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2004

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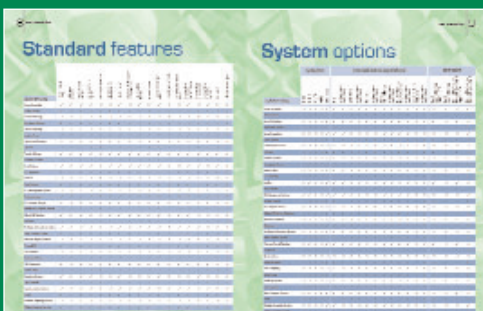
04 The choice is yours

Cherry Park outlines what the *Software Survey* reveals



07 Supplier information

A guide to software providers

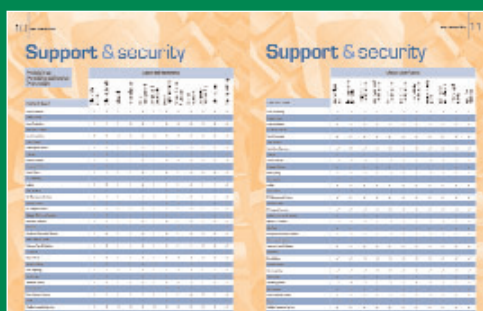


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The functionality of the software

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Industry standards, integration and operating systems



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The support and security available with different software

Welcome to the *2004 Pay Magazine Software Survey*, now in its eighth year. Thirty-four payroll software providers have responded to this survey.

The themes this year are not hugely different from last year. Trends are not changing massively, but perhaps growing in importance.

Integration remains a key factor in companies deciding what payroll software to choose and among solutions providers themselves. A payroll package is now made considerably more attractive by its ability to integrate with other systems, especially HR, and from third party suppliers. A key aspect of integration is the reporting capabilities of payroll solutions.

Self-service continues to lead the way within payroll and, as more integration between payroll and HR is occurring, the need for employees to access data held on them is increasing in significance.

Electronic filing and payments are top of the agenda, especially now compulsory e-filing of year-end returns has begun. Businesses are increasingly looking for products that offer simple e-filing and payment solutions, and which are Inland Revenue-accredited.

The payroll software market has grown to such an extent that there is a solution for every conceivable kind and size of company in the UK, with varying levels of price, ease of use and functionality. And with the e-government agenda increasing in significance daily, the choice can only expand.

Anna

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The choice is yours

A wide variety of issues are affecting payroll technology. **Cherry Park** examines the results of this year's *Payroll Software Survey*

This year's *Payroll Software Survey* reveals the ever-increasing complexity of the payroll software market and its continuing integration with HR and other business functions as organisations strive to find a complete solution to employee management.

Integration

The number one key concern for software suppliers is providing integrated solutions to their customers. Integration of payroll software with other functions, such as time and attendance and financial systems, can save time and paperwork and increase efficiency. "In the future," predicts Simon Harvey, managing director of Benchmark Software, "companies will obtain all their finance and data software from one supplier".

"Companies are increasingly seeing the benefits of cross-system integration," says Debbie Guppy, director of business management at Mitrefinch. "It reduces time spent on administration and data entry errors, and enables a freer flow of information between departments, in turn enabling better performance and decision-making for managers. Software technology has had to keep up with this."

Graham Young, operations director of ARINSO UK, sees the concerted effort to integrate payroll technology with the rest of the organisation as a key driver in the market. "Payroll management may not be a cost generating area, but it does have an impact on the bottom line of an organisation," he says.

Companies are not only demanding integration, they are asking for instantaneous integration, according to Roger Cuthbert of Hewitt Cyborg. "Organisations now want data to be interfaced in real time, ensuring that data is always the same between different solutions," he explains.

St Richards Hospital is a client of Goldenhill, part of Cedar Software. Deputy director of finance Melanie Hughes explains the benefits of integration from the customer's point of view: "Having an integrated HR and payroll system that also interfaces with the finance system gives us much tighter management control and much greater flexibility with our operation."

