

Operational Update

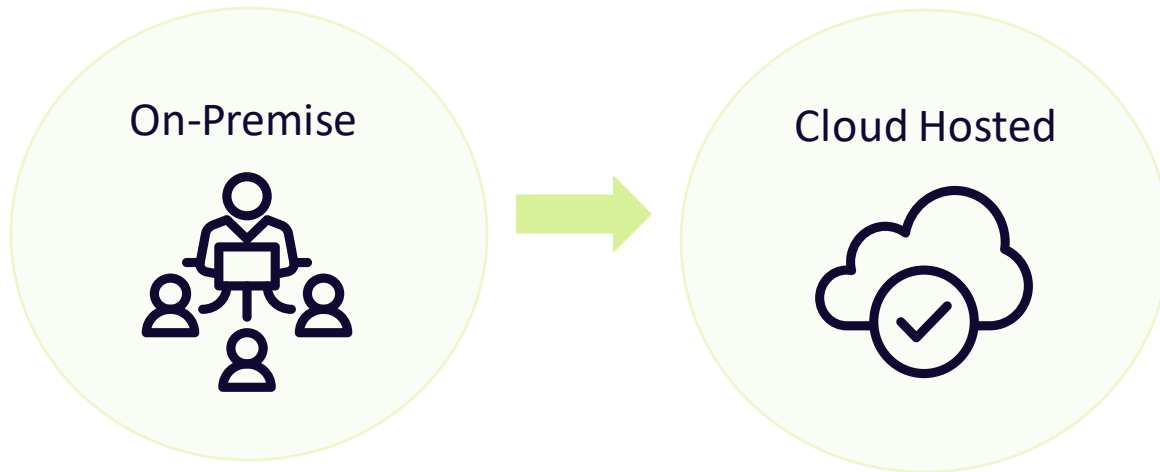
Dan Brooker, Group COO

Operational Update

Compliance

Working to make our systems more robust

No More VPN / IP Sec



 **bacs**

Operational Update

Compliance

Current accreditations being rolled out across the group + new ones coming



ISAE ✓ 3402
SOC 2

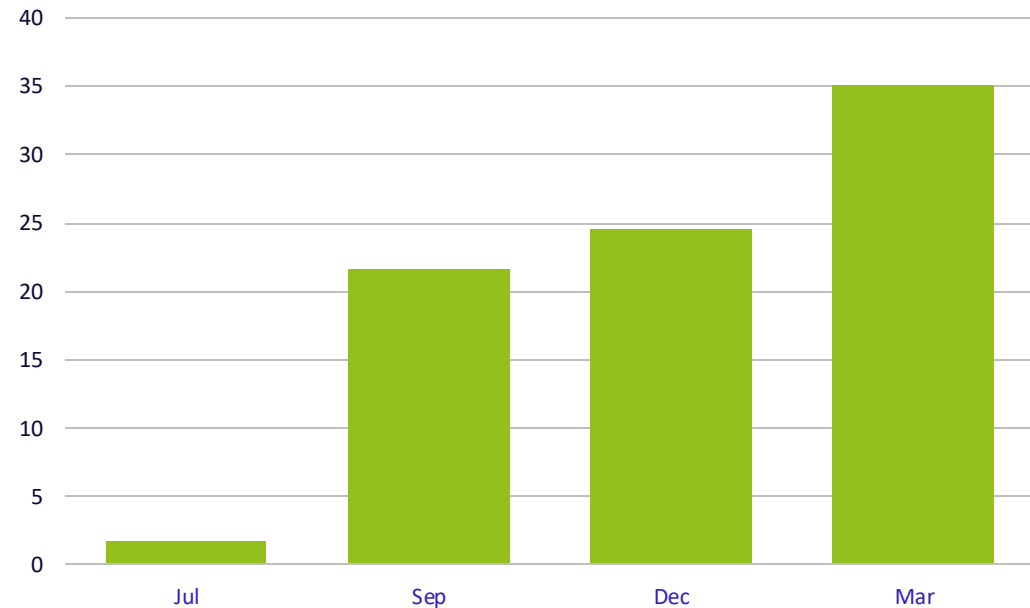
Outsourced Services

New product features + better processes and focus = happier customers!

Cloud Developments & Adoption

- Submit button on cloud
- Education features
- Employee hub for new implementations
- Calculate button on cloud
- One-off payment wizard
- Reporting Beta
- Period selection

Core Outsourced Service NPS



Migrations

2 new businesses fully functioning on Cintra

Online Payrolls

- 159 payrolls
- 5,703 payslips
- 7 staff

Just Payrolls

- 250 payrolls
- 6,730 payslips
- 9 staff



More coverage and
more capacity

Operational Update

Support

New systems now in place to help clients solve issues quicker

Zendesk Support Software

Cintra IQ - Submit a ticket

Submit a ticket Search...

Aim to include as much information and detail in your request as possible to reduce delays between replies

Your email address

Contact us about

Summary

Help-site

cintra Cintra IQ Cintra Cloud - Payroll Cintra Self-Service Cintra Cloud - Employee Hub Categories Submit a ticket Sign in

WELCOME TO CINTRA IQ SUPPORT

How can we help you today?

Search our knowledge base for answers to common questions

Search... Search

FAQ Corner

- Important: Cintra IQ License Expiry Alert! When logging into Cintra IQ, you may see the mes...
- Logging into Cintra IQ faq Why doesn't the Cintra IQ icon work when clicked ...
- Optimising my search experience There are a number of operands you can use to lo...
- Importing files into Cintra IQ Cintra IQ provides a Data Import feature allowing L...

Popular subjects: Newsv: P11d, P60, Vehicles, FPS, EPS

Status Page

cintra™ SUBSCRIBE TO UPDATES

All Systems Operational

About This Site

Welcome to Cintra's home for information on our system status.

If there are any interruptions in service we'll post regular updates on this page.

Or if there's something else you'd like help with, visit <https://help.cintra.co.uk>

Uptime over the past 90 days. View historical uptime.

Cintra Cloud Operational

90 days ago 99.88% uptime Today

Thank you

cintraTM