

G-Cloud 15 Framework Prism - Service Definition 2026



What Prism Offers

One-Stop Shop

Matrix Prism is our all-new, proprietary platform, an advanced **Vendor Management System (VMS) with Talent Pool**, designed to simplify the complexities of ordering and managing a contingent workforce. It enhances both efficiency and compliance by offering more comprehensive control and improved visibility over staffing activities.

Our intuitive software powers a comprehensive suite of tools that streamlines every step of the hiring journey for employers and recruitment agencies alike - from sourcing candidates to managing assignments. It integrates with a wide variety of HR and ATS systems via API, and is supported by a dedicated Matrix team.

Key Features:

- **Order Management:** significant user experience improvements with a more intuitive interface. Easily order, review, and shortlist only the highest-quality candidates.
- **Timesheet Management:** approve and manage timesheets with ease.
- **Invoicing:** benefit from weekly consolidated invoices, simplifying financial management.
- **Shift functionality:** drag and drop pre-approved candidates from candidate pools into shifts effortlessly.
- **Real-Time Information:** access comprehensive management information and benchmarking reports in real-time through our BI tool **Sisense**.
- **Compliance Assurance:** ensure 100% compliance by submitting only workers who meet all standards to Hiring Managers.
- **Automated AWR Management:** manage Agency Workers Regulations (AWR) with automated processes and alert flags.
- **Control and Approvals:** assign controls and approval rights for orders, extensions, timesheets, and placements.
- **Audit Trail:** maintain a complete audit trail for a full “record of truth”.
- **System Notifications:** receive alerts before key compliance documents such as DBS checks expire.
- **Reporting:** generate bespoke reports.
- **Talent Pool:** build and manage bespoke talent pools covering permanent, temporary, interim, contractor, and contingent workforces.
- **Statement of Works:** manage project-based assignments, cost breakdowns, and direct sourcing as part of a procurement solution.
- **Payroll:** process worker payments and invoices, payroll extraction for approved timesheets, no manual entry post-approval.
- **eBulk:** eBulkPlus API for integrated electronic DBS and criminality checks, connecting directly to the Disclosure and Barring Service and other screening providers.



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Order and Manage Temporary Workers

Prism lets users order, review, and shortlist candidates, with approvals and controls for timesheets, extensions, and placements, facilitating fast and accurate recruitment cycles.

- ✓ **Order creation:** Hiring managers raise a temporary assignment order in under 2 minutes. Job requirements, mandatory compliance, and estimated rates auto-populate based on the selected job title.
- ✓ **Order distribution:** Managers control distribution, sending to all suppliers, select agencies, or a preferred worker. Ideal for maintaining existing supplier relationships.
- ✓ **Candidate submission:** Suppliers submit candidates in 2 minutes with all compliance documentation. Prism's AI instantly rejects non-compliant submissions, preventing errors, delays and ensuring suppliers do not upload blank compliance documents to avoid conducting compliance checks.
- ✓ **Shortlisting candidates:** Prism auto-ranks candidates by role fit and supplier performance, ensuring the best, most reliable candidates rise to the top. Flogas also sees which candidates come from standard vs. non-standard rate suppliers for full cost transparency.
- ✓ **Interview Management:** Managers can request interviews, set times, and send notes directly through Prism.
- ✓ **Placement:** Once an offer is made, suppliers respond within 1 minute.
- ✓ **Compliance Checks:** Our compliance team verifies all documents within 24 hours before confirming placements, guaranteeing every worker is fully vetted before starting. More details about our compliance checks can be found in our response to 6.4 Quality of Candidates.
- ✓ **Temporary worker engagement:** Once placed, feedback on the temporary worker and you will be collected by filling in a survey as part of timesheet submission. Any negative scores will be flagged to Flogas and reviewed by us and the supplier. As added value, we also propose holding regular worker forums including topics such as wellbeing and mental health and awarding temporary worker of quarter. This ensures your temporary workers feel valued, heard and part of the Flogas family.



Timesheet Management

Prism transforms the time sheeting process into an effortless, user-friendly experience for both workers and hiring managers. Designed with simplicity and efficiency in mind, every step is intuitive and time-saving.

For Workers: Submitting a Timesheet

- 1. Fill Out Weekly Hours**
Workers can quickly input their hours worked using dropdown menus. This intuitive interface ensures accuracy and minimises errors.
- 2. Log Expenses**
Add any incurred expenses by providing details such as date, type of expense, description, value, and upload the receipt. Workers can also include overall comments to explain absences or additional context, streamlining communications.
- 3. Submit for Approval**
Once completed, workers submit their timesheet electronically for approval by their hiring manager. The entire process can be completed in under 30 seconds, ensuring a hassle-free experience.

