

Schedule

Mercans Hi Bob Certified Integrations Standard Services Description

This document describes the standard services for each Hi Bob certified integration

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Any agreed non-standard service descriptions or deviations from the standard Integration Systems will be described in the section “*Non-Standard Services descriptions*” in the Statement of Work or in a Change Request Note and may incur additional charges.

1.1. Mercans Connect

Mercans PAC (Payroll Admin Console) is Mercan’s global Client portal for central access to portal applications available within the various service lines.

Using a single sign on framework, cloud hosting and API architecture, Mercans PAC brings together internal and SaaS applications to deliver functionality with security of Client Data.

Features		Explanation of features	
Portal access		Mercans shall provide access to its portal through which other information and/or Services shall be made available to the Client.	
Applications		Access to Mercans portal applications shall be provided when such applications are contracted by Client and when it has been agreed to make such access available via Mercans PAC.	
Single Sign-On (SSO)		Single sign-on between the User profiles in the Client’s domain and Mercans PAC may be possible. To accomplish this Mercans makes use of common industry standards for SSO based upon SAML2 authentication. Such single sign-on is not included in the standard services scope. Upon request and after a separate technical solution discovery, a Fee quote can be provided.	
Language		Mercans PAC is available only in English.	

1.2 Hi Bob Integration System

Clients using Hi Bob's as WFM system can choose to interface their HR, time, and absence data to external payroll vendors. The output API response format is JSON and time data is delivered as evaluated time.

Features	Explanation of features
Solution	The Solution is a single named collection of artefacts which when published can be imported into the Customer's tenant.
Hi Bob API Deliverables	<p>For each country contracted for:</p> <ul style="list-style-type: none">• A single API request per pay group per pay period in JSON format delivering master data per employee based on approved master records• A single API request per pay group per pay period in JSON format delivering evaluated time data per employee based on approved time records
API Documentation	<ul style="list-style-type: none">• Launch instructions in User Guide <p>It should be noted that the configuration of the HR modules, Time Tracking modules and relevant local legislation rules are not documented nor are they part of Mercan's responsibility.</p>
API Parameters	<p>MERCANS has proposed to create single web service user to fetch the records from Hi Bob.</p> <p>Mercans anticipates developing a logic to filter out employees using businessentityId and siteld that will be sent for payroll processing.</p> <p>If a web service account or API endpoint needs to be changed for whatever reason, this must be declared as a non-standard service in the Change Request. Additional charges may apply depending on the desired solution and complexity.</p> <p>It is envisaged that all countries will use the same procedure for fetching employee records using defined API parameters.</p>
Periodic processing	<p>Each pay period the Integration will be launched to fetch the records using API as per the agreed processing schedule dates. Changes to frequency of data fetch must be scoped and agreed during the implementation process and additional charges may apply.</p> <p>MERCANS's standard requirement is to fetch the records per payroll entity. The Mercans Integration is launched at a pay group level and therefore the expectation is for a one-to-one mapping between Payroll Entity and Pay group on the Client's Hi Bob tenant for integration purposes.</p>

1.3 Transition

During the transition phase, the setup of the Services will be planned and executed. In general, this is split into several phases: preparation, build, test and deployment.

For each service provided, Mercans will require the Client to formally agree the set-up requirements. After the Service has been deployed, the Client will sign off that the Service has gone live.

An outline of the Transition Steps and ownership is detailed below as required per the deliverables contracted for.

Section A – SET-UP ACTIVITIES		Client responsibility	MERCANS responsibility	
Area	Task/Activity		Included in set-up fee	At additional fee
MERCANS Certified Integration project preparation				
Kick-off	Attend a conference call or meeting to discuss all relevant aspects of the set-up and on-going services, project stakeholders, rollout plan and review of MERCANS Implementation and User guides where required	✓	✓	-
	Identify and name the Client contacts for Implementation and Business-as-Usual.	✓	-	-
	Provide the relevant Hi Bob codes, where applicable (e.g. paycode names) and the associated definitions	✓		
	Propose and agree Testing and Go-live plan when not already defined in the pre-sales phase	✓	✓	-
Mercans HRBlizz setup activities				

Section A – SET-UP ACTIVITIES		Client responsibility	MERCANS responsibility	
Area	Task/Activity		Included in set-up fee	At additional fee
Setup	Setup Global Client environment (create global Client and user rights for MERCANS Setup Admin users)	-	✓	-
	Complete “Mercans HRBlizz user account request form” and provide to Mercans IT	-	✓	-
	Creation of users as per the Group Connect Setup sheet	-	✓	-
Hi Bob Integration System setup activities				
Setup	Client submits request for Mercans country Solution	✓	-	-

