



# Tugela

PEOPLE

## sage People Managed Services



## Providing post-implementation support for your HR System

### Ongoing Managed Services Support

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 provide you with 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.

We provide a flexible, full-service to meet your ever-changing needs. Whether you require support on day-to-day administration, simple fixes, enhancing existing or using new functionality or complex system configurations; our team of consultants can provide the expertise on how to make Sage People work best for you.

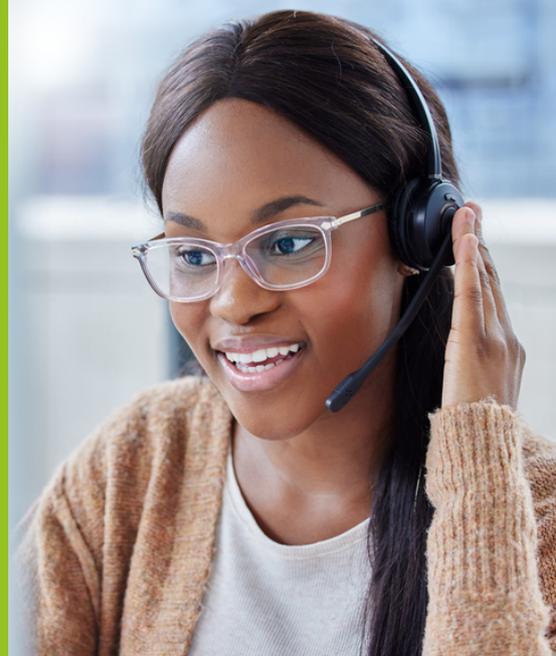
We also keep a close eye on trends and upcoming changes that may impact your system.



“ We act as an extension of your own team, so 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 solutions that work best for you, your people, and your processes. ”

## Managed Services Support provided includes:

- Initial system review to understand your setup and pain points. This helps create a system roadmap and allows us to be proactive over the contract period.
- Day to day support including but not limited to:
  - System configuration and enhancements
  - Troubleshooting of issues/issue resolution
  - Best practice advice and guidance
  - Admin tasks e.g. running and scheduling reports, data loading etc.
- Bigger projects
  - Implementing new functionality
  - Automation
- Training/coaching
  - Existing staff and new colleagues



## Additional 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, in addition to managing and addressing any questions that are raised directly or via your internal system support mailbox.



### 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.



### 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.

For additional information or support in making changes or updates to your Sage People HR System, 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).