But Peter Cullum, managing director of Intellect, warns: "Many suppliers claim that true integration with HR has been achieved when it has not. True integration involves the payroll and HR systems sharing a common database source, ensuring that there is a free flow of data between both sides of the system."

E-filing

Another important issue revealed by the survey is the filing of tax returns electronically in line with the *Carter Report*; an issue that will force suppliers to keep on the ball by ensuring their software allows this functionality.

Employers are required by the Inland Revenue to file their year-end PAYE returns electronically for the 2004/2005 tax year, either directly or through an intermediary. By this deadline, every payroll system supplier with clients that have at least 250 employees will have to provide electronic filing, using either electronic data interchange (EDI) or the internet. And smaller businesses are being offered financial incentives to kick-start them into electronic payroll processes.

"The requirement to move to electronic filing has forced some companies with an outdated system to look at changing to one that provides EDI as standard," explains Liz Wilson, manager, HCM product management, at PeopleSoft.

E-filing is only part of the government's devolving of accountability to business. "The responsibilities of organisations for previously governmental processes is consistently increasing, so they have to be confident in the legislative



compliance of their software and the software has to be up to the job," says Wendy Stanbridge at HR solutions company Pecaso.

Inland Revenue standard

Compulsory electronic filing, with many companies opting for EDI, makes it more pressing that the software offered by the industry should meet Inland Revenue accreditation standards. Only one-quarter of companies in this year's survey are not already accredited or have not applied for accreditation. Solutions that have IR accreditation are likely to require far less testing than non-accredited solutions.

Self-service

Employee self-service is also one of the industry's most pressing concerns. Self-service enables employees to view and maintain their own records, including payslips, holidays, expenses, overtime, timesheets, PAYE information and training courses, securely online. Line managers also have access to payroll information on their employees.

Many software companies have already developed modules for both employees and managers, in response to demand from the marketplace. "Organisations are beginning to see the benefits of employee self-service," says Cuthbert. "It can bring a major cost saving for organisations, and can enable the payroll department to become more strategic by relieving it of administrative tasks such as changing bank address and contact details for an employee."

Julie Smith, marketing co-ordinator from Intex Software, expects the need for online payslips to grow in popularity. But Brian Johnston, managing director of Grampian, says that self-service is "still very much in its infancy, as many companies are still unaware of all its benefits." But he sees it as a burgeoning area, as "more and more companies want their staff to be able to input data remotely".

"Self-service is seen to be the new 'must-have' module for HR and payroll solutions," says Peter Dillon, head of HR support and development at CedAr Software. "In order for it to be successful, it needs to be fully integrated with the HR and payroll functions, fully audited in order to maintain the security of the system, easy to use and requiring little or no systems administration."

Self-service is part of a general trend towards greater web enablement in payroll which is already established in HR. "The advantages of immediate access, self service, easier communication and integrated HR and payroll applications are becoming more widely recognised," says Wilson.

BACS

Another issue on the minds of software suppliers is the enforced migration to the new web-based BACS platform, BACSTEL-IP, which will become the sole delivery channel for making BACS payments by December 2005.

"BACSTEL-IP is both good and bad news for many companies," says John Warwick, electronic payment services divisional manager of IT company Barron McCann.

"The good news is that at last they'll have the chance to put in place a secure infrastructure for multi-user payroll systems. The bad news is that it looks as though many payroll vendors could be compromised by the major banks that are pushing their customers to complete BACSTEL-IP deployment by mid-2005, six months ahead of BACS's deadline. This could leave many companies having to switch to BACSTEL-IP at the worst possible time."

But Dave Curwen, systems developer at logistics company Allport, one of Barron McCann's major customers, is happy with the new system. "The new BACSESS-IP has a more user-friendly feel to it," he says. "The import and preparation of data prior to sending is now just a single click."

Flexibility and reliability


Respondents to the survey say the primary concern of software suppliers is to offer products that are affordable, flexible, reliable, easy to use and well supported.