For Hiring Managers: Approving Timesheets

- 1. Access Timesheets Easily**
Managers can access timesheets directly through Prism's ribbon interface. The system allows filtering and searching for specific timesheets using intuitive tools.
- 2. Review Details**
Review all logged hours, one-off payments, expenses, and notes in one centralised view.
- 3. Approval or Rejection**
Approve or reject the timesheet. For rejections, managers can provide reasons in a notes box. This feedback loop ensures any corrections are addressed promptly and resubmitted for approval.
- 4. Recalculate Totals**
To ensure accuracy, managers can click a 'Recalculate Totals' button at the bottom of the page. This automatically updates any adjustments made during the review.

Why Choose Prism for Time Sheeting?

- **Speed:** Workers can submit timesheets in 30 seconds, and managers can approve them in just 10 seconds.
- **Transparency:** Automated notifications keep all parties informed of status changes, ensuring smooth communication.
- **Efficiency:** Prism's clean, modern design and automated processes reduce manual tasks, errors, and delays.

Prism's time sheeting process is designed to save time, reduce complexity, and keep everything moving smoothly for your workforce.



Invoicing

Prism's invoicing system is designed to make the invoicing process straightforward, while ensuring accuracy and efficiency. Here's how it works:

- **Weekly Invoice Generation**
Every Wednesday morning, Prism pulls all approved timesheets from the system. Only timesheets approved by midnight on Tuesday are included, ensuring the data is 100% accurate.
- **Electronic Consolidated Invoice**
You receive a weekly consolidated electronic invoice in Excel format. This invoice includes all necessary details for reconciliation and payment.
- **Custom Upload Files**
Alongside the Excel invoice, Prism provides a custom upload file in .csv or .txt formats that can be directly imported into your finance systems. During implementation, we work with your finance team to confirm the required data fields for seamless integration.
- **Monthly Invoice Option**
Prism can also produce consolidated monthly invoices, providing significant processing efficiencies. This means you receive a maximum of 12 invoices per year.
- **Transparent Payment Process**
Agencies are paid promptly within the agreed terms, regardless of when Matrix receives payment from you. This ensures fairness and reliability in transactions.
- **Customisation**
During implementation, Prism is configured to match your specific invoicing requirements. This includes pre-defining invoice layouts and integrating into your finance systems, either via web services or secure FTP links.

By automating the invoicing process, Prism eliminates manual errors and saves time. The system ensures transparency and provides full visibility of costs. Its user-friendly design and integration capabilities make invoicing simple, efficient, and tailored to your needs.



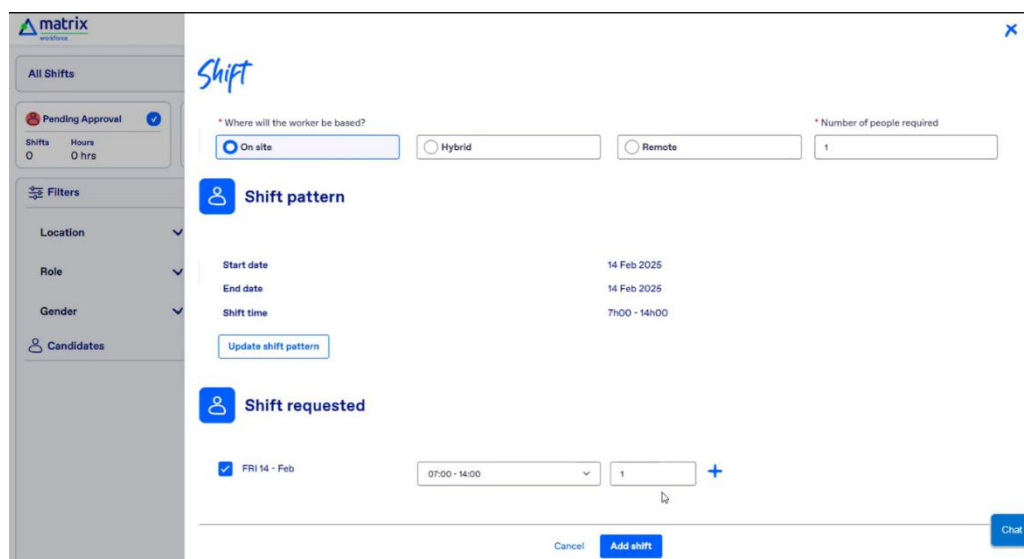
Shift Functionality

Prism's shift functionality streamlines the process of creating and managing shifts, providing an intuitive, dynamic experience for hiring managers, workers, and suppliers.

Key Features of Prism's Shift Functionality

Simplicity and Speed

Creating a shift takes just 30 seconds. Managers can click on the relevant day in the interactive calendar or drag across multiple dates to create blocks of shifts. Job requirements, candidate details, and shift patterns can be completed in seconds, making the process effortless.

