

# CIPHR Service Packages and CIPHR Managed Service

**CIPHR**  
ALL ABOUT PEOPLE

If you want to get the most out of your CIPHR Connect platform, why not opt for one of our service packages – or our managed service?

CIPHR Service Packages comprise our most frequently requested services, including unlimited virtual training sessions via the CIPHR Academy, system optimisations checks, and on-demand services. These services will help you get the most out of your CIPHR Connect platform, enable your in-house HR team to focus their efforts on the strategic priorities that matter most to your organisation, and, ultimately, help you deliver an outstanding level of service to your employees.

Our three service packages are complemented by a more comprehensive offering, CIPHR Managed Service, which is ideal if you need additional capacity to supplement your in-house HR team.

## What customers say about CIPHR Service Packages and CIPHR Managed Service



“The thing I find most helpful about having a CIPHR Service Package is the training. It also gives us access to consultancy time to make sure we’re getting the most out of our CIPHR system.”



“The CIPHR Service Package gives me outstanding consultancy support as and when I need it, and a whole range of branding and system review services. I am confident that, over time, we will get even more from the service package.”



“CIPHR’s Managed Service really changed how we work and the service we can provide to the business. We just don’t have the internal resources to be able to make lots of bulk changes in CIPHR, so we had two options: either to grow the size of the HR team, or to opt for a managed service. The advantage of a managed service was the expertise of the CIPHR team; they are so knowledgeable, we see them as an extension of our HR team.”



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## Helping you get the most out of your CIPHR Connect platform

CIPHR Service Packages (sometimes referred to as CSPs) comprise our most frequently used services at a competitive price. There are three levels of service package, which are suitable for all types and sizes of organisation. These sit alongside our managed service option, which is ideal for organisations with high demand, complex requirements.

### Discover

With our entry-level package, we'll help you to use your CIPHR Connect platform to create a foundation for future success, while also solving your central HR challenges.

### Transform

Choose to go to the next level and we'll help you tackle increasingly complex HR requirements, and ensure you receive more value from your investment in CIPHR Connect.

### Innovate

Ambitious organisations who want to maximise the value of their investment in the CIPHR Connect platform, and achieve their strategic people goals, should opt for our top-tier package.

### Managed Service

Sitting alongside our three service packages, CIPHR's Managed Service is an annual support package designed to provide additional flexibility and capacity to operate and develop your CIPHR Connect platform, and to maximise its potential by assisting and adding value to your organisation's HR processes. Using our expertise and skills across a range of services, we can support your HR team with administrative and transactional tasks so you can focus on more strategic objectives. The service includes scheduled and agreed managed service tasks such as monthly management information and board reports, annual salary review letters and imports, and much more.

To discuss how a CIPHR Service Package or CIPHR's Managed Service could support your organisation, speak to your account development manager or customer success manager.

Helping you get the most out of your CIPHR Connect platform

## CIPHR Service Package and CIPHR Managed Service features

	DISCOVER	TRANSFORM	INNOVATE	MANAGED SERVICE
Training content	Unlimited	Unlimited	Unlimited	Unlimited
Advanced CIPHR Academy	1 licence per system admin	2 licences per system admin	3 licences per system admin	Unlimited
System branding	✓	✓	✓	✓
System optimisation check	✓	✓	✓	✓
Payroll process review/clinic	✓	✓	✓	✓
Discounted rates on services	✗	✓	✓	✓
On-demand services*	15 hours	30 hours	45 hours	100 hours
Annual health check	✗	✓	✓	✓
Product specialist consultancy*	✗	1 day	2 days	4 days
HR consultancy *	✗	✗	2 days	4 days
Data audit and report	✗	✗	✗	✓
Schedule Managed Service tasks	✗	✗	✗	✓

\* Amount of services vary depending on the CIPHR Service Package purchased and the size of the organisation

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## CIPHR Service Package and CIPHR Managed Service features explained

### Training content

Training content is delivered virtually via the CIPHR Academy. Access to the CIPHR Academy requires a licence (see below for details).

### Advanced CIPHR Academy access

The number of licences for CIPHR Academy that your organisation will be allocated depends on the service package you purchase. Licence holders receive unlimited access to virtual training sessions in the CIPHR Academy.

### System branding

Up to 7.5 hours of branding services for your CIPHR HR system, ensuring alignment with your corporate colours and logo.

### System optimisation check

We will review your current systems and make recommendations to eliminate system redundancies and duplications. We will also recommend improvements in data controls that should lead to better governance, which is crucial for ensuring that your HR and people data remains high quality and is accessed only by the right people.

### Payroll process review/clinic

A review of the processes between HR and payroll to identify administrative savings and changes to processes that will assist with compliance and audit.

### Discounted rates

Discounts on published rates of services such as project management, consultancy and training.

### On-demand professional services

Services provided by CIPHR to you for the administration of CIPHR products for the purpose of performing such functions that you would otherwise be able to perform using the products that form your CIPHR Connect platform.

### Annual health check

An annual review of your CIPHR Connect systems and people processes that will aim to establish any new or future requirements as a result of business or process change.

### Product specialist consultancy

A number of sessions with a product specialist to assist with the configuration and setup of your CIPHR HR system.

### HR consultancy

A number of sessions to provide advice and guidance on how to maximise the potential of your CIPHR HR system.

### Data audit and report

An annual exercise to review the data held by your organisation in your CIPHR HR system, and advice on how to cleanse and optimise the use of your data.