"Reliable support is vital for a time-critical application," says Steve Sunley of Grampian Software. "Users need a system that can meet their business objectives. Information must be accessible – a system is only as good as the information you can get out of it."

So how do their clients perceive the software suppliers? The importance of flexibility is illustrated by Jennie Walton, reward manager at Virgin Megastores. She explains why they chose Midland HR's Trent product: "The proof of flexibility, and the speed of delivery, essentially clinched the deal."

Manoj Modi, senior analyst at Trailfinders, is a client of Smart Human Logistics. He sings the praises of its employee self-service product: "Managers can now monitor absenteeism, sickness and holidays, and spot any trends that might impact profitability. This will help us to back up any changes to company policy that may be required in the future."

And Keith Turner, HR and project manager at the University of Greenwich, was impressed by ARINSO's belief in partnership and its ability to offer flexible and value for money services.

So what is the effect on payroll of all this technology? "Technological advance has driven a step-change in the role of the payroll department," says Stanbridge. "It has changed its face from administrative services to business professional services. The proliferation of the internet has made initiatives such as employee self-service a reality, changing the focus of payroll to far more strategic functions." 



Supplier information

| COMPANY NAME | Contact details | Website | Number of current users (companies) | Names of existing clients | Preferred client size | % of staff supporting payroll software | % of helpdesk staff with payroll qualifications |
|---------------------------------|------------------------------|------------------------------|-------------------------------------|---|-----------------------|--|---|
| Access Accounting | Marion Rose 01206 322575 | www.access-accounts.com | 10,000+ | St Paul's Cathedral, Twenty Twenty Television | 5 to 5,000 | 10% | 0% |
| Artisan Systems | Marcus Whately 020 8834 1044 | www.artisan.co.uk | 150 | | 2 to 500 | 5% | 50% |
| Ascent Technology | Colin Charlton 01642 535616 | www.ascenttechnology.co.uk | 250+ | Eldridge Pope, Yates Group | 100 to 25,000 | 35% | 90% |
| Benchmark Software | Simon Harvey 0845 345 2500 | www.benchmark-software.co.uk | 103 | Citrosoft, Molan UK, Supercover | 5 to 500 | 50% | 0% |
| Carval Computing | John Cannon 01752 764290 | www.carval.co.uk | 75 | | 30 to 2,000 | 33% | 75% |
| Cedar Software | Stephen Cross 01932 584000 | www.cedar.com | 65 | Anglia Poly Univ, Securitas Guarding, Wigan Council | 22 to 35,000 | 33% | 0% |
| Cintra Payroll Services | Larry Roberts 0191 478 7000 | www.cintra.co.uk | 500 | London Pensions Fund, Northern Ireland Assembly | 100+ | 60% | 80% |
| Cyberaid | Rachel MacPhail 01440 730710 | www.cyberaid.com | 250 | De Vere Hotels, Glenmorangie, Securicor Omega | 200 to 12,000 | | 50% |
| Frontier Software | sales@frontiersoftware.com | www.frontiersoftware.com | 250+ | Alexon, British Airways, North Ayrshire Council | 200 to 250,000 | 25% | 20% |
| Grampian Software | Jocelyn Goddard 01224 692903 | www.grampian-software.co.uk | 350 | Arriva, Britannia Airways, L'Oreal, Youngs Bluecrest | 50 to 20,000 | 50% | 10% |