The screenshot shows the Prism Shift Functionality interface. On the left is a sidebar with a 'matrix' logo, 'All Shifts' button, 'Pending Approval' status, and filters for Location, Role, Gender, and Candidates. The main area is titled 'Shift' and contains three sections: 'Where will the worker be based?' with radio buttons for 'On site' (selected), 'Hybrid', and 'Remote'; 'Shift pattern' with fields for Start date (14 Feb 2025), End date (14 Feb 2025), and Shift time (7h00 - 14h00); and 'Shift requested' with a checkbox for 'FRI 14 - Feb', a dropdown for '07:00 - 14:00', and a number input '1'. At the bottom are 'Cancel', 'Add shift', and 'Chat' buttons.

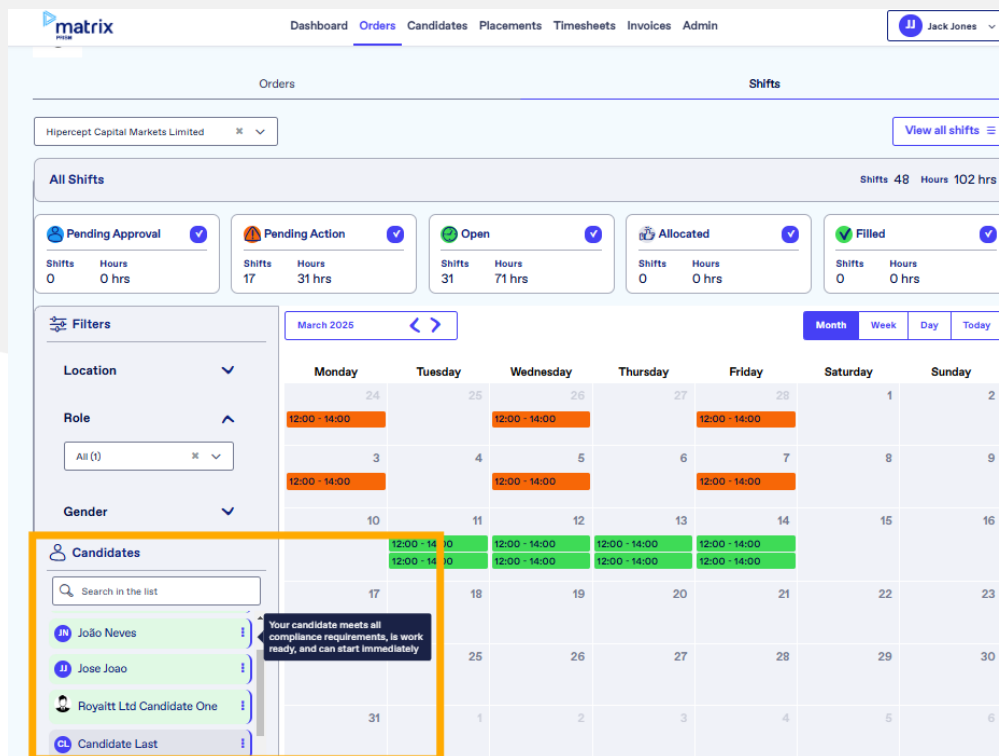
Dynamic Candidate Selection

Prism's drag-and-drop functionality allows managers to select and assign candidates directly from the candidate list to the shift on the calendar. Any candidate highlighted in green is pre-approved and fully compliant, enabling immediate allocation without delays.

Interactive Calendar

The interactive calendar lets hiring managers plan shifts effectively, send vacant shifts to the market, request specific workers, or assign workers to shifts at the click of a button. Managers can also edit, change, or cancel shifts as needed, ensuring complete flexibility.





Worker and Supplier Visibility

Candidates can update their availability within the system, which managers can view in real-time. This visibility enables managers to check availability for specific shifts or directly access a worker's profile to confirm details.

Compliance Tracking

The system highlights workers who are fully compliant versus those undergoing compliance processes. This feature provides managers with complete transparency and ensures workers meet all necessary requirements before starting a shift.

Automated Notifications

Prism generates notifications at every step, ensuring that the hiring process is smooth and efficient. From shift creation to allocation, the system keeps users informed, minimising delays and errors.

High-Level Dashboard View

The homepage displays a clear, high-level overview of activities. Managers can quickly see the status of shifts and assignments, enabling effective management of resources and time.

Prism's shift functionality makes workforce management easy, efficient, and transparent.



Reporting

Reporting in Prism is designed to be straightforward, user-friendly, and highly customisable. You can access live, data-driven insights with ease via Sisense, an integrated business intelligence tool, enabling informed decision-making that keeps you ahead in the recruitment market.

Key Features of Reporting in Prism

Real-Time Data Access

- Sisense pulls live data 24/7 directly from Prism, ensuring all reports and dashboards reflect the latest information.
- You can track performance, compare your metrics against market data, and identify trends in real time.

