



## sagePeople Managed Services



## Providing post-implementation support for your HRIS

### Are you optimising the use of your Sage People system and reaping the benefits?

When you engage with our Managed Services team, we provide the expertise on how to make your Sage People HR System work for you.

Whether you are a small company without the necessary IT support staff or a larger organisation that lacks the exact skills and expertise to get the most out of your Sage People system, Tugela People's Managed Services can provide you with the support and guidance you need.



### Let us take the weight off your shoulders and raise your system to the next level

Whether you require support on day-to-day administration, simple fixes or complex system configurations, our experienced team of consultants are here to help you take full advantage of Sage People's capabilities.

We act as an extension of your own team so that you can enjoy the benefits of your system with greater flexibility and less expense. And because we understand the people challenges that mid-range companies face especially high growth companies, we offer a range of services to enable you to select the right solution for you, your people, and your organisation.

You decide how much support you need and how you use it.

## The Managed Service options offered includes:

- A Retained Monthly Service
- Support Bundles
- Temporary Admin Cover
- Technology Review Services

In addition to these solutions, you can also take advantage of our unique technical system review services to see how well your system is performing, which includes:

- A Technical Adoption Overview
- A System Health Check

Undertaking a review of your system will result in a clearer picture of your current system state and provide you with recommendations on optimising your HRIS. It will also give you an insight into the type of support package that will be best suited to you, your people and your organisation.



## Achieving more together

Engaging our Managed Services removes the administrative burden from your team, enabling them to concentrate on the more strategic activities of their roles. At the same time, Sage People executes your transactional tasks more effectively and efficiently.

## Trusted advisors

We'll use our extensive experience to support and continually improve your system, making your business smarter and opening more opportunities. Additionally, you can have peace of mind that you are being supported by certified Sage People consultants with extensive HRIS, system implementation and HR experience.

## One-stop solution

Whether you need assistance troubleshooting an error message, want us to demo new functionality, or require complex system configurations, we can help.

## Economy of scale

As your business grows, you might want to include more features or implement previously unutilised functionalities. We'll work with you to scale your business up or down, depending on your requirements.

## Cost-effective

Since a managed service plan includes all the resources you need to handle your Sage People instance activities, you do not need to hire people with that specific skill set.

We can help you achieve more by enabling you to select the support package that fits your needs and budget, with the flexibility of increasing support when circumstances necessitate this.

## The benefits you can realise by partnering with our Managed Services team include:

- Optimum system performance
- Advanced administration support
- Enhancements as your business changes and grows
- Empowering users to confidently manage the system, through coaching and guidance
- Heightened data security
- Enhanced ROI and control of costs
- Improved risk management
- Business continuity – less downtime and an improved employee experience
- Greater efficiency and productivity
- Additional resource when required
- Ensuring your system adheres to the Sage People best-practice

# Managed Services Offerings



## Retained Monthly Service

This Managed Service option is based on a standard 12-month contract with a minimum of 8 hours of support per month.

### What can you expect from this service?

- **Your challenges, our solutions:** Knowing that every organisation is different, is why at the very beginning, we will work with you to assess your current HRIS challenges and desired goals.
- **Implementation:** You will be provided with a dedicated point of contact within the Managed Services team who will ensure your queries and support requests are handled efficiently and in a timely manner
- **Regular reviews:** We will continually assess the service you receive through regular catch-ups and quarterly performance reviews to ensure that it works for you and meets your expectations and requirements.
- **Training and empowerment:** We empower you and your team to feel comfortable using and maintaining your own system through our approach.

[Find out more](#)



## Support bundles

Instead of committing to an ongoing monthly, annual Managed Services contract with a fixed monthly cost to support your Sage People HRIS, the Tugela People Managed Services division offers you an alternative: support bundles based on a set number of hours over a predetermined period of time.

This is an ideal option for clients requiring ad-hoc support on pieces of work that the Sage People support desk doesn't cover, and the nature of the work required does not warrant engaging with an associated partner for Short Order Queue (SOQ) work. Examples of this include system queries, administrative tasks, enhancement requests, configuration, issue resolution, report-writing, tweaking a workflow, data loading, adding/editing WX content, configuration, and coaching/guidance when required.

Clients can use the managed services on an "as and when required" basis, negating the need to set up an SOQ agreement for each piece of work. The clients' issues can be resolved quickly by a consultant who knows their needs and system setup.

[Find out more](#)



## Temporary Admin Cover

If you require temporary admin support for your Sage People system to cover a short term period of absence due to study leave, parental leave etc, we can provide you with this service. The Managed Services team will provide system support, assist with & work to resolve any system queries, in addition to managing and addressing any questions that are raised directly or via your internal system support mailbox.

[Find out more](#)

# Technical Review Services Offerings



## Technical Adoption Overview

This process helps determine which areas of the system you are/are not using, highlights any key areas for development and assists with producing a system roadmap based on your priorities.

Often, an adoption overview can be a great starting point to understand where there are gaps - systems evolve, businesses progress and change over time, which can often mean that the system you originally implemented no longer meets your needs.

[Find out more](#)



## System Health Check.

With extensive experience of implementing and supporting Sage People globally, we know what “good” looks like.

This is an opportunity for our expert consultants to take a deep dive into your Sage People system and examine any areas of potential improvement or inconsistencies. From this we will propose corrective actions and suggest enhancements as appropriate. The process looks at your current set-up as well as industry best practice and identifies how to ensure the system meets your changing business needs.

You'll get a full list of recommendations, with proposed actions, to help you bring your system up to optimum effectiveness. This process often highlights training needs, that will help to increase user productivity and employee engagement. As an accredited Sage People training partner, we can also provide this service.

[Find out more](#)



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For additional information or to discuss your Sage People HRIS support requirements, our [Managed Services](#) team will be happy to help.

Please contact us on tel +44(0)1908 030368 or email: [info@tugelapeople.com](mailto:info@tugelapeople.com).