| Hewitt Cyborg | Roger Cuthbert 01689 883912 | www.hewitt.com/cyborg | 120+ | British Airways, First Group, WH Smith, Wilts Council | 2,000+ | 100% | 15% |
| ICS Computing | Andy Langley 01635 580802 | www.icscomputing.co.uk | 50 | Belfast Intl Airport, Carpetright, Hastings Hotels | 250+ | 30% | 90% |
| Intellect | Ian Rawlings 01727 848393 | www.intellecthr.com | 10 | | 100+ | 30% | 50% |
| Intex Software | Julie Smith 01642 672244 | www.intex.co.uk | 8,000+ | Liverpool Football Club, Virgin Cosmetics, YMCA | 5 to 50,000 | 33% | 90% |
| KCS Management Systems | Emma Toner 020 8660 2444 | www.kcsplc.com | 470 | Dixon Motors, RSPCA, Specsavers, Stena Line | 200+ | 51% | 100% |
| Keytime Systems | Sales 0870 750 4722 | www.keytimesystems.co.uk | 700 | Air Serv Europe, Anglo United, Rose Tissues | 1 to 1,000 | 40% | 0% |
| KV Computer Services | John Young 0191 510 9566 | www.kvcomputerservices.co.uk | 100+ | Carphone Warehouse, Coty UK, Electrolux, Greggs | 200 to 25,000 | 100% | 0% |
| Midland HR & Payroll Solutions | Julie Mills 0115 945 6000 | www.midlandhr.com | 300 | Lloyds Bank, Manchester City Council, Next | 1+ | 100% | 98% |
| Miracle GA Solutions | Mel Dobson 0113 300 2037 | www.itsmiracle.co.uk | 80 | Apetito, Firth Rixson, James Hall | 250 to 10,000 | 50% | 0% |
| Mitrefinch | Ann Cload 01904 693520 | www.mitrefinch.co.uk | 200 | Doncasters Group, Dunlop, EAI, Haribo Dunhills | 50 to 10,000 | 15% | 0% |
| Northgate Information Solutions | Simon Counce 01442 274458 | www.northgate-is.com | 600+ | Credit Suisse First Boston, University of York | 400+ | 35% | 40% |
| Palm Computer Systems | F X Sanz 01924 505110 | www.palmsoftware.co.uk | 200 | Ford Cosworth Racing, Forth Ports | 50 to 3,000 | 70% | 0% |
| Patersons Payroll Solutions | Ian Stobie 01722 415526 | www.patersons.net | 25 | | 50 to 50,000 | 50% | 100% |
| Pyramid HR | Steve Morris 01926 485085 | www.pyramidhr.co.uk | 100+ | Clinton Cards, Klick Photopoint, MacLellan Intl | 100+ | 40% | 25% |
| Qtac Solutions | Mark Smith 0117 935 3500 | www.qtac.co.uk | 3,000 | Devon County Council, PricewaterhouseCoopers | 1 to 2,500 | 40% | 50% |
| Rutherford Webb | Sales team 01342 834242 | www.ruthwebb.co.uk | 500+ | Douwe Egberts, Hoverspeed, Legoland, Volvo | 200+ | 80% | 100% |
| Safe Computing | Amanda Stinson 0116 262 9321 | www.safecomputing.co.uk | 150+ | Adecco, FJ Hinds, Michael Page, PGL, WYKO | 750+ | 78% | 60% |
| Selven Group | Joanne Ward 01376 519413 | www.teamspirit.co.uk | 538 | Brighton and Hove City Council, Federal Express | 100 to 25,000 | 65% | 50% |
| Snowdrop Systems | Tony Price 01993 709100 | www.snowdrop.co.uk | 69 | | 50 to 50,000 | 10% | 20% |
| Star Computers | Ruth Hoggett 01923 246414 | www.starplc.com | 400+ | CMG, Deloitte, KPMG, PricewaterhouseCoopers | 1 to 20,000 | 40% | 50% |
| Topaz Computer Systems | Keith Brown 01773 531551 | www.topaz.co.uk | 75 | Arriva Buses, Aylesbury College, Imperial Tobacco | 250+ | 20% | 50% |
| Vizual Business Tools | Gina Rowan 020 8663 4500 | www.vizual.co.uk | 100+ | ABN AMRO, Panasonic, Robinsons Int'l Removals | 5 to 5,000 | 33% | 90% |
| Wealden Computing Services | Greg Leech 020 8364 7177 | www.wealden.net | 128 | Jaeger, Saga Holidays, Shepherd Neame | 250+ | 15% | 15% |
| Wisbech Computer Services | Ian Knight 01945 464146 | www.wispay.co.uk | 800+ | Capita, Deloitte & Touche | 10 to 100,000 | 60% | 50% |

