

Support Bundles For Your Sage People HRIS



Providing On-Demand Managed Services support for your HRIS

Empower your HR team and elevate your system with support from the experts

Are you looking for experienced and reputable technical administration support for your Sage People HRIS without having to commit to an ongoing annual Managed Services contract? Our Managed Service offering now includes support bundles that are based on a set number of hours over a predetermined period of time. You decide how much support you need and how you use it.

Introducing Support Bundles

This package is perfect for clients who need support as and when it is required. It is also well suited for scenarios where the support needed doesn't necessitate the engagement of an associated partner for Short Order Queue (SOQ) tasks. This includes system queries, administrative tasks, enhancement requests, configuration, issue resolution, report writing, workflow adjustments, data loading, adding/editing WX content, configuration, and coaching/guidance as needed. Any Sage People HRIS issues can be resolved quickly by a consultant who knows your needs and system setup.

Additionally, support bundles can be purchased to supplement an existing retained service contract during periods of peak demand or when additional hours are required outside of the service contract at variable times.

Bronze/Silver/Gold/Platinum support options

Bundles are based on the number of support hours required:

	Bronze	Silver	Gold	Platinum
Support Hours per year	12	24	36	48
Total Price per year *	POA	POA	POA	POA

* Price On Application (POA)



As part of this offer

- Clients have 12 months to use the agreed hours from the contract's start date.
- The support provided in any given month will be limited to 4 hours. However, clients can request additional hours in any given month, subject to approval and availability. Requests for additional time will be reviewed on a case-by-case basis, and we will endeavour to accommodate these. However, we recommend using the allocated time within the agreed time frame to avoid disappointment.
- We pride ourselves in knowing your system set-up to make resolution time quicker. To enable this, a 4-hour 'lite-touch' system familiarisation will be carried out at the beginning of the contract so the Managed Services team can review the set-up and configuration of your Sage People system and discuss your future requirements.

What the support looks like

- Your team will be supported on a day-to-day basis, and you can contact your Managed Services dedicated resource for additional support when required. This approach will result in a quick resolution of system issues by a consultant that knows your system and requirements.
- We use our in-house expertise in system implementations, training and project management to resolve queries before reaching out to Sage People, ensuring speedy resolution of cases.
- We will work with you to utilise the system to meet your objectives and suggest how to apply new releases to achieve your company goals.

The benefits

- Having an adequate level of resources with the appropriate requisite skill set is paramount to ensuring the ongoing successful utilisation of your Sage People system.
- When you engage with our Managed Services division, we will provide you with the expertise on how to make your Sage People HR System work for you.
- Our certified Sage People consultants have extensive HRIS, system implementation and HR experience, providing you with reassurance that you are in a safe pair of hands.
- We'll use our extensive experience to continually improve your system, making your business smarter and improving your ability to manage your people.

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

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