



MHR's People First Assist Service

The People First Assist Service has been designed to give businesses peace of mind and rapid support to get the most from the People First platform. Available on demand, the service gives you access to our team of experts when you need it. Letting you stay focused on what is important.

Imagine the cost of a single hour of incorrect operation from your HR platform. Getting it right the first time and every time keeps your HR team and workforce productive, engaged, and on top of everything.

Our Assist packages are designed with flexibility in mind, starting from six hours per year. This means that whatever you need, you're covered. If you use all your hours, no problem, you can just add more.

This service provides:

- Expert consultants who will provide advice, guidance and expert knowledge even at short notice
- Consistent support when you need it
- Flexible support that can be accessed in 15-minute blocks, or longer
- Different packages are available to suit your needs, starting from six hours per year
- Advice on new release content

Key benefits:

- Fast access to direct advice and guidance on HR and technical issues
- Ability to maximise your platform for your organisation
- Available when you need it
- Dedicated pool of expert consultants
- Consistent and cost-effective support service
- Rapid response time – less than 24-hour response time to any initial query built into the SLA

The People First Assist Service works alongside your existing Service Desk and Service cloud support, which is included in your People First contract, to provide you with a complete assistance solution.

What you can get help with:

You will receive remote assistance from a consistent team of expert consultants, common queries the team can support you with include:

- General questions relating to People First
- Advice on new release content and functionality
- General system administration configuration, for example:
 - Configuration of, or changes to, absence scheme rules
 - Terms and conditions
 - New custom cards and screens
- Advice and guidance
- System administration
- Absence scheme configuration
- Ad-hoc technical consultancy

Service options

Standard packages of support starting from six hours are available for you to utilise whenever you need it. You can use these throughout the year with minimum sessions of 15 minutes and no maximum time.

To find out more about how our People First Assist Service can support your organisation, please speak to your Customer Relationship Manager or call **0115 945 6000**.