Standard features

| COMPANY NAME | onscreen payslip history | net-to-gross calculation | SSP calculation & payment | SMP calculation & payment | multi-currency payslips | aggregation of earnings for NICs | output to ledgers | multiple splits of net pay to BACS output file | automatic P45 checking | retrospective pay | developer's own report writer | proprietary report writer | user-defined audit trail reports | electronic data transfer via magnetic media | electronic data transfer via EDI | electronic data transfer via internet | Irish payroll | online internet support |
|---------------------------------|--------------------------|--------------------------|---------------------------|---------------------------|-------------------------|----------------------------------|-------------------|--|------------------------|-------------------|-------------------------------|---------------------------|----------------------------------|---|----------------------------------|---------------------------------------|---------------|-------------------------|
| Access Accounting | ✓ | ✓ | ✓ | ✓ | × | × | ✓ | × | ✓ | × | ✓ | ✓ | × | ✓ | × | ✓ | × | × |
| Artisan Systems | ✓ | ✓ | ✓ | ✓ | × | ✓ | ✓ | × | ✓ | × | × | ✓ | × | ✓ | × | ✓ | × | ✓ |
| Ascent Technology | ✓ | ✓ | ✓ | ✓ | × | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | × | ✓ | ✓ | × | ✓ | × | ✓ |
| Benchmark Software | ✓ | ✓ | ✓ | ✓ | × | ✓ | ✓ | × | × | × | × | ✓ | × | × | × | × | × | × |
| Carval Computing | ✓ | ✓ | ✓ | ✓ | × | ✓ | ✓ | ✓ | ✓ | ✓ | × | ✓ | ✓ | ✓ | × | ✓ | × | ✓ |
| Cedar Software | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | × | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Cintra Payroll Services | ✓ | ✓ | ✓ | ✓ | × | ✓ | ✓ | ✓ | × | × | ✓ | × | ✓ | ✓ | × | ✓ | × | ✓ |
| Cyberaid | ✓ | ✓ | ✓ | ✓ | × | ✓ | ✓ | ✓ | ✓ | × | × | ✓ | ✓ | ✓ | × | ✓ | × | ✓ |
| Frontier Software | ✓ | ✓ | ✓ | ✓ | × | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Grampian Software | ✓ | ✓ | ✓ | ✓ | × | × | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | × | ✓ | × | ✓ |
| Hewitt Cyborg | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | × | ✓ | ✓ | × | ✓ | ✓ |
| ICS Computing | ✓ | ✓ | ✓ | ✓ | × | ✓ | ✓ | ✓ | ✓ | ✓ | × | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Intellect | ✓ | ✓ | ✓ | ✓ | × | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | × | ✓ |
| Intex Software | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | × | ✓ | ✓ | ✓ | ✓ | × | ✓ | ✓ | ✓ |
| KCS Management Systems | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Keytime Systems | ✓ | ✓ | ✓ | ✓ | × | × | ✓ | × | × | × | × | ✓ | × | × | × | ✓ | × | × |
| KV Computer Services | ✓ | × | ✓ | ✓ | × | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | × | ✓ | × | ✓ |
| Midland HR & Payroll Solutions | ✓ | ✓ | ✓ | ✓ | × | ✓ | ✓ | ✓ | ✓ | ✓ | × | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Miracle GA Solutions | ✓ | ✓ | ✓ | ✓ | × | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | × | ✓ | ✓ | × | × | × | × |
| Mitrefinch | ✓ | ✓ | ✓ | ✓ | × | × | ✓ | ✓ | × | × | ✓ | × | ✓ | ✓ | × | ✓ | × | ✓ |
| Northgate Information Solutions | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | × | ✓ | ✓ | ✓ | × | ✓ | ✓ |
| Palm Computer Systems | ✓ | ✓ | ✓ | ✓ | × | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | × | ✓ | × | ✓ | × | × |
| Patersons Payroll Solutions | ✓ | × | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | × | ✓ | × | ✓ | × | × | ✓ | × | ✓ |
| Pyramid HR | ✓ | ✓ | ✓ | ✓ | × | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | × | ✓ | × | × |
| Qtac Solutions | ✓ | ✓ | ✓ | ✓ | × | × | ✓ | ✓ | × | ✓ | × | ✓ | × | × | × | ✓ | × | × |
| Rutherford Webb | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | × | ✓ |
| Safe Computing | ✓ | × | ✓ | ✓ | × | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | × | × |
| Selven Group | ✓ | ✓ | ✓ | ✓ | × | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | × | ✓ |
| Snowdrop Systems | ✓ | ✓ | ✓ | ✓ | × | × | ✓ | × | × | × | ✓ | ✓ | × | × | ✓ | × | × | ✓ |
| Star Computers | ✓ | ✓ | ✓ | ✓ | ✓ | × | ✓ | ✓ | ✓ | ✓ | × | ✓ | × | ✓ | × | ✓ | × | ✓ |
| Topaz Computer Systems | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | × | ✓ | ✓ | ✓ | ✓ | ✓ | × | ✓ |
| Vizual | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | × | ✓ | ✓ | ✓ | ✓ | × | ✓ | ✓ | ✓ |
| Wealden Computing Services | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | × | ✓ | × | ✓ |
| Wisbech Computer Services | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | × | ✓ | ✓ | ✓ | × | ✓ | × | ✓ |