	MERCANS approves request and Client is automatically delivered with Solution to include Integration System, Data Dictionary and User Guide	-	✓	-
	Client will import the standard Mercans Solution into their Hi Bob tenant and Client configures/maps necessary fields/values based on instructions in the User Guide	✓	-	-
	<p>Client and Mercans will undertake an integration scenario test and a single parallel run as agreed during the project kick-off.</p> <p>The integration scenario test will consist of test cases per scope country as agreed between the Client and Mercans. The output of the transformed data will be validated against the test cases provided by the Client.</p> <p>The integration parallel will be run for the same period as the live payroll it corresponds to. The 'to' and 'from' dates will be confirmed during the implementation and it is the Client's responsibility to ensure the correct data is available in the Hi Bob tenant.</p> <p>For payrolls which are already live, a full end to-end integration parallel test is not in the standard scope. As standard Mercans will validate and compare the integration output to the non-interfaced payroll instructions and agree the relevant acceptance criteria with the Client.</p> <p>Should there be a requirement to process the parallel data changes in the Mercans local payroll software additional charges will apply.</p>	✓	✓	✓ *
	Mercans will refine and update transformation of standard Hi Bob Integration in line with Test results in case of any defects	-	✓	-
	Client will migrate Mercans Integration to their Production environment in time for go live	✓	-	-
	Mercans support includes the kick-off meeting, agreement of testing and go-live plans and participation on a scheduled weekly status call	-	✓	-
	Mercans will provide 35 hours of Technical Support during implementation related to the set-up and testing of the Mercans Integration	-	✓	-

Section A – SET-UP ACTIVITIES		Client responsibility	MERCANS responsibility	
Area	Task/Activity		Included in set-up fee	At additional fee
Sign-off	Sign-off Integration	✓	✓	-
Ongoing Maintenance & Support	Client will launch the Integration based on instructions in the User Guides once per period and as per the agreed Processing Calendar deadlines	✓	-	-
	One cycle of MERCANS Hi Bob Implementation Team support in first live processing	-	✓	-
	Handover solution to Global Support Team	-	✓	-
Hypercare & BAU Handover	One cycle of MERCANS Hi Bob Implementation Team support in first live processing	-	✓	-
	Handover solution to MERCANS GBS Helpdesk	-	✓	-

* Additional parallel run charges will apply if adding the Hi Bob Integration System for a payroll that is already processing live with Mercans Local Office and where the Client requires that data be loaded into the Mercans local payroll software (subject to feasibility).

Section A – SET-UP ACTIVITIES		Client responsibility	MERCANS responsibility	
Area	Task/Activity		Included in set-up fee	At additional fee
MERCANS Certified Integration project preparation				
Client queries & support	Prior to an update of the Hi Bob Services Mercans will undertake an analysis with Hi Bob to determine if any modifications to the Integration are required based on the changes to the Hi Bob and/or the inbound integrations	-	✓	-
	Mercans will undertake an analysis of any local in-country legislative changes to determine if any modifications to the Hi Bob Integration are required	-	✓	-
	If changes are required, Mercans will make the relevant modifications to the Integrations and perform necessary tests or validation to ensure that the Integration will not be materially degraded in functionality or performance.	-	✓	-

Section A – BAU & ONGOING MAINTENANCE ACTIVITIES		Client responsibility	MERCANS responsibility	
Area	Task/Activity		Included in set-up fee	At additional fee
	Mercans and Client will agree a Testing plan and test cases and Mercans will support Client in these testing activities via the Client's Hi Bob Sandbox environments	✓	✓	-
Mercans HRBlizz setup activities				
Client queries & support	Provide first and second level support in receiving the Client's call and diagnosing the issue	-	✓	-
	Client-requested change to Integration Attributes	-	-	✓

1.4 Support

Support or change requests can only be submitted by the agreed and authorised Client contacts both during the implementation and business-as-usual processing. Therefore, the Client should provide Mercans with a list of authorised contacts for both implementation and business-as-usual phases.

For implementation support specific to a certified integration the MERCANS Implementation Support team can be contacted at Implementation@Mercans.com.

For business-as-usual processing first line support specific to a certified integration as well as change requests pertaining to Hi Bob configuration is provided by the MERCANS Helpdesk who can be contacted at Helpdesk@Mercans.com.

Mercans will identify if Hi Bob's involvement is necessary.

Both Mercans teams are based in India and will provide support for Client support requests on working days (Monday - Friday) between 09.00 - 22.00 IST (Indian Standard Time).

The team will offer restricted hours support coverage on Bank Holidays working 11.00 - 20.00 IST on many occasions. However, on the global Bank Holidays no support cover is available.

1.5 General assumptions

This section defines the assumptions on which MERCANS's Service fees, under the SOW, are based and seeks to ensure there are no misunderstandings. Any deviation from these assumptions, similar to any deviation in scope that affects the delivery date for the deliverables or requires MERCANS to incur additional expenses in order to deliver the Deliverables on the mutually agreed delivery date, may be considered an extension of the Project and may result in change to the fees and/or timeline by MERCANS, and shall require a signed, written amendment to the SOW or a CR.

- A. Unless required by local law, Client will commit to standardizing all processes, naming convention where practical and cost effective.
- B. Client is responsible for the collection and validation of all Employee Master Data.
- C. Client is responsible for any data cleansing and mapping
- D. Client will provide information and materials reasonably required to enable MERCANS to provide the services described herein.
- E. Client will provide access to appropriate Client personnel for workshops and status meetings. Delays (other than those mutually agreed by Client and MERCANS) in scheduling of work sessions, task completion and/or issue resolution caused by the unavailability of Client personnel may affect the project timeline, fees and timing estimates. MERCANS will notify Client promptly if it believes such delays will materially impact the project timeline, fees, or timing estimates to enable Client to address them accordingly. Any change in the timeline should follow the Change Control process described in this SOW.
- F. Client is responsible for any changes required to their existing HRIS environments (i.e., Process; Development; Testing; Cutover Requirements; and Performance Testing).