



Choosing Star means having a partner who really cares about your business.

Working hand-in-hand

We recognise that changing a system can be a daunting task, that's why we work hand-in-hand with you to get your information transferred smoothly and ensure that your staff have the confidence to take the fullest advantage of our market leading payroll software, Star Payroll Professional.

Dedicated support

Our dedicated support team of payroll specialists is always on hand to provide a full support service via email, internet portal and direct to helpdesk hotline. You can be sure that any issues you may have are dealt with as quickly and efficiently as possible. We never forget you have a business to run!



First class implementation & training

Our step by step implementation approach, combined with our extensive industry experience, means that we can quickly get you up and running payroll.

When it comes to training, you want to get the maximum business benefit from our industry leading software as quickly as possible. To achieve this, we use a combination of on-site and remote learning, supported by webinars and videos, as part of our implementation process.

We don't stop there. We know that staff and the industry are always changing, and ongoing training is designed to ensure that you are kept up to speed with developments in payroll rules and legislation, as well as new product features to support your business as it evolves.

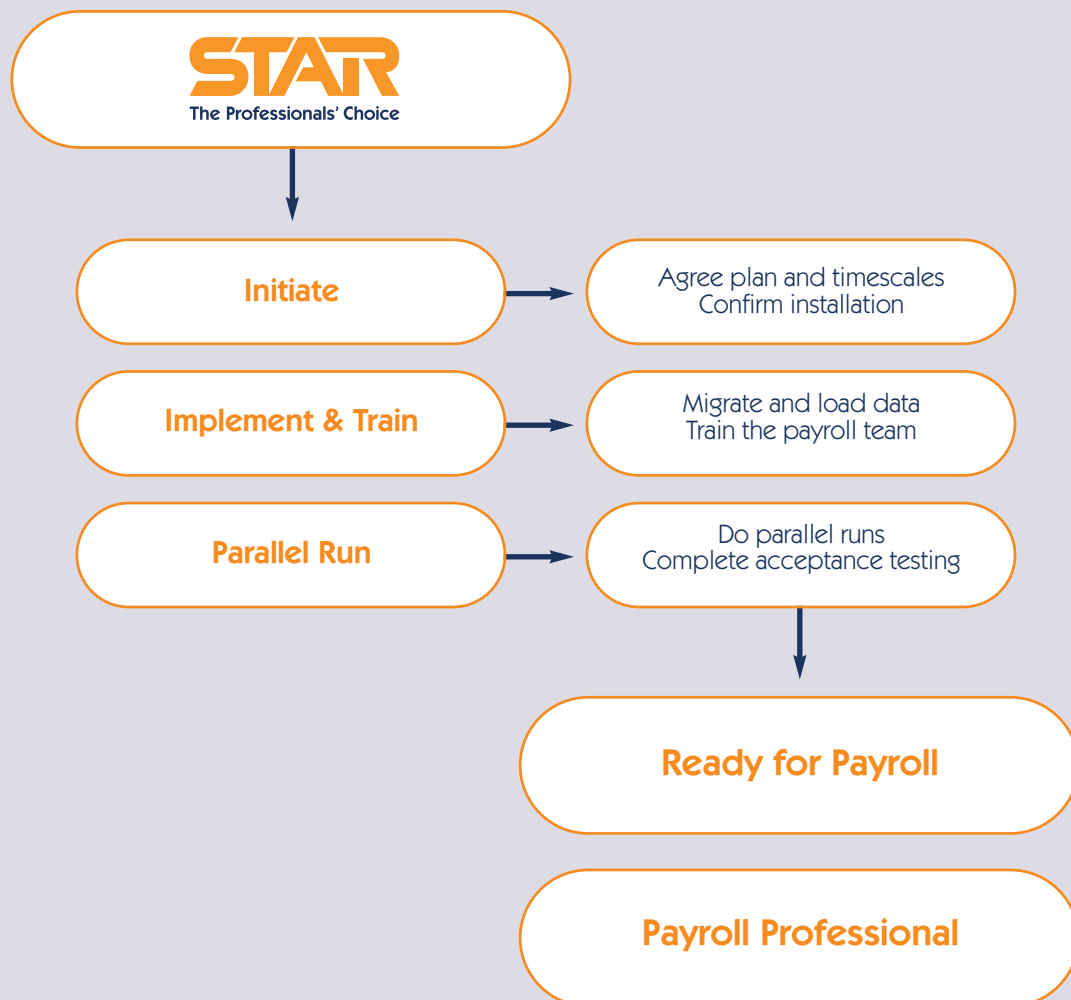
Your needs

Although payroll is payroll, successful implementations are based on an understanding of each client's individual business needs. And for us, the implementation starts with a comprehensive hand over from our commercial team. One of our experienced consultants will then contact you to plan and arrange your Star payroll implementation and to guide and work alongside you through the process of migrating data, training your team and parallel running so you are 'ready for payroll'

Professional Step-by-Step implementation

A typical Implementation package

We don't believe that 'one size fits all' and our team will recommend an implementation package to suit each individual client based on their specific business needs and their ability to support the implementation process. Each package will include a number of straight-forward and logical steps with the goal of getting you 'ready for payroll'.