System options

| COMPANY NAME | Operating systems | | | | | Systems available which can be integrated with payroll | | | | | | | | | | | Industry standards | | | | |
|---------------------------------|-------------------|------|------|-----|---------|--|----------------------|----------|----------------------|---------|----------------------|-------------------|----------------------|----------------------------|----------------------|-----------------------|----------------------|--------------------------------|--------------------|---|---------------------------------|
| | DOS | UNIX | OS/2 | VMS | Windows | HR | with shared database | pensions | with shared database | finance | with shared database | time & attendance | with shared database | PTTD/class 1A NIC/expenses | with shared database | construction industry | with shared database | IMIS accreditation applied for | IMIS accreditation | Inland Revenue Payroll Standard applied for | Inland Revenue Payroll Standard |
| Access Accounting | × | × | × | × | ✓ | ✓ | ✓ | ✓ | ✓ | × | ✓ | ✓ | ✓ | ✓ | ✓ | × | × | × | × | × | ✓ |
| Artisan Systems | × | × | × | × | ✓ | × | × | × | × | × | × | × | × | × | × | ✓ | ✓ | × | × | × | × |
| Ascent Technology | × | × | × | × | ✓ | ✓ | ✓ | × | ✓ | ✓ | ✓ | ✓ | ✓ | × | × | × | × | ✓ | × | ✓ | × |
| Benchmark Software | × | × | × | × | ✓ | ✓ | × | ✓ | × | × | ✓ | × | ✓ | × | × | × | × | × | × | × | × |
| Carval Computing | × | × | × | × | ✓ | ✓ | ✓ | × | × | × | ✓ | ✓ | ✓ | ✓ | ✓ | × | × | × | × | × | ✓ |
| Cedar Software | × | ✓ | × | × | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | × | × | ✓ | × | ✓ | × |
| Cintra Payroll Services | × | × | × | × | ✓ | ✓ | × | ✓ | ✓ | × | ✓ | × | ✓ | ✓ | ✓ | ✓ | × | × | × | × | ✓ |
| Cyberaid | × | × | × | × | ✓ | ✓ | ✓ | × | × | ✓ | × | ✓ | × | ✓ | ✓ | ✓ | ✓ | ✓ | × | ✓ | × |
| Frontier Software | × | ✓ | × | × | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | × | × | × | ✓ | × | ✓ |
| Grampian Software | × | ✓ | × | × | ✓ | ✓ | ✓ | × | ✓ | × | ✓ | × | ✓ | × | × | ✓ | × | × | ✓ | × | × |
| Hewitt Cyborg | × | ✓ | × | × | ✓ | ✓ | ✓ | × | × | × | × | × | ✓ | ✓ | ✓ | ✓ | ✓ | × | × | × | × |
| ICS Computing | × | × | × | ✓ | ✓ | ✓ | ✓ | × | × | × | × | × | ✓ | ✓ | × | × | × | × | × | ✓ | × |
| Intellect | × | ✓ | × | × | ✓ | ✓ | × | × | × | × | ✓ | × | × | × | × | × | × | ✓ | × | ✓ | × |