Customisable Reporting

- During implementation, we collaborate with you to set up tailored reports that align with your objectives, such as spend control or performance tracking.
- Additional bespoke reports can be created at no extra cost. Simple requests are handled within 24 hours by your Client Support Executive, while more complex needs are addressed by our IT and Data Analysis Teams.

Self-Service Reporting

- Sisense is intuitive, allowing users to create reports independently via a wizard tool. You can select the data type, apply filters, and generate reports on-demand.

Pre-Made Dashboards

- Dashboards are tailored to your role. For instance, hiring managers see order-specific data, while sponsors have visibility across the entire contract.
- These dashboards visually represent service progress, making insights clear and actionable.

Standard Reporting Levels

- Reports are scheduled to run automatically at your preferred frequency. Options include:
 - *Standard*: One-click report generation
 - *Custom*: Self-designed reports
 - *Subscription*: Automated weekly or monthly reports
 - *Executive*: Strategic-level insights
 - *Demand Management Module*: Workforce usage and cost tracking
 - *Business Intelligence Tool*: Benchmarking against anonymised data from over 140 clients
 - *Bespoke*: Fully customised reports for unique needs.

Flexible Data Formats

- All reports are available for download in XML, Excel, and PDF formats to suit your requirements.

How It Works



- All reporting functions are embedded within Prism, meaning there is no need for external tools or integrations. This ensures seamless access through a single system.
- Alerts and notifications can be set up for key metrics, ensuring you never miss critical trends or deadlines.

Practical Applications

- Reports include metrics such as total spend, contingent labour bookings, cost breakdowns, fulfilment rates, and KPI achievements.
- Data from Prism is utilised in contract review meetings, ensuring that discussions are informed, productive, and based on the most current insights.

With Prism and Sisense, reporting is not only easy but also powerful enough to meet all your operational and strategic needs. The combination of real-time data, customisation, and pre-made solutions ensures you have complete visibility and control over your workforce management.



Compliance and Candidate Screening

Prism makes compliance and candidate screening straightforward and effortless. It is designed to ensure every candidate meets your standards and legal requirements, eliminating errors and complex processes.

How Compliance Works

- **Pre-configured Compliance:** Compliance requirements are pre-set for each job role during implementation. These requirements include mandatory checks like Right to Work, DBS, and qualifications. Prism ensures nothing is missed by locking critical compliance checks against job titles.
- **Screening Requirements:**
 - ✓ Right to Work Checks: All candidates must have UK work rights, verified via the Matrix Right-to-Work form.
 - ✓ DBS and Qualification Checks: Especially for sensitive roles like Social Care, we verify DBS status and qualifications.
 - ✓ GDPR and Confidentiality: We protect data through strict adherence to GDPR and confidentiality agreements.
 - ✓ Onboarding Compliance: Our standardised process ensures all placements meet Bath's requirements, with ongoing monitoring.
- **Additional requirements may include:**
 - ✓ Confirmed Temporary Workers Checklist
 - ✓ Two years of verified references (no gaps)
 - ✓ Signed confidentiality agreement
 - ✓ In-person interview
 - ✓ NI number check
 - ✓ Qualification check (e.g. HCPC)
 - ✓ Conflict of interest form
 - ✓ Full education/employment history (for safeguarding roles)
 - ✓ Reference declaration (Social Workers, per MoC)
 - ✓ Fitness-to-work confirmation
- **Automated Process:** When you create an order, Prism automatically populates the compliance requirements, distinguishing between mandatory and desirable criteria. This ensures clarity at every step.
- **Blocking Non-Compliant Candidates:** Prism prevents agencies from submitting candidates without completing every compliance step. Documents are scanned for blanks or errors, and incomplete submissions are blocked, saving time and maintaining high standards.

Candidate Submission Made Easy

1. Agencies upload all required documents to Prism, such as proof of Right to Work, DBS checks, and references.
2. Agencies confirm candidates meet minimum quality standards.
3. Prism ranks candidates automatically, highlighting the best matches for job requirements while filtering out those who are non-compliant.



Screening Process Features

- **Automation with a Human Touch:** Prism combines automated filters with manual oversight. This ensures compliance with job specifics while maintaining the highest quality.
- **Custom Profile Questions:** Managers can add tailored questions to assess candidate experience and skills. Answers are scored and influence candidate rankings, ensuring only top-tier candidates proceed.
- **Enhanced Transparency:** Managers have full access to compliance documents, such as DBS certificates and Right to Work verifications, through Prism's user-friendly interface.

Ongoing Monitoring

- Prism tracks document expiry dates and sends automated reminders to avoid lapses in compliance, ensuring continued adherence to requirements.
- For roles requiring additional checks, such as Social Workers, Prism supports detailed vetting processes, including employment history, confidentiality agreements, and fitness-to-work confirmations.

