

# Managed Services

For Your

sagePeople HRIS

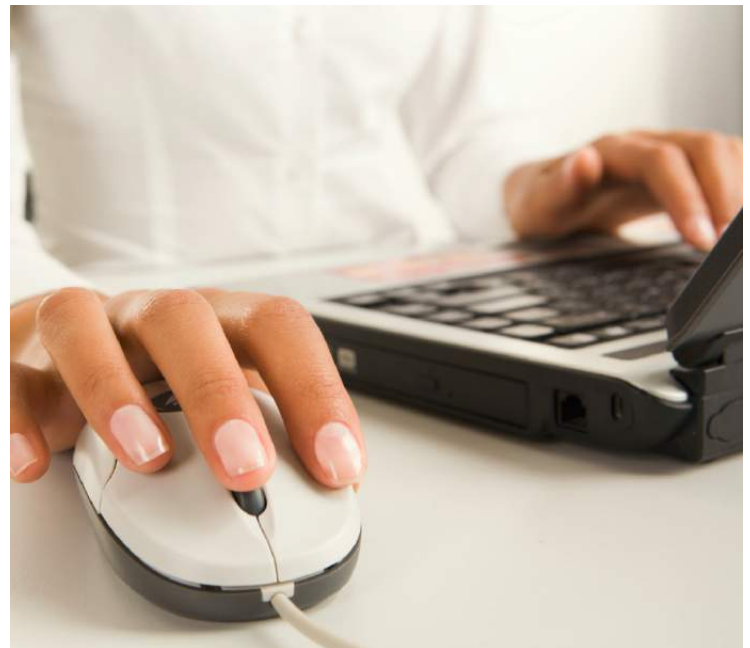
## Providing ongoing technical administration support

### Optimise your Sage People system and unlock its full potential

Transform your HR operations, boost productivity, and empower your workforce with our Managed Services for the Sage People HRIS, while freeing up valuable time and resources for your core business activities.

Whether you are a small business without the necessary IT support staff or a large organisation that lacks the exact skills and expertise to get the most out of your Sage People system, this service empowers you to focus on your core business objectives while leaving the management of your HRIS in the hands of experts.

From reducing operational costs and improving system performance to driving innovation and scalability, our Managed Services offer a strategic advantage to organisations seeking to maximise the value of their HRIS investment.



### Let us take the weight off your shoulders and raise your system to the next level

Whether you require support on day-to-day administration, simple fixes or complex system configurations, our experienced team of consultants are here to help you take full advantage of Sage People's capabilities.

You will gain access to a dedicated team with extensive knowledge and expertise in the Sage People HRIS platform. Our technical HRIS consultants will work closely with you to understand your unique business requirements and tailor the HRIS system to align with your specific needs. This ensures that you can leverage the full potential of the Sage People HRIS, enabling better decision-making, increased efficiency, and improved employee experiences.

We act as an extension of your own team so that 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 a range of services to enable you to select the right solution for you, your people, and your organisation.

You decide how much support you need and how you use it.

## Achieving more together

Engaging our Managed Services removes the administrative burden from your team, enabling them to concentrate on the more strategic activities of their roles. At the same time, Sage People executes your transactional tasks more effectively and efficiently.

## Economy of scale

As your business grows, you might want to include more features or implement previously unutilised functionalities. Depending on your requirements, we'll work with you to scale your business up or down.

## One-stop solution

Whether you need assistance troubleshooting an error message, want us to demo new functionality, or require complex system configurations, we can help.

## Trusted advisors

We'll use our extensive experience to support and continually improve your system, making your business smarter and opening more opportunities. Additionally, you can have peace of mind that you are being supported by certified Sage People consultants with extensive HRIS, system implementation and HR experience.

## Cost-effective

Since a managed service plan includes all the resources you need to handle your Sage People instance activities, you do not need to hire people with that specific skill set.

We can help you achieve more by enabling you to select the support package that fits your needs and budget, with the flexibility of increasing support when circumstances necessitate this.



## Summary of benefits

- Optimum **system performance**
- Advanced **administration support**
- **Enhancements** as your business changes and grows
- **Empowering users** to confidently manage the system through coaching and guidance
- Heightened **data security**
- **Enhanced ROI** and control of costs
- Improved **risk management**
- **Business continuity** – less downtime and an improved **employee experience**
- Greater **efficiency and productivity**
- **Additional resources** when required
- Ensuring your system adheres to Sage People's **best-practice**

# 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, we will work with you at the very beginning 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 catch-ups and quarterly performance reviews to ensure that it works for you and meets your expectations and requirements.
- **Training and empowerment:** Our approach empowers you and your team to feel comfortable using and maintaining your system.

[Find out more](#)

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## Support Bundles

Based on a **set number of hours over a specific time period**.

This package is perfect for clients who need **support as and when it is required**. It is also suitable for situations where the support needed does not necessitate the involvement of an associated partner for Short Order Queue (SOQ) work. 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.

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 the service contract at varying times.

Any Sage People HRIS issues can be resolved quickly by a consultant who knows your needs and system setup.

[Find out more](#)

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## Temporary Admin Cover

Companies often find a resource gap for this important role due to instances such as paternity/maternity leave, secondment, study leave, and long-term illness.

As part of the Managed Services offering, we offer this support package to **any clients that require temporary cover for a set period of time**, helping you overcome and address the challenge of finding a part-time resource with the necessary skills and expertise to manage your system.

The length of the contract and associated hours of support provided can be **structured according to your exact requirements**.

[Find out more](#)

# Technical Review Services Offerings

Understanding how efficiently your Sage People HR System is working and if you are utilising it to its full effect whilst continuing to deliver against your strategic business objectives is essential. Undertaking a review of your system will result in a clearer picture of your current system state and provide recommendations for optimising your HRIS. It will also give you an insight into the type of support package best suited to you, your people and your organisation.



## Technical Adoption Overview

This process involves a **technical run-through of your Sage People functionality** and helps to determine which areas of the system you are utilising and which areas you are not. It highlights key areas that require development and assists in producing a system roadmap based on your priorities and our recommendations.

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.

[Find out more](#)

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## System Health Check

With extensive experience in 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.

[Find out more](#)

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

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