| Intex Software | × | × | × | × | ✓ | × | × | × | ✓ | × | ✓ | × | ✓ | × | × | × | × | × | × | × | ✓ |
| KCS Management Systems | ✓ | ✓ | ✓ | × | ✓ | ✓ | ✓ | ✓ | × | × | ✓ | ✓ | ✓ | ✓ | ✓ | × | × | × | × | × | ✓ |
| Keytime Systems | × | × | × | × | ✓ | ✓ | × | × | × | × | ✓ | ✓ | ✓ | × | × | × | × | × | × | × | ✓ |
| KV Computer Services | × | × | × | × | × | ✓ | × | ✓ | × | × | × | ✓ | × | × | × | × | × | × | ✓ | × | × |
| Midland HR & Payroll Solutions | × | ✓ | × | × | ✓ | ✓ | ✓ | ✓ | × | × | × | × | ✓ | × | × | × | × | × | × | × | × |
| Miracle GA Solutions | × | ✓ | × | × | ✓ | ✓ | ✓ | × | × | × | ✓ | ✓ | × | × | ✓ | ✓ | × | ✓ | × | ✓ | × |
| MitreFinch | × | × | × | × | ✓ | ✓ | × | × | × | × | ✓ | × | × | × | × | × | × | × | × | × | × |
| Northgate Information Solutions | × | × | × | × | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | × | × | ✓ | ✓ | × | × | × | × | × | × | × |
| Palm Computer Systems | ✓ | ✓ | × | × | ✓ | ✓ | × | × | × | × | ✓ | × | × | × | × | × | × | × | ✓ | × | × |
| Patersons Payroll Solutions | × | ✓ | × | × | ✓ | ✓ | ✓ | ✓ | × | × | ✓ | ✓ | ✓ | ✓ | ✓ | × | × | ✓ | × | ✓ | × |
| Pyramid HR | × | × | × | × | ✓ | ✓ | ✓ | ✓ | × | × | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | × | × | ✓ | × |
| Qtac Solutions | × | × | × | × | ✓ | × | × | × | × | × | × | × | × | × | × | × | × | × | ✓ | × | × |
| Rutherford Webb | × | × | × | × | ✓ | ✓ | ✓ | × | ✓ | × | ✓ | × | ✓ | ✓ | ✓ | × | × | × | × | × | ✓ |
| Safe Computing | × | × | × | × | ✓ | ✓ | × | × | × | × | × | × | × | × | × | ✓ | × | × | × | × | × |
| Selven Group | × | × | × | × | ✓ | ✓ | ✓ | × | ✓ | × | ✓ | ✓ | ✓ | ✓ | ✓ | × | × | × | × | × | ✓ |
| Snowdrop Systems | × | × | × | × | ✓ | ✓ | ✓ | × | × | × | × | × | ✓ | × | × | × | × | × | ✓ | × | × |
| Star Computers | × | × | × | × | ✓ | × | × | × | × | × | × | × | ✓ | ✓ | × | × | × | × | × | × | × |
| Topaz Computer Systems | × | ✓ | × | ✓ | ✓ | ✓ | ✓ | ✓ | × | × | ✓ | ✓ | ✓ | ✓ | × | × | × | × | ✓ | × | × |
| Vizual | × | × | × | × | ✓ | ✓ | × | × | ✓ | × | ✓ | × | ✓ | × | × | × | × | × | × | × | × |
| Wealden Computing Services | × | × | × | × | ✓ | ✓ | × | × | ✓ | × | ✓ | × | × | × | × | × | × | × | × | × | ✓ |
| Wisbech Computer Services | ✓ | × | × | × | ✓ | × | × | × | × | × | × | × | ✓ | ✓ | ✓ | × | × | ✓ | × | ✓ | × |