IR35 Compliance Made Simple with Prism

Prism simplifies IR35 compliance through a seamless, technology-driven approach that ensures every role complies with HMRC regulations. Here's how Prism makes IR35 compliance straightforward:

- **Direct HMRC Integration**
Prism integrates directly with HMRC, enabling hiring managers to upload the results from HMRC's Check Employment Status for Tax (CEST) tool into the system. This ensures visibility, traceability, and correct contract terms for each role.
- **Automated Role Classification**
Prism automatically tags roles as inside or outside IR35 based on pre-configured criteria. For job titles predetermined as inside IR35, Prism blocks the option to select 'outside IR35,' preventing misclassification and ensuring compliance from the outset.
- **Tailored Contracts**
Prism generates contracts that reflect the IR35 status of each role. Contracts are structured around key criteria such as autonomy, substitution, and mutuality of obligation, reducing the risk of misclassification.
- **Governance and Oversight**
Prism provides real-time oversight of IR35 determinations. Procurement Specialists work with client teams to validate decisions, correct payroll setups, and ensure suppliers comply with IR35 rules. Any errors in classification are swiftly addressed.
- **Transparent and Auditable Process**
Every action related to IR35 compliance is recorded within Prism, creating a complete audit trail. This ensures transparency and allows clients to track the determination process, including uploaded HMRC tool results.
- **Ongoing Monitoring and Support**
Prism conducts regular audits and provides training to hiring managers, ensuring they remain up-to-date with legislative changes. Dedicated



Procurement Specialists are available to answer IR35 queries and provide guidance.

- **Supplier Accountability**

Prism engages suppliers proactively, ensuring correct application of IR35 regulations. High-risk roles receive additional compliance checks to mitigate risks.

System Notifications

- receive alerts before key compliance documents such as DBS checks expire.

Prism transforms compliance and screening into a hassle-free, efficient process, ensuring you get top-quality, fully compliant candidates every time.



Talent Pool Module – Service Definition

Service Overview

The Talent Pool module is a core component of the Matrix Prism Platform, providing Contracting Authorities with a secure, configurable, and fully digital capability to attract, manage, match, onboard, and engage workers through a single, centralised platform.

The service enables public sector organisations to build and manage bespoke talent pools covering permanent, temporary, interim, contractor, and contingent workforces. It supports both internal and external candidates, reducing time-to-hire, dependency on agencies, and recruitment costs, while improving workforce visibility and compliance.

The Talent Pool module can be deployed as a standalone service or integrated with existing managed services or Vendor Management Systems (VMS) as required.

Who the Service Is For

The Talent Pool module supports three core user groups:

- Contracting Authorities / Talent Pool Owners – full control of workforce sourcing, compliance visibility, approvals, and reporting.
- Hiring Managers – self-service requisition, candidate selection, interview scheduling, and timesheet approval.
- Workers / Candidates – creation and management of a personal digital profile, application to relevant roles, onboarding, and assignment management.

The service is suitable for use across single organisations, departments, or collaborative public sector arrangements.

Core Capabilities

Talent Pool Creation & Management

- Creation of bespoke talent pools by skill, role, discipline, department, or organisation.
- Support for permanent, temporary, contractor, freelance, and existing workforce populations.
- Candidate tagging based on skills, experience, availability, location, and engagement preference.
- Configurable terminology, workflows, and branding aligned to the Contracting Authority

Job Requisition & Matching

- Hiring Managers can raise job requests directly within the platform.
- Mandatory and configurable fields ensure compliant requisition capture.
- Automated matching of candidates against role requirements including:
 - Skills and competencies
 - Location and availability
 - Cost parameters



- Compliance status
- Longlist and shortlist functionality to support efficient selection
- Ability to proactively search and re-engage known or previously successful workers

Candidate Experience

- Workers create, manage, and update a secure digital profile.
- Upload of CVs, supporting documents, and compliance evidence.
- Visibility of matched roles in real time via web or mobile access.
- Automated notifications for suitable opportunities.
- GDPR-compliant feedback for unsuccessful applications.

Digital Onboarding, Vetting & Compliance

The Talent Pool module incorporates fully digital onboarding and compliance workflows, ensuring workers cannot be engaged without appropriate approvals in place.

Capabilities include:

- ✓ Right to Work, identity verification, DBS, and professional body checks.
- ✓ Role-specific compliance rules and expiry management.
- ✓ Time-bound waiver management with automated escalation.
- ✓ Secure document storage linked to the worker's digital profile.
- ✓ Full audit trail of compliance actions and approvals.
- ✓ Compliance status included as part of candidate matching logic.

