

Our Services

At Miracle we understand that the software we provide is only part of the overall solution and the key to a successful implementation is in the quality of the support and services we offer.

Your success is our success - which is why we focus on providing a range of services that are concentrated on delivering and complementing that success.

The commitment to our customers is long term extending far beyond the initial installation of the solution, we want to help our users get the most out of their new Payroll or HR system.

We offer a wide range of professional services to ensure the smooth running of our solutions including:

- Support
- Training
- Implementation
- Consultancy
- Development
- Payroll Stationery
- Year End Upgrades
- Review and Refresh
- Fraud Investigation
- Bureau
- Customer Conference
- Newsletter
- Website and Social Media

Our success has been due to the dedicated people we have working for us. All of our services are delivered by a team of expert consultants and payroll & HR professionals who are not only proficient in our products but also have a thorough understanding of your requirements. By working as a team with our experts and your staff, we can ensure we are addressing the needs of both the users and your management team.

Support

Post-implementation can be a worrying time for customers as qualified consultants leave their site and they are left to deal with a new system. We realise that this can be a stressful time and any problem, whatever size or complexity can be detrimental to the running of your payroll or HR department. We have put systems in place to provide complete peace of mind and to ensure the smooth running of our customer's solutions. We have a dedicated helpdesk which is manned by a team of specialists with technical, payroll and HR expertise. Our dedicated support staff are on hand to help customers with operational queries, correction of data problems and provision of software 'fixes'.

All calls are logged via our help desk system, which ensures we can deal with queries in a timely and proficient manner. Once the call has been logged, we will allocate a reference number and it will be given a priority. Regular updates will be provided from initial investigation through to resolution. We do have escalation procedures in place to ensure our customers feel satisfied with the way the query is being handled and to make sure our management team are aware of any issues.

We have target response times for problems or queries that are reported via our helpdesk. We have Service Level Agreements in place and our priorities range from severe impact to an annoyance level. However we do recognise that payroll is a mission critical application and will do our utmost to ensure all payrolls can be processed. In addition to our standard helpdesk support, we offer a range of additional support options including bronze, silver and gold packages. We can also tailor a package to the specific needs of a customer if required.

Training

Implementing a new payroll or HR system is a significant investment in both time and money, so it's vital that every element of functionality within the system is exploited. Our solutions can often be complex to use for those who are unfamiliar with the new environment, so it's critical to train new users. At Miracle we will work with you to provide training courses and webinars to equip you and your users with the knowledge to get the most out of your system, while improving efficiencies and motivation to ensure a maximum return on investment.

Our courses and webinars are run by specialists who have an in-depth knowledge of the product, HR and payroll. Our standard training courses are classroom orientated, however if you have a specific training course requirement, we would be happy to

discuss a bespoke package. We have a range of webinars available, however we would also be happy to run a webinar on any Payroll or HR topic. Course options include:

On-site Customer Training

Our standard training courses can be delivered on-site if required. We usually limit our on-site courses to eight attendees and will provide training material.

Off-site Standard Courses

Our standard training courses are run from our offices in Tewkesbury, Gloucestershire.

One to one Webinar Training

We can provide a two hour standard or bespoke webinar training course and documentation will be provided. Of course there is no limit to the number of people that can dial in for the training.

Webinars

We run a range of webinars on various subjects as detailed below, however we can arrange a webinar on any payroll or HR topic of your choice:

- HR Contracts
- HR Benefits
- Statutory Absences
- HR Emailing Events
- Training Course Management
- Back Pay Calculations
- Training Needs
- HR Pay
- Payroll Transfers
- Pension Processing
- Annual Recording
- Sickness Recording
- P11D Refresher

Courses

We run the following standard training courses (we also run specialist courses and master classes):

- MiraclePay Enterprise
- MiraclePay Enterprise Advanced
- P11D
- MiraclePeople
- MiraclePeople Advanced
- MiracleTime
- MiracleFleet
- Miracle Umbrella Solutions
- Miracle End of Year

Implementation

At Miracle, we understand the impact of implementing a new solution such as Payroll or HR Management. We have developed a five stage implementation methodology to ensure our customers maximise their return on investment and meet their business objectives. In order to achieve project success, we work with our partners and customers to ensure we have a clear understanding of their strategic goals. We believe that excellent project management is essential and key to the smooth running of the implementation process.

Our five stage implementation methodology encompasses the planning, design, deployment and review phases necessary for the successful implementation of our products. It also covers the customisation and integration with other business solutions. Our system approach addresses the business, operational and technical challenges within an organisation. It is practical and clearly defined and our customers and partners will receive a pre-determined set of deliverables at the end of each stage.

Our five stage approach covers the following:

- Prepare - planning, working and project scheduling
- Configure - data migration and system configuration
- Deploy - installation and training
- Confirm - parallel running
- Review - post implementation review

Our ultimate goal is to help our customers improve their business with the implementation of our software. Our team of experts will work closely with our customers and partners to ensure we achieve this.

Consultancy

Our specialist team of consultants work closely with our customers and partners to ensure their new Payroll or HR solution offers them maximum benefits. Our team of experts will support you through every stage of your installation with a full range of consultancy services and their experience of Payroll and HR processes will offer invaluable benefits.

Our consultancy services are not just for new customers, our existing customers will also find that they can benefit from new improvements and functionality. By utilising the Miracle solution to its full potential, we can really help users meet today's challenging and demanding tasks.

