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MANAGED SERVICES

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YEAR IN REVIEW FY22

What is Managed Services?

Monthly support service above and beyond the standard Sage People support

- In-depth knowledge of Sage People and our client's systems
- Working to support each client to achieve their stated outcomes
- Ensuring system compliance
- Support with taking advantage of new features and functionality
- Tailored coaching and training to enable HR Teams and users
- Timely issue resolution over and above our SLA's
- Flexible, experienced resources to tackle adhoc tasks, enhancements and to be available as and when required

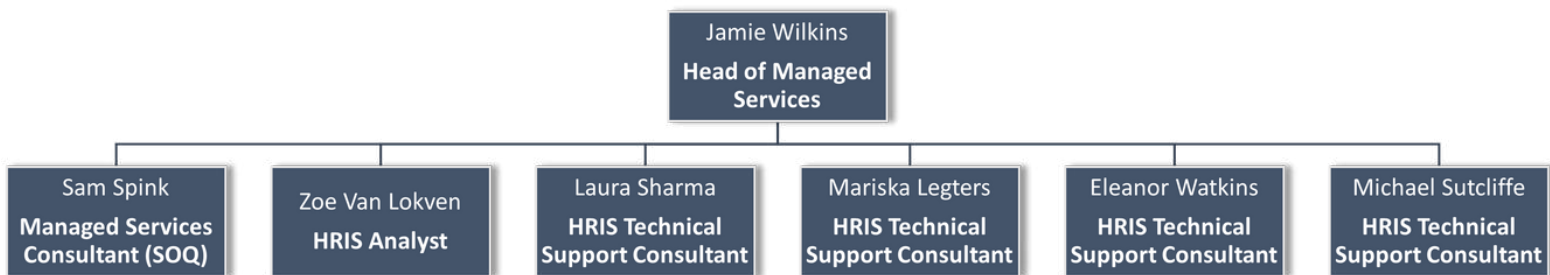## An addition to your HR or HRIS team that supports with:

- Troubleshooting of issues
- Performing day to day system tasks
- Advising on new features and functionality
- Additional configuration and enhancements
- Enablement and empowerment of users
- Streamlining and optimising business systems through integrations

**We work proactively in partnership with our clients, drawing on our vast HR and HRIS experience**

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Some of our customers

Trustpilot

PHARMARON 康龙化成

Libertex™

SEGRO

Allergy Therapeutics PLC

HEXAGON

COLLAS·CRILL

GYMSHARK

DEVICE TECHNOLOGIES

SPENCER OGDEN

B&CE

TENTH REVOLUTION GROUP

Bona

Laird™

Teach First

kaltura

u-blox

Kobalt

starlight children's foundation

LEARNING CURVE GROUP

tipico

SILENCE THERAPEUTICS

Hawksford

mib

FRANK RECRUITMENT GROUP

se supporting education

Hultafors

awaze

Generation

Dataminr®

OLIVER

BELRON®

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Meet the Team

Org Chart

Jamie Wilkins
Head of Managed Services

Sam Spink Managed Services Consultant (SOQ)	**Zoe Van Lokven** HRIS Analyst	**Laura Sharma** HRIS Technical Support Consultant	**Mariska Legters** HRIS Technical Support Consultant	**Eleanor Watkins** HRIS Technical Support Consultant	**Michael Sutcliffe** HRIS Technical Support Consultant

Team Overview

- 10 new "retained" clients in FY22
- Dedicated resource in the team responsible for adhoc projects
- Qualified and experienced team with vast HR and HRIS experience
- 10+ years of combined Sage People experience
- Multi-language capabilities (German, Dutch, French)
- Clients have one dedicated point of contact, but the expertise of the full team

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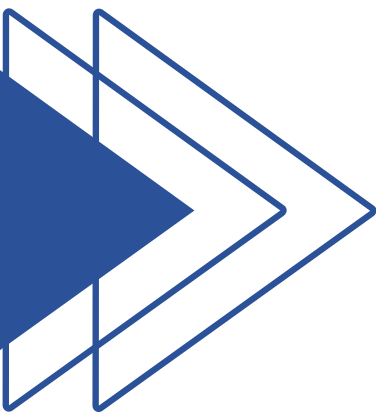
Key Statistics
FY22

325
customers helped across all clients

2,889
tickets received covering all aspects of Sage People

3h 42m
average first response time

2d 20h
average resolution time

100%
happiness rating maintained across the year

YOU'RE NEXT

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Managed Services Achievements

A focus on continuous development including Sage People accreditations, learning days and knowledge sharing events.

Increased team headcount to support growth of clients and services.

Introduction of PowerBI reporting to provide meaningful insights into client data.

Brought short order queue (SOQ) into Managed Services for consistent management and delivery.

Expanded our Australian and US clients through Managed Services and short order queue (SOQ) work.

Monthly and quarterly catchups to furnish clients with appropriate information and proactive recommendations

Introduction of "Spotlight" series as part of monthly client emails to promote new functionalities and information on the community portal.

Continual professional development for the team - "Help to Grow" scheme, Apprenticeships and Project Management accreditations.

Due to our reputation, increased number of client sign ups and achieved a 100% renewal rating.

What our customers are saying...

"We do not know what we'd do without you. If another company is using Sage it is super helpful for to have Tugela People there as a support.

"Support is fantastic - clear, speedy, supportive and resolved issue. Things get turned around in a short time frame.

"We would not have survived without you.

"Support is fantastic - clear, speedy, supportive and resolved issue. Things get turned around in a short time frame. Really helpful to bounce ideas and test my thinking.

"Quick resolution, clear communication - great!

"Tugela's Managed Service has been a godsend. Since working with Tugela, we have been getting a lot of things done. We had a lot of pain points but trying to push the limit of what the system can do. In a much better position.

"Very happy with the results of this ticket! The team made it easy to get to the solution that I was looking for. Thank you for your help.

"Happy with the service so far. Easy team to work with, very calm and relaxed and findings are helpful. Adoption Overview is brilliant.

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Our 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 catchups 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

These are based on a set number of hours over a predetermined period of time.

This package is ideal for clients requiring hands-on support as and when needed. Additionally, where the nature of the support required does not warrant engaging with an associated partner for Short Order Queue (SOQ) work. Examples 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.

A consultant who knows their needs and system setup can resolve the clients' issues quickly.

Find out more

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Our Managed Services offerings

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, and manage and address any questions raised directly or via your internal system support mailbox.

Find out more

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, and 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 practices and identifies how to ensure the system meets your changing business needs.

You'll get a complete 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

www.tugelapeople.com

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