All compliance data remains the property of the Contracting Authority and is accessible only to authorised users.

Time, Pay & Assignment Management

The service supports end-to-end assignment lifecycle management, including:

- Digital timesheet submission via web or mobile.
- Real-time electronic approval workflows.
- Automated reminders and exception reporting.
- Support for PAYE, PSC, umbrella, and permanent fee models.
- AWR monitoring, pay parity, and statutory calculations.
- Assignment extensions and approval reassignment during absence.
- Integration of gross pay data with payroll providers or customer finance systems.

Management Information & Reporting

The Talent Pool module delivers configurable, real-time Management Information (MI) from implementation onwards.

Key reporting capabilities include:

- ✓ Active assignments and headcount visibility
- ✓ Time-to-hire and fill-rate performance
- ✓ Cost comparison and savings reporting



- ✓ Diversity and workforce profile reporting (where applicable)
- ✓ Agency versus Talent Pool utilisation
- ✓ Compliance and audit reporting

Reports can be exported in standard formats (e.g. CSV, Excel) and tailored to individual Contracting Authority requirements.

Integration & Interoperability

The Talent Pool module:

- Integrates with Matrix VMS technology and external systems where required.
- Supports data exchange via standard formats (XML, CSV).
- Can interface with customer finance, HR, and payroll systems.
- Supports integration with job boards, social media, and careers pages.

Support, Training & Service Evolution

- Online and in-system training for all user types.
- Interactive documentation, guides, and FAQs.
- 24-hour system support with incident logging and escalation.
- Ongoing platform enhancements included for all customers.
- Minimum three months' notice provided for any fundamental system changes.



Statement of Work (SOW) Module – Service Definition

Service Overview

The Statement of Work (SOW) module is a core capability within the Matrix Prism Platform, enabling Contracting Authorities to procure, manage, and govern project-based services through a structured, outcome-focused digital process.

The service supports the full SOW lifecycle, from requirement definition and supplier engagement through to milestone approval, invoicing, and closure. It provides robust financial control, compliance assurance, and complete auditability, ensuring payments are made only for approved deliverables.

The SOW module is designed for public sector governance, supporting compliant procurement, transparency, and effective control of non-permanent, project-based engagements.

Who the Service Is For

The SOW module is used by:

- Contracting Authorities managing outcome-based or project-based work.
- Procurement, Commercial, Finance, and Legal teams requiring governance and assurance.
- Programme and Project Managers overseeing delivery.
- Approved suppliers and consultancies delivering services under SOW arrangements.

The service is suitable for use across local government, NHS, education, housing, emergency services, and other regulated environments.

Core Capabilities

- SOW Creation & Governance.
- Structured capture of requirements, scope, and outcomes.
- Digital creation of SOWs including:
 - Deliverables and milestones
 - Timelines and dependencies
 - Payment schedules and terms
 - Supplier obligations
- Multi-stage internal approvals aligned to customer governance.
- Secure digital contract signature.
- Automatic generation of Work Orders upon approval.

All actions are logged to provide a complete audit trail.

Supplier Engagement

- Access to a network of pre-accredited suppliers
- Support for mini-competition or direct award, aligned to procurement policy
- Digital supplier responses via the Prism Platform



- Transparent supplier selection and award process
- Global capability supporting:
 - A single master services agreement (MSA)
 - Local SOWs by region or country where required

Milestone & Deliverable Management

The SOW module is milestone-driven, ensuring outcome-based delivery and financial control.

Key features include:

- Definition of measurable milestones with acceptance criteria.
- Supplier submission of evidence directly within Prism.
- Client review, approval, or rejection of deliverables.
- Automated prevention of payment for unapproved or incomplete work.
- Real-time tracking of progress, risks, and delays.

All milestone activity is date- and time-stamped for audit purposes.

Financial Control & Invoicing

- Costs tracked against milestones throughout delivery.
- Approved milestones automatically trigger self-bill invoicing.
- Prevents payment without approval or outside agreed terms.
- Full visibility of committed, accrued, and paid spend.
- Supports accurate forecasting and budget control.

Change Control & Assurance

- Formal, system-driven change control for in-flight SOWs.
- All variations to scope, cost, or timelines are:
 - Logged
 - Approved
 - Fully auditable
- Supports commercial assurance and dispute resolution.
- Maintains alignment with contractual terms at all times.

Reporting, Monitoring & Audit

The SOW module provides real-time management information, including:

- Dashboards showing project status, milestones, spend, and risks.
- Standard management and audit reports.
- Full audit trail of:
 - Approvals
 - Deliverable submissions
 - Payments
 - Changes and variations
- Configurable reporting aligned to Contracting Authority needs.

This supports transparency, accountability, and audit readiness.



