certified to ISO 27001:2022, demonstrating our commitment to protecting your data. Security is embedded throughout our organisation, covering everything from access controls to monitoring and incident response.

Access control

We follow the principle of least privilege across the organisation. Access to production environments is restricted to specific roles, with permissions granted only for what's necessary to perform each job function. All staff undertake comprehensive and ongoing security training covering data protection, threat awareness, and secure handling of information assets.

Change control

Every modification to our production environment goes through a formal change control process. Changes are risk-assessed, approved based on impact and security considerations, thoroughly tested in non-production environments, and monitored post-deployment to ensure effectiveness.

Monitoring

We maintain real-time monitoring across our entire infrastructure, including databases, web services, servers, SFTP services, network components, and backup systems. We track performance, capacity, availability, and security metrics, enabling our teams to respond immediately to any issues.

Backups

Encrypted backups run daily and are stored in a separate region within the UK. We regularly test backup restoration to verify data integrity and maintain a 21-day retention policy as part of our standard disaster recovery offering.

Business continuity and disaster recovery

Our comprehensive business continuity and disaster recovery plan is regularly tested and reviewed as part of our ISO 27001 certification. We operate across multiple Microsoft Azure data centres in the UK, leveraging Azure's extensive resilience and redundancy options.

Microsoft Azure public cloud

We host our services Microsoft Azure for several key reasons, including: its automatic scaling capabilities; access to cutting-edge cloud technologies; and industry-leading security for identity management and threat detection. Your data stays in UK data centres and benefits from Azure's ISO 27001 certification, UK Cyber Essentials Plus accreditation, and UK GDPR compliance.

Third Party Management Policy & Due Diligence

Our Third-Party Management Policy establishes rigorous due diligence processes for all vendors. We tier suppliers based on risk, with tier 1 suppliers undergoing extensive security reviews to ensure they meet or exceed our own security standards. We conduct initial comprehensive assessments and regular ongoing audits to maintain compliance with contractual and regulatory obligations.

Additional available configurations

These options may be configurable by the customer through the appropriate portal. However, some can only be requested through your Ciphr project/account manager.

Branding

Personalise the Ciphr interface with your corporate colours, logos, and imagery to create a seamless experience for your employees. Branding can also be applied to reports and communications.

Development lifecycle of the solution

We use Agile development methodology with Scrum processes, maintaining a prioritised product backlog that feeds into sprint planning. Our approach includes test-driven development, continuous integration for automated building and testing, and a dedicated QC team performing both automated and manual testing.

Every change follows our change control process—risk assessment, approval, comprehensive testing, production deployment, and post-release monitoring. This ensures we maintain stability and security while continuously improving the platform.

Contact

Ciphr Limited
3rd Floor, 33 Blagrove Street, Reading, RG1 1PW

Tel: +44 (0)1628 814000

Email: Salesoperations@ciphr.com, or jtrickett@ciphr.com, or pking@ciphr.com