Step 1 – Initiate

In the initiation step, a Star implementation consultant will discuss the implementation deliverables with you and define the time-scales, installation aspects, data migration and the training elements. The result will be an agreed plan defining by whom and when the various tasks will need to be completed, in order for the 'ready for payroll' target date to be achieved.

Stages	Deliverables	1	2	3	4	5	6	7	8	9	10
Initiate											
	Kick-off										
	Project Plan										
	Migration Scoping										
	Installation										
Implement											
	Migration Prep										
	Migrate data										
	Migration sign-off										
	Training 1										
	Training 2										
Accept											
	Parallel Run										
	Options Training										
Ready for Payroll											

Step 2 – Implement & Train

Next, data migration preparation and loading is completed for all relevant information together with various set-up tasks. Initial training is then arranged so that the payroll team understand running payroll, Importing, employee maintenance and reporting. Depending upon the implementation elements agreed the following aspects will be included:

Typical implementation elements to be decided on:

- Migration - employee data and companies
- Migration package needs e.g. Sage, Earnie, Iris, Bond
- Module specific options including:
 - Pension reform - Auto Enrolment support in Star
 - Pay Spines - Setting-up Pay Spines and MDC
 - Bureau management & Billing
- Importing variable pay run data - using import tools
- Exporting - Using Star's tools to export specific data for custom reports

Step 3 – Parallel Run & Acceptance

Once the data is loaded and the team is trained it is essential that a parallel run is conducted in order to validate the process and report outputs with the payroll team. Further training can also be scheduled during this stage to cover advanced topics, such as Star BMS and any other aspects as agreed.

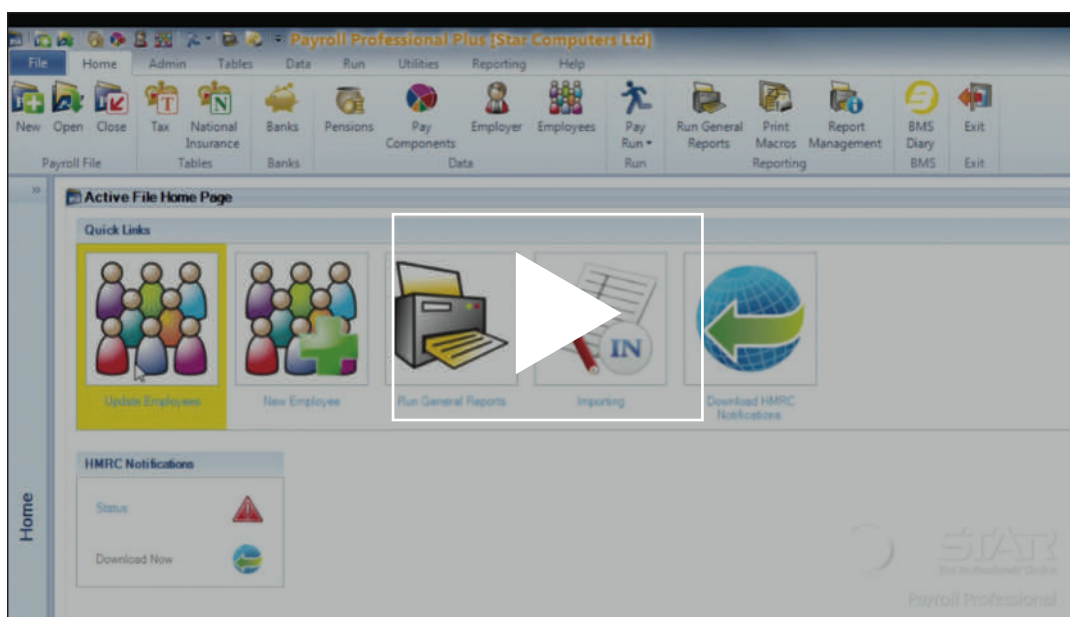
Step 4 – Ready for Payroll

The data is ready, the team are ready, and your business is now payroll ready with Star Payroll Professional!

Training

Of course your training needs don't end once your implementation is complete. We can offer tailored or standard training packages as your payroll requirements evolve, from on-boarding new employees, to updates in payroll legislation and the addition of new Star software modules. Rest assured that Star Support will always be on hand to answer any questions.

To achieve the maximum business benefit from our industry leading software as quickly as possible, we use a combination of on-site and remote learning, supported by webinars and videos, all part of our professional implementation process.