Supplier Collaboration & Visibility

Approved suppliers access a secure dashboard to:

- View active and historical SOWs.
- Track milestone status and upcoming deliverables.
- Receive automated notifications for submissions, approvals, and invoices.
- Monitor payment status and engagement history.

All interactions are recorded within the platform.

Compliance, Security & Hosting

Supports compliance with:

- UK public sector procurement regulations
- IR35 governance for project-based services
- Secure, web-based solution hosted in the UK or EEA
- Encrypted data in transit and at rest
- Role-based access controls and full audit logging
- Customer data remains the property of the Contracting Authority

Service Outcomes

The Matrix Prism SOW module enables Contracting Authorities to:

- ✓ Maintain control over complex, outcome-based engagements.
- ✓ Ensure payments are linked strictly to approved deliverables.
- ✓ Reduce commercial risk and unmanaged spend.
- ✓ Improve visibility, governance, and compliance.
- ✓ Deliver scalable, auditable SOW programmes with confidence.



Prism eBulkPlus – Compliance Module Service Definition

Service Overview

Prism eBulkPlus is the Compliance and Pre-Employment Screening module within the Matrix Prism Platform, providing Contracting Authorities with a secure, fully digital solution for vetting, background screening, and compliance assurance across permanent, temporary, contingent, and project-based workforces.

The service enables organisations to initiate, manage, and track all pre-employment and ongoing compliance checks through a single, auditable workflow, ensuring regulatory adherence while maintaining a positive and efficient candidate experience.

Prism eBulkPlus is underpinned by industry-leading screening expertise and technology, supporting public sector organisations to reduce risk, prevent illegal working, and maintain workforce integrity.

Who the Service Is For

Prism eBulkPlus is designed for use by:

- Contracting Authorities requiring robust workforce compliance.
- HR, Resourcing, Procurement, and Compliance teams.
- Hiring Managers responsible for onboarding workers.
- Candidates and Workers completing screening and verification.

The module supports public sector, regulated, and security-sensitive environments, including local government, NHS, education, housing, emergency services, and arms-length bodies.

Core Capabilities

Digital Vetting & Screening

- ✓ Full suite of pre-employment background checks, configurable by role and risk profile.
- ✓ UK and international screening capabilities.
- ✓ Support for DBS, identity verification, right-to-work, criminal record, and professional checks.
- ✓ Screening workflows aligned to legislative and policy requirements.
- ✓ Role-specific compliance criteria and validation rules.

All checks are recorded and linked to the individual's digital record within Prism.

Candidate-Centric Screening Journey

Prism eBulkPlus delivers a modern, intuitive candidate experience, reducing delays and improving data accuracy.

Key features include:

- ✓ Screening initiated by HR via manual entry, bulk upload, or system integration.



- ✓ Candidates complete forms and upload documents via any device, including mobile.
- ✓ Step-by-step guidance with in-line validation to ensure accurate data capture.
- ✓ Dynamic questioning tailored to the candidate's individual circumstances.
- ✓ Global address and employer lookup aligned to ISO standards.
- ✓ Secure document upload and image capture.

This approach accelerates screening while minimising rework and errors.

Compliance Management & Assurance

- Centralised compliance records linked to each worker.
- Date-stamped audit trails for all actions and approvals.
- Ongoing monitoring of compliance status and document expiry.
- Prevention of onboarding where mandatory checks are incomplete.
- Full adherence to GDPR and UK Data Protection Act 2018.
- Data ownership retained by the Contracting Authority.

Prism eBulkPlus ensures compliance is embedded into workforce processes, not managed separately.

Advisory & Risk Mitigation Services

The module is supported by specialist compliance and advisory capability, including:

- Best-practice guidance on screening and vetting policies.
- Immigration and right-to-work advisory support.
- Reputational and due diligence screening for senior or sensitive appointments.
- Access to global data sources for sanctions, PEPs, directorships, and adverse media.
- Support for risk-based screening strategies.

This ensures Contracting Authorities are supported beyond transactional screening.

Management, Audit & Quality Control

- Dedicated internal Compliance & Audit function.
- Quality assurance aligned to ISO 9001.
- Continuous monitoring of service delivery and adherence to SLAs.
- Supplier and process audits where applicable.
- Immediate escalation and remediation of any non-compliance.

All compliance activity is fully transparent and audit-ready.

Reporting & Visibility

Prism eBulkPlus provides clear visibility across compliance activity, including:

- ✓ Screening progress and status dashboards.
- ✓ Audit trails and compliance reporting.
- ✓ Oversight of volumes, turnaround times, and outcomes.
- ✓ Evidence to support internal and external audits.



Reports support governance, assurance, and regulatory scrutiny.

Service Delivery & Support

- Dedicated Service Delivery Team with specialist screening expertise.
- Extended operating hours (08:00–20:00, Monday to Friday).
- Manned helpdesk for candidates and clients.
- Named Client Relationship and Service Delivery Managers.
- Scalable resourcing to manage onboarding peaks and demand.

