

# The EasyPay Enhanced Subscription Service

For customers who require an additional level of support, we offer the ***EasyPay Enhanced Subscription service***.

This supplements the basic EasyPay Annual subscription service. This basic subscription service covers the annual license fee for the EasyPay HR & Payroll software. This includes all software updates that we deliver automatically throughout the year. These updates include, in particular, important changes to keep up with new tax, social insurance and other legislation, updates to Government forms, new time saving features, bug fixes, added compatibility with new operating system updates and more. At this level of subscription, we offer EasyPay support on an ad hoc, email only, best endeavours basis. Callouts and remote support are billed on an hourly basis as the need arises.

For the majority of our customers, who manage payrolls for small companies, this type of ad hoc support service works fine. As long as these customers perform regular software updates and backups (to protect from equipment fire, flooding, theft, power loss or equipment failure) the need for ongoing support from us is minimal. If you are one of these customers, then the new Enhanced Subscription service may be of limited appeal, however it may still be useful to know that it exists.

There are however some customers who regularly require additional support for EasyPay. These are customers typically servicing a large number of employees each month. We have found that these customers, particularly those providing a payroll bureau service, often require an additional level of support each month for several reasons:

- 1. Their payroll is highly critical and time sensitive. They may have contracts with their payroll customers stipulating penalties for failure to deliver payrolls on time. These customers are looking to reduce operational risk by securing the commitment to receive support within a guaranteed response time. They may need access to afterhours support in the event of an urgent problem. A best endeavours service is simply not enough.*
- 2. They regularly raise support queries each month, and when they do they often need a quick response.*
- 3. They prefer to have one dedicated contact in our support team to discuss and follow up ongoing payroll & HR issues on a regular basis directly.*
- 4. They have small challenged departments who are looking for additional regular support in their day to day operations. This may include assistance with various labour-intensive activities. For example, the creation of bespoke reports and other functionality to assist with internal exercises (mail merges, corporate restructuring, compliance with new internal policies, management reporting, regulatory reporting).*
- 5. Their Management, IT, Security, Audit, Accounting or Compliance departments may impose additional requirements on their EasyPay Payroll & HR software.*
- 6. They need ongoing bespoke software development with related support. Typically, this may be software development work to integrate other time management or accounting systems. It may also include including additional database fields or functionality to facilitate specific business requirements.*

In the past we have typically negotiated bespoke service agreements to help these more demanding customers. This year we have decided to revise and simplify our support offering by introducing new optional levels of enhanced subscription which include support. The benefits and costs of each option are summarised below:

## **EasyPay Annual Subscription Service**

This is the basic level of subscription which includes:

- The EasyPay software license for the subscription year from 1<sup>st</sup> July to 30<sup>th</sup> June.
- All software updates included throughout the year.
- Email support offered on best endeavours basis. (i.e. No commitment to response times)
- No support costs are included.
- Support at our ad hoc rate of £75 per hour.
- Software development at £100 per hour.

## **EasyPay Enhanced Annual Subscription Service – Level 1**

As above plus the following benefits:

- Up to ONE hour of support included each month.
- Signed agreement with a commitment to response times.
- Urgent requests within 24 hours, medium priority 48 hours and low 72 hours.
- Direct telephone number for support during business hours. Business hours are Monday to Friday - 9am to 5pm CET, except public holidays.
- Backup PC available for payroll in emergencies.
- Assistance included for installation and update issues.
- Priority support over customers without the support service.

*The cost of level is the Annual Subscription Service fee + £1200 per year*

## **EasyPay Enhanced Annual Subscription Service – Level 2**

As above plus the following additional benefits:

- Up to TWO hours of support OR development included each month.
- One person named as a dedicated support contact with mobile number and email address.
- After hours & weekend support contact number for emergencies.
- 10% discount on EasyPay support and development rates.

*The cost of level is the Annual Subscription Service fee + £2000 per year*

## **EasyPay Enhanced Annual Subscription Service – Level 3**

As above plus the following additional benefits:

- Up to FIVE hours of support OR development included each month.
- Commitment to respond to urgent issues within 12 hours.

*The cost of level is the Annual Subscription Service fee + £4000 per year*

We hope the new EasyPay Enhanced Subscription Service will help those businesses that need it secure additional support, protection and service for EasyPay with the added benefit of reduced annual costs.

If you require additional information, or have any questions, then please let us know. We are also very grateful for your feedback as we work to improve our products and services.

If you are interested in taking up the new Enhanced Subscription service, then please let us know as soon as possible.