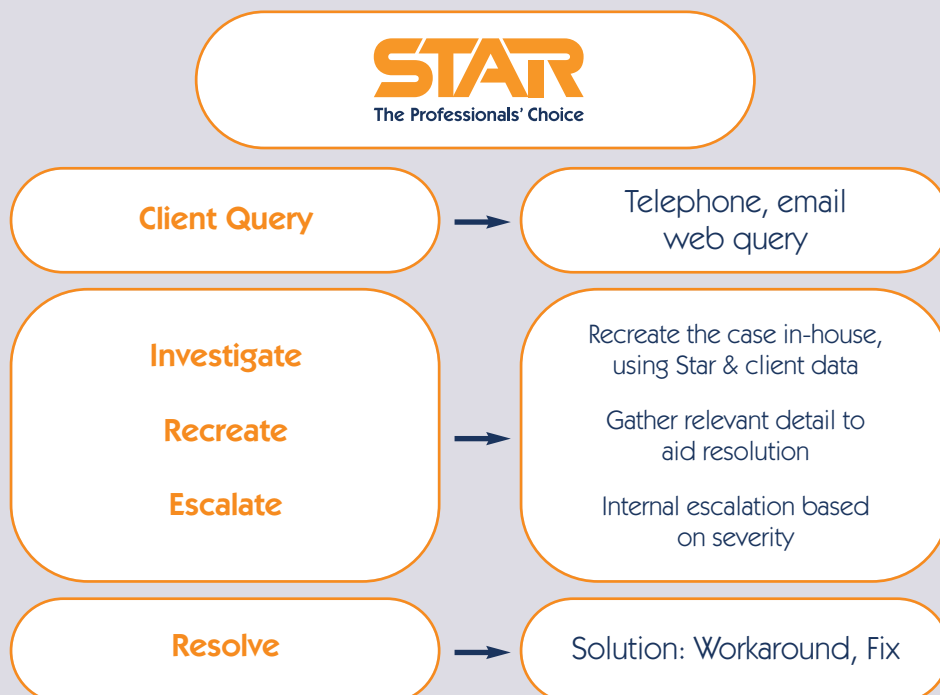




Dedicated support services

Our support consultants combine payroll experience with extensive product and process knowledge to deliver high quality support to you. As experienced payrollers we know the pressures of delivering your payrolls reliably, accurately, week by week, month by month, whether you operate a single payroll or a payroll bureau.

Star's structured support process is based on best industry support practices and ensures that your queries are handled as quickly and efficiently as possible, allowing you to get on with payroll.



We know the pressures of business today are unrelenting and through continuous service improvement initiatives we aim to develop our services in step with these demands. Being a payroller is often much more than a full-time job and because of this, we make sure our support team are available to you throughout the full working day and even longer during busier periods.

Contacting Star Support

Your dedicated support team is based in the Star operations centre, alongside software development. We want to make it as easy as possible for you to contact us so there are several options. Our support procedures mean that whichever you choose your query will be handled in the same way and you will get a unique reference and access to knowledgeable payroll professional support consultants.

By Phone: **01273 715300** - 9am to 5:30pm Monday to Friday

By Email: **payrollsupport@star-payroll.com**

Online: **www.star-payroll.com**

Using our online services a client user can:

- Log a case 24/7
- Check the status of previously reported cases
- Upload data files and/or other documents for Star Support
- Download latest software versions
- Access manuals, user-guides, training videos

Business critical issues should always be reported by telephone.

Support materials and information

Our online support website has a wealth of information including videos, help sheets, software downloads and details about latest software versions. It is also a hub for information relating to known issues, workarounds and tips & tricks relating to Star Payroll Professional.

How to log a Case

When you report a new case there is a minimum level of information related to your incident that is required for Star Support to be able to resolve the issue as quickly as possible. It is essential that you include the following information:

1. The related Payroll Professional product and version
2. A screenshot of the action/message that appeared on your screen
3. The steps that were performed before generating the error
4. Any recent activities that have taken place that could have caused this error, e.g. upgrades of the system, server software, hardware or third party applications / software that may have impacted Star's software
5. The number of Star software users impacted and the number of data-files affected

Case Status

Below is a list of all the possible statuses a case can have together with a description of the situation it represents. Clients may refer to these statuses when contacting Star Support or when using our online services:

- **1P - Action Required:** A case already in progress requires further action
- **2P - Escalated:** Case has been escalated from Star 1st line to 2nd line support
- **3P – In progress:** Case is being actively worked on
- **4P – Waiting on Client:** Case cannot be progressed without further information from the client
- **5P – Waiting on Star:** Case has been passed to another Star section & awaiting response
- **6P – Case closure pending:** The case has been resolved and will close
- **7P – Escalated to development:** Case has been escalated by Star Support to Star Development team
- **8P – In progress with development:** Case is being investigated by Star Development team

Enhancement requests

When a client logs an incident requesting new functionality, Star support will register this as a 'change request' in Star's support system. All such requests are classified and reviewed by the development team's business analysts and reviewed in terms of their applicability to the wider Star user population, development capacity and priority. Based on this classification change requests can be considered for inclusion in future releases.

For more information visit:
www.star-payroll.com
or contact your nearest Star centre:



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