

# Professional Services for sagePeople



## Providing end-to-end services and support for your HR System

As HR System specialists, Tugela People helps you bridge the gaps between technology, people and HR processes; and provides a full suite of services to ensure the successful implementation, integration and longevity of your Sage People system.

### Implementation Support Services

As the first Sage People implementation partner in the UK, Tugela People uniquely combine Sage People technical experience with extensive HR process and change management skills and add value to your implementation project by:

- Coaching and empowering you with the knowledge to become self-sufficient.
- Providing multi-language support.
- Adopting a consultative approach, working in partnership with you to ensure that the system meets your needs.
- Advising your team on how to future-proof your Sage People HR System based on our extensive years of implementation experience.

An implementation project starts by detailing the scope before defining and agreeing on the project's approach, outputs, deliverables, and timeline. Simultaneously the budget and resources required for the project are agreed. Finally, a dedicated Tugela People implementation project manager is assigned to your implementation, ensuring that you maximise your ROI by using the Sage People HR System to its full potential.

The project is tracked online in real-time for you to monitor and provide input. Every Sage People project is implemented with a tried and tested process, with a 'gateway sign-off' after every step to ensure that we are in sync and ready to move on to the next stage. Before completion, a post-implementation review ensures that the outputs and deliverables are signed off.



We can help you with other systems that need to work with Sage People by providing local knowledge and multi-language support.

## Project Management

With a dedicated project manager focused on engagement and adding value, you can enjoy the benefits of having an objective Sage People insider on your team who understands the potential challenges and can help you manage your project successfully.

Our client-side project managers are suited to organisations that do not have the pre-requisite skills in-house, especially those with disparate, complex systems in multiple countries. We help busy HR teams successfully balance the project needs and their day jobs.

Our blend of extensive HR experience and technical Sage People know-how ensures that your system is set up and embedded correctly and that the project is delivered within budget and scope, according to agreed timelines.



## Integration Support

Our efficient and effective integration service, backed by a team of highly skilled and knowledgeable HR consultants, enables you to integrate your chosen technology with Sage People quickly.

Combining a partnership approach and a structured methodology, your dedicated Tugela People integration project manager will work with you to ensure the outcomes are defined at the outset and then delivered according to the agreed schedule.

We can facilitate the integration of your Sage People HR System with a range of HR technologies, including Job board posting, DocuSign, Workforce Management, Learning Management Systems, Expense Management and Payroll.

We can also provide integration services for other related technologies such as Single sign-on (SSO), Active Directory (AD), and API integration to other applications. In addition, Tugela People has extensive Salesforce expertise - an invaluable capability, with Sage People being built on the Salesforce platform.

## Training

Training is a crucial part of ensuring employee performance and satisfaction level. It benefits both the people and your company to shape a more efficient, competitive, and engaged workforce.

We offer training for:

- HR team members so that they can administer the system
- End users so that they can use the interface to manage their profile
- We are also able to produce bespoke end-user training materials.

Bespoke training packages are flexible and cost-effective and can be delivered either as one-to-one training or as group sessions. We excel at engaging delegates and providing a relaxed, interactive environment for learning. Active participation is encouraged - we believe in a 'learning by doing' approach.



As an accredited and preferred Sage People partner, Tugela People have implemented over 140 systems globally. The team of dedicated and experienced HRIS consultants has over 40 years' collective experience in implementing all of Sage People's modules, including understanding the system requirements, set-up of the system, integration, user adoption, upgrades, training, and project management. Tugela People also offer post-implementation support through their Managed Services.

For more information about the services we provide, contact us directly on +44 (0) 1908 030360  
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