

Tugela
PEOPLE



Implementation Services for sage People

Introduction

At Tugela People, we're experts in HR systems, having worked with HRIS and related systems for over a decade. We specialise in bridging the gaps between technology, people, and processes, offering Sage People implementation, training, and support.

As Sage People's first partner, we have a proven track record, having successfully helped over 170 organisations implement the Sage People HR System worldwide. Our team of international expert consultants have over 40 years of collective experience within the HR industry, ensuring you receive a professional, responsive service tailored to your unique needs.

We use a mature and proven implementation methodology that combines a unique blend of HR knowledge, technical expertise, and business process skills. This ensures that your Sage People system is set up and embedded correctly and that the project is delivered within budget and scope, according to agreed timelines.

We're accredited for Sage People training, single sign-on (SSO), Active Directory (AD), and API integrations, helping companies get the most out of their Sage People investment.



Overview of Implementation Services:

- We provide end-to-end implementation of the Sage People system.
- Our dedicated internal project team ensures successful delivery.
- We offer consultation and advice based on experience to ensure a successful implementation.
- We manage stakeholders to ensure a smooth and efficient implementation with user adoption.
- Our project team is knowledgeable, friendly, and flexible.
- We offer customised training for HR team members and end-users, including training materials tailored to your specific needs.

Implementation Methodology: How do we run our projects?

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. You will need to enrol for eLearning on SageU to help you to participate in each stage of the project and to prepare you for your role. This is referred to as the New Customer Learning Journey. Each course is mapped to the stages of your project, meaning you get the right training at the right time.

Five main project phases:

Although there are many deliverables for each project stage, the list below incorporates the key elements of each phase.

1 Initiate

Welcome! You'll meet with your implementation team to 'kick off' the project.

- High-level project plan created.
- System familiarisation with the project team.
- Stakeholder engagement established.
- Introduction to bespoke requirement gathering documentation.
- eLearning: Complete the guided learning and enrol in the 'Getting Started' course.

2 Define

This is where you'll meet with your project team to work through requirements, clearly define the scope of the project, establish timelines, and discover what's going to be needed.

- Undertake detailed Define workshops (onsite or virtual).
- Review of Define document.
- Creation of final data migration templates.
- Re-evaluation of scope.
- eLearning: Learn about this stage and begin working toward certification in your role.

3 Build

- Configuration of solution based on the Define document.
- Development of Validate strategy and test scripts.
- Quality Assurance of configuration.

4 Validate

Ready to test? In this stage, you'll prepare to validate the system. This is the critical period where you check out what's been built to see if it fits your requirements, work out any bugs, and determine what's still left to configure.

- System Integration testing.
- Finalise data migration.
- Cutover/deployment plan preparation.
- eLearning: Learn about this stage and continue working toward certification.

5 Deploy

This is the phase in which you prepare to take control of your new Sage People system. With your sign-off, the project team will declare the project complete, and you'll be introduced to the support team, who will be there for you after your system goes live.

- Data migration activity finalised.
- System cutover.
- Go live support.
- Hypercare.
- eLearning: Learn about this stage and complete your role.

A Successful Project

We ensure that the implementation of your Sage People HR system is a success through the following:

- Shared vision and common project approach.
- Availability and commitment of the team.
- Strong sponsorship.
- Seamless communication.
- An adopt rather than adapt approach.
- Focusing on the project objective.
- Effective risk and issue management.

“ At Tugela People, we aim to wow our clients. We're passionate about getting the most from Sage People so you can maximise the automation and employee engagement benefits of the Sage People system. ”

Thomas Schilling, Founder & Commercial Director



Why Partner with Tugela People?

- Benefit from our people-centric focus, best practice experience and multi-system HR knowledge.
- Know that you are in a safe pair of hands with proven success.
- Consultative approach – we work in partnership with you to ensure that the system meets your needs.
- Implementation approach - our proven methodology has been successful with hundreds of customers. We know what works and what doesn't.
- Be coached and empowered with the knowledge to become self-sufficient.
- You can take advantage of multi-language support.
- Your team will gain valuable insight into how to future-proof your Sage People system based on our extensive years of implementation experience.

Your Ongoing Journey

Once you've finished implementing your Sage People HRIS, we can help you make the most out of your investment. Our Managed Services provide a variety of support options that allow you to choose the best solution for you, your team, and your organisation. You can decide how much support you need and how to use it.

We also offer an SOQ (Short Order Queue) service for when you need system changes, such as adding new functionality or modifying existing features. This type of work is usually not part of the main implementation of Sage HR modules and requires a project-based approach, unlike regular managed service support tickets.

[Learn more](#)

For additional information about our implementation services or to discuss your [Sage People](#) project, please contact us on:

+44(0)1908 030360 / info@tugelapeople.com