Our years of experience have given us a real understanding of Payroll and HR processes and we are able to help our customers make more informed decisions. We're not just product experts - we listen carefully to each customer to ensure we understand their individual needs in order to provide clear and invaluable advice.

Our range of consultancy services include:

- Advice and guidance
- Systems set-up
- Systems audit
- Best practice reviews
- Technical reviews
- Performance improvement
- Project Management
- End of Year Planning

Development

Our team of experts are on hand to help both our customers and partners with any development requests or issues. We appreciate that many customers will need to specify their own customisation, whether it's for a new or existing solution. We have a range of development services and our experienced developers not only have experience with our Payroll and HR solutions, they also have an extensive knowledge of Microsoft Dynamics NAV.

Our development services include:

- Specification of customisations
- Development of customisations
- Data cleansing
- Interface work
- Removal of existing customisations (specifically for the Lite product)
- NAV and AX Integration
- CRM Integration

Payroll Stationery

At Miracle we work with Prolog Print Media to provide our customers with Miracle compatible payroll stationery, print outsourcing and pressure seal solutions. From payslips and P45s to P60s, Prolog Print Media can provide your business with the most effective payroll output method at cost effective prices. Prolog Print Media is the largest and most competitively priced provider of payroll stationery.

They offer a bespoke design service and volume discounts for call-off orders. If storage is a problem, they can also hold stock on your behalf at their temperature controlled warehouse.

Types of stationery available include:

- Payslips - continuous, laser, self-seal and laser pressure seal
- P45s - laser substitute
- P60s - continuous, laser, self-seal and laser pressure seal
- P11Ds - laser

In addition to stationery Prolog can also provide pressure seal machinery which will significantly reduce the time it takes to fold and seal payslips.

Year End

We want our customers to enjoy a hassle-free year end. We work closely with our partners and customers to ensure that each organisation is prepared for the year end and all the correct information is submitted to HMRC.

Every year end Miracle release upgrade software which includes legislative changes mandated by HMRC, new features, new functionality, enhancements, changes and fixes. This software is made available early on in the year end process to ensure all our customers are fully prepared. In addition to the software we also provide detailed release notes and run year end training courses.

Year end upgrade software for Microsoft Dynamics NAV solutions is available free of charge to all our customers who are currently on a Miracle annual maintenance contract.

The software becomes available to the customer either via their partner or from Miracle directly. There are several options available for our customers when it comes to implementing the year end upgrade:

- The software can be implemented by the customer themselves with the help of the release notes.
- If our customers do not have IT expertise available in-house, their partner can perform the upgrade on their behalf. Commercial terms will need to be negotiated with the partner directly.
- Miracle can perform the upgrade remotely on the customer's behalf. This is a chargeable service and the cost will vary from customer to customer.

If a customer has bespoke objects, then these will need to be merged into the database. Again this can be performed by the partner or Miracle. We do encourage our customers to perform the upgrade on a test database. The customer will then carry out testing before installing the live upgrade.

Often the changes in the upgrade are fairly significant and can be complex, this can either be because of new functionality or legislative changes instigated by HMRC. We therefore run year end training courses which are designed to keep customers up to date with any new changes and how these will be managed within the system.

Review and Refresh

We offer a Review and Refresh service to help you gain maximum potential from your Miracle system. When you've been running a solution for a few years or more, it's easy to coast along and simply use the minimum amount of functionality, so it's vital for our customers to review their current position. We can help determine if systems are working as efficiently as possible by reviewing what customers are doing and refresh their use of the system - it certainly saves time and money!

Fraud Investigation

Miracle can provide a detailed Payroll Fraud Investigation Service which can include one or more of the following:

- Standard Fraud Audit
- Detailed review of payroll data
- Review of business processes relating to payroll
- Regular audit checks
- Random audit checks

We are happy to provide a service to meet your unique requirements.

Bureau

Outsourcing your payroll could save your business time and money, not to mention a headache or two. As payroll is becoming more and more complex with the introduction of new legislation, the pressure on payroll departments is increasing. Recruiting and retaining qualified staff, paying employees accurately and on time, compliance with the latest legislation and regulations are all matters that need to be dealt with in a timely and accurate manner. Many businesses do have the qualified employees and the necessary knowledge and resources to carry out the payroll function, however for those that don't, a Payroll Bureau Service is an appropriate option. Our flexible service will allow you to work in a classic bureau environment or alternatively for our existing MiraclePay customers we can access and run the payroll remotely.

Customer Conference

We organise a Customer Conference once a year which takes place over two days. It's a chance for our customers to get together with Miracle to learn about new legislation and how it will affect their Miracle solution, new products and technology, network with other Miracle users, meet the Miracle team and attend workshops. We have speakers from HMRC, The Pension Regulator, Microsoft and many more. It's a great chance for users to keep up to date.

Newsletter

We send out a quarterly newsletter which is full of useful articles relating to the payroll and HR world. We provide useful hints and tips, information on legislation, payroll deadlines, updates on our products and services, important information on year end, competitions and much more. This is provided in both a printed and email format and is very popular with our customers.

Customer Website and Social Media

We have a secure customer area on our website where customers can login to download useful and pertinent information on the product, services, training, manuals and support etc. We also regularly provide updates on various social media platforms providing useful information on deadlines, payroll and HR legislation, conferences, relevant links and much more.



“I cannot fault the Miracle Help Desk, they always come back to me almost straight away and provide helpful and practical advice.”

Wendy Davies,
Payroll Manager of Waterfall Services