The service is designed to deliver consistency, responsiveness, and quality at scale.

Service Outcomes

Prism eBulkPlus enables Contracting Authorities to:

- ✓ Maintain full control of workforce compliance.
- ✓ Reduce onboarding risk and prevent illegal working.
- ✓ Improve candidate experience and screening turnaround times.
- ✓ Achieve audit-ready, regulator-aligned compliance.
- ✓ Embed compliance seamlessly into the Matrix Prism Platform.



Prism Payroll – Payroll Module Service Definition

Service Overview

Prism Payroll is the managed payroll module within the Matrix Prism Platform, providing Contracting Authorities with a secure, compliant, and fully automated payroll service for temporary, contract, and permanent workforces.

The service delivers end-to-end payroll processing, from approved time and milestone data through to payment, statutory reporting, and worker self-service. Prism Payroll integrates seamlessly with other Prism modules, ensuring payroll is processed from a single, controlled source of truth, reducing risk, error, and administrative overhead.

The module is designed to support public sector governance, regulatory compliance, and scalable workforce delivery.

Who the Service Is For

Prism Payroll is designed for use by:

- Contracting Authorities managing temporary, contingent, project-based, or permanent workers.
- HR, Finance, and Payroll teams requiring accurate, compliant payroll delivery.
- Hiring Managers approving time and milestone data.
- Workers receiving pay, payslips, and statutory documentation.

The service is suitable for local government, NHS, education, housing, construction, professional services, and other regulated environments.

Core Capabilities

End-to-End Payroll Processing

- Automated payroll processing from approved Prism timesheets and milestones.
- Secure calculation of gross pay, deductions, and net pay.
- Distribution of digital payslips and statutory documents (P45, P60).
- Direct BACS payments to workers.
- Support for permanent, temporary, and contract engagement models.

Once data is approved in Prism, no manual re-keying is required.

Automation & Data Integrity

- Automated extraction of approved time and payment data.
- Pre-payroll validation checks to identify anomalies and exceptions.
- Elimination of duplicate entry and manual handling.
- Secure hand-off between Prism, payroll engine, and compliance services.
- Full audit trail for all payroll data and changes.

This ensures accuracy, speed, and consistency across payroll cycles.

Compliance & Regulatory Assurance



Prism Payroll delivers compliance as standard, including:

- Full compliance with HMRC and BACS requirements.
- Support for:
 - Statutory Sick Pay (SSP)
 - Statutory Maternity Pay (SMP)
 - Holiday accrual and pay
 - Agency Workers Regulations (AWR)
 - IR35 considerations
- Payroll processing by IPASS-qualified professionals.
- Internal payroll compliance and risk management oversight.
- Prevention of payment outside approved processes.

All payroll activity is logged and audit-ready.

Worker Self-Service

Workers are provided with secure access to:

- ✓ Digital payslips.
- ✓ Employment documentation.
- ✓ Holiday balances and leave requests.
- ✓ Statutory payment visibility.

This improves transparency, reduces payroll queries, and enhances worker experience.

Payroll Governance & Change Control

- Formal change control for variable payments and deductions.
- Mandatory review of flagged exceptions prior to payroll run.
- Senior Payroll Officer oversight and approval.
- Full audit logging of all changes, approvals, and outcomes.

This ensures payroll governance aligns with public sector assurance requirements.

Reporting & Management Information

Prism Payroll provides real-time visibility, including:

- Payroll run status and completion dashboards.
- Exception and error reporting.
- Compliance and statutory reporting.
- Payroll extracts and benchmarking data.
- Full payroll audit trails accessible at any time.

Reports support financial control, assurance, and external audit requirements.

Integration & Interoperability

Prism Payroll integrates with:

- Other Prism modules, including Talent Pool, SOW, and Compliance
- HR, finance, and time management systems, including:
 - Workday



- SAP
- Oracle
- Kronos
- Coupa
- Ariba
- ServiceNow

This enables payroll to operate as part of a wider digital workforce ecosystem.

Customer data remains the property of the Contracting Authority.

Scalability & Service Delivery

- ✓ Designed to scale to support high-volume payroll processing
- ✓ Proven delivery across thousands of workers
- ✓ Flexible resourcing model to manage demand peaks
- ✓ Dedicated payroll and compliance teams
- ✓ Suitable for organisations of all sizes, including large public sector bodies

Service Outcomes

Prism Payroll enables Contracting Authorities to:

- Deliver accurate, compliant payroll at scale.
- Reduce payroll risk, error, and administrative burden.
- Ensure payments are processed only from approved data.
- Maintain audit-ready payroll governance.
- Provide a transparent, reliable worker payroll experience.