Support & security

I=included in cost
A=available at additional cost
X=not available

| COMPANY NAME | Support and maintenance | | | | | | | | | | | |
|---------------------------------|-------------------------|------------------|-----------|-----------------|--------------------|------------------------|-----------------------|--------------------------|-------------------|-----------------------|------------------|------------------|
| | online help screens | online tutorials | help desk | technical guide | project management | user guide & documents | system implementation | remote dial up & support | disaster recovery | user group membership | initial training | ongoing training |
| Access Accounting | I | X | I | I | A | I | A | A | A | X | A | A |
| Artisan Systems | I | X | I | I | A | I | A | I | X | X | A | A |
| Ascent Technology | I | I | I | A | A | I | A | A | A | X | A | A |
| Benchmark Software | I | I | I | I | I | I | I | X | I | X | A | A |
| Carval Computing | A | A | A | A | A | A | A | A | A | A | A | A |
| Cedar Software | I | X | I | I | I | I | I | I | A | I | I | A |
| Cintra Payroll Services | I | X | I | I | A | I | A | I | A | X | A | A |
| Cyberaid | I | X | I | I | A | I | I | I | A | X | I | A |
| Frontier Software | I | I | I | I | A | I | A | A | A | A | A | A |
| Grampian Software | I | X | I | I | A | I | I | I | A | I | I | A |
| Hewitt Cyborg | I | I | I | I | A | I | A | I | A | A | A | A |
| ICS Computing | I | I | I | A | A | I | A | I | I | A | A | A |
| Intellect | I | X | I | I | A | I | I | I | A | I | I | A |
| Intex Software | I | X | I | X | A | I | A | A | A | X | A | A |
| KCS Management Systems | I | I | I | I | I | I | I | I | A | I | I | A |
| Keytime Systems | I | X | A | I | X | I | A | X | A | X | A | A |
| KV Computer Services | I | I | I | I | A | I | I | I | A | I | I | A |
| Midland HR & Payroll Solutions | I | X | I | I | I | I | A | I | I | A | A | A |
| Miracle GA Solutions | I | X | I | I | A | I | A | I | A | X | A | A |
| MitreFinch | I | X | A | I | A | I | I | A | X | I | I | A |
| Northgate Information Solutions | I | A | I | I | A | I | A | I | A | A | A | A |
| Palm Computer Systems | I | X | I | X | A | I | A | A | X | X | A | A |
| Patersons Payroll Solutions | I | X | I | I | A | I | A | I | I | X | A | A |
| Pyramid HR | I | X | I | X | A | I | I | I | A | I | A | A |
| Qtac Solutions | I | X | I | I | X | I | A | X | X | X | A | A |
| Rutherford Webb | I | X | I | X | A | X | I | I | A | I | I | A |
| Safe Computing | I | I | A | I | A | I | I | A | A | I | I | A |
| Selven Group | I | A | I | I | A | A | A | I | A | I | A | A |
| Snowdrop Systems | I | X | I | X | A | I | A | A | X | I | A | A |
| Star Computers | I | X | I | X | X | X | X | X | X | X | A | A |
| Topaz Computer Systems | I | I | I | I | I | I | I | I | A | X | I | A |
| Vizual | I | X | I | X | A | I | A | A | A | X | A | A |
| Wealden Computing Services | I | X | A | X | A | X | A | A | A | X | A | A |
| Wisbech Computer Services | I | I | I | I | I | X | I | I | A | X | I | A |

