The EasyPay Enhanced Subscription Service V1.2

The basic EasyPay subscription covers the annual license fees for the EasyPay HR & Payroll software. It also 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.

There are however some customers, such as large companies with busy payroll departments – or payroll bureaus – who need an additional level of end user support.

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

The most common reasons for the Enhanced subscription service are:

1. *The company runs a payroll that is highly critical and time sensitive. They are looking to reduce operational risk by securing the commitment to receive support within a guaranteed response time.*

2. *The company regularly raises 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. *They are a payroll bureau and have time sensitive contracts with their payroll customers stipulating penalties for failure to deliver payrolls on time.*

6. *Their Management, IT, Security, Audit, Accounting or Compliance departments may impose additional requirements on their EasyPay Payroll & HR software.*

7. *They need regular software development for bespoke requirements. Typically, this may be software development work to customise reports or integrate other systems.*

The Different Levels Of Support Available

The basic level of subscription includes:

- The EasyPay software license for the subscription year from 1st July to 30th 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.
- Remote support at our ad hoc rate of £60 per hour.
- Support at our ad hoc rate of £75 per hour.
- Software development at £100 per hour.

Enhanced Subscription Service – Level 1

As above, plus the following additional 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.
- Priority support over customers without the support service.

The cost of this level is the Basic Subscription + £1000 per year (or £100 monthly)

Enhanced Subscription Service – Level 2

As above, plus:

- Up to TWO hours of support OR development included each month.

The cost of this level is the Basic Subscription + £2000 per year (or £175 monthly)

Enhanced Subscription Service – Level 3

As above plus:

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

The cost of this level is the Basic Subscription + £4000 per year (or £350 monthly)