

CIP Service Packages

New for 2010 - let Computers In Personnel truly support your business in an ever changing world

Computers In Personnel Service Packages are made up of the most frequently requested services. Grouped together at a hugely discounted package price, our Service Packages offer Support Scheme Members greater flexibility to deliver a superior service to their own organisation.

Starting at £2490 per annum, you could benefit from unlimited training, priority booking, online refresher training and you could instantly extend your HR team with our CIP Outsourcing service.

Please call your Account manager today on 01628 814 060 to find out more.

Standard Packages	PACKAGE	PACKAGE	PACKAGE	PACKAGE
	1	2	3	4
Unlimited Training	✓	✓	✓	✓
Priority Course Booking and Waiting List	✓	✓	✓	✓
Group Online Master Class	✓	✓	✓	✓
Personalised Online Refresher Training			✓	✓
Electronic Training Material			✓	✓
Monthly Service Desk Report				✓
CIP Outsourcing	✓	✓	✓	✓
HR System & Process Review		✓		✓
Ciphr Net Branding *		✓		✓
Consultancy			✓	✓
Technical Consultancy				✓
Systems Clinic				✓
List Price	£ 5,835	£ 8,610	£ 9,485	£ 14,110
Discount	- £ 3,345	- £ 4,810	- £ 4,735	- £ 7,120
Package Price	£ 2,490	£ 3,800	£ 4,750	£ 6,990

* Ciphr Clients only

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DEFINITIONS (Page 1 of 2)

Unlimited Training (includes the following courses):

- **Compel:** Personnel Manager/Security Manager/System Manager/Report Writing/Advanced Report Writing/Training/Recruitment/Data Manager/Managers Overview.
- **Ciphr:** People Familiarisation/Security Manager/System Manager/Report Writing/Advanced Report Writing/Ciphr Net/Training Familiarisation/Recruitment Familiarisation/Decisions/Managers Overview/Ciphr People Refresher.

Group Online Master Classes:

- Monthly online classes, covering topics such as 'How to update your holiday year' or 'How to use offsets in Ciphr'. These master classes are designed to be quick and simple, supporting you in getting the best out of your systems.

Personalised Online Refresher Training:

- 1:1 online training, focussing on identified features and functions that need further information and understanding.

Monthly Service Desk Reports:

- Detailing all Service Desk activity; open calls, closed calls and aiding with the identification of specific areas that may require consultancy and/or further training.

Electronic Training Material:

- Available upon request, for the training courses that have been attended.

CIP Outsourcing:

- Gain greater flexibility for your HR team by using CIP to support your day to day activities.
- Up to 15 hours can be used to help, for example, writing reports, managing organisational changes, creating security groups ...

HR System and Process Review:

- One of our consultants will be on-site for a day to discuss:
 - Where your HR system "fits" into your overall HR Strategy?
 - To Review the Key Performance Indicators that you work with and how are they measured?
 - To ascertain how well prepared your HR Team are to make the best use of both your processes and the Ciphr systems?
 - To review all current HR Business processes
- Reap the benefit of our HR knowledge and experience of the past 27 years in working with a vast range of organisations of all sizes and from all sectors.

Ciphr Net Branding:

- Bringing your HR Brand alive - up to 7.5 hours worth of branding services for Ciphr Net, providing seamless integration with your corporate colours and logo.

DEFINITIONS (Page 2 of 2)

Consultancy:

- Up to 2 days HR System Consultancy.
- This time can be used in addition to any of the above services or for specific impartial advice on your business challenges.

Technical Consultancy:

- Up to 7.5 hours of Technical advice and support covering topics such as:
 - Your data structure
 - Your infrastructure and environment
 - Customisation and/or development

Systems Clinic:

- One of our consultants will be on-site for a day to answer any questions that you have relating to the standard operation of your HR system. This can cover...
 - Questions about how to make use of your system
 - How the setup can be changed to maximise the effectiveness of your system
 - A review of how your system is currently configured
 - How you can make better use of automation options
 - How to store additional data in both Custom Data Categories and Further Information Fields
 - How to store documents in the Document Filer
 - Your current reporting considerations

General Terms and Conditions:

- The Client Service packages are available to any current Member of the Computers In Personnel Support Scheme following the anniversary of the first renewal date and applies to supported products only.
- Services and/or Training that has been ordered, but not yet taken prior to the start date of a service package, cannot be cancelled and rebooked as part of the service package.
- Fees: Service packages are payable 100% upfront on order and will commence on the 1st day of the month following receipt of signed contract and last for 12 months.
- Service Packages are non-refundable and non – transferable for the period covered. Renewal is automatic on expiry of the current package period unless otherwise notified.
- Cancellation: Three months notice in writing is required, prior to the service package expiry date.
- Any increase in the Client Service Package fee must be communicated to the member not less than 4 months prior to the next date for payment.
- Expenses for work undertaken at client premises will be invoiced at the applicable rate at that time.
- Prices are exclusive of VAT.
- Training is to be held at our Training Suite in our Marlow Offices.
- Consultancy days are subject to lead times which can vary at the time of booking.
- Our standard terms and conditions apply for cancelled or rescheduled consultancy and or training services.
- Delegates for the Report Writing Training must be a named user of a Crystal Report design license.
- Delegates must have attended initial training to qualify for online refresher training.