



# Vistra Payroll Integration Service

Standard Service Description (SSD)

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# 1.0 Vistra Payroll Integration Services

The goal of the Vistra Payroll Integration Services is to get payroll data changes from the Client's internal HCM platform to Vistra's global payroll platform to be processed in the local payroll processing cycle. This service also provisions to send documents (such as payslips) back to the Client.

To realize this, Client will enable, set-up and/or authorize to be integrated via Vistra's Integration Platform (VIP) system. The data in scope will then be transferred to Vistra's payroll application platform (currently being Vistra's proprietary OverseasConnect Platform) using the VIP system.

## 1.1 Contractually agreed service

This document is part of the contract for the Vistra Payroll Integration Services and may be updated by Vistra from time to time. The latest version of this document is available online via the following address: <https://www.vistra.com/SSD-VPIS>.

The Vistra Payroll Integration Service, also referred to as "VPIS", is a chargeable service which can be opted into via inclusion into the contract. The contract can be a Global Framework Agreement (GFA) in combination of a Statement of work (SOW) or a Master Service Agreement (MSA) in combination with a Schedule.

## 1.2 Two integration methods: API and File

There are two methods within the Vistra Payroll Integration Service. Before contracting, the Client will choose what method will be used. This will be reflected in the Scope table which is part of the SOW.

- Vistra Payroll Integration Services via API to the Client's HCM environment (currently available for Workday).
- Vistra Payroll Integration Services via File delivery by Client to Vistra defined file location.

This document will provide further details regarding the functionalities, support terms, and technical details regarding the architecture of the integration solution and the two variants.

## 1.3 Non-standard interface elements

The Vistra Payroll Integration Service offered by Vistra, as covered by the standard contract and fees, will be implemented, and supported as described in this document.

If the Client would like to have any non-standard / bespoke interface solution elements to be included and implemented, this will be scoped and priced separately and added as such to the SOW.

## 1.4 OverseasConnect

OverseasConnect can only have ONE open payroll period at a time. Therefore it is not possible to send data to Vistra at once for multiple payroll periods.

To ensure there is only one way the data can be managed, data coming in to Vistra via any of the below described Vistra Payroll Data Integration Services variants, cannot be changed by users of OverseasConnect via the front-end. In addition, the Client can also upload any other relevant supporting information and documents.

The Client authorised users can make changes via the front-end to the data fields in OverseasConnect for only the fields which are not included in the interface data. This can be done via the usual methods (manual keying of data and/or using the data exchangers).

## 1.5 Integration frequency

The standard file integration frequency is once per pay period on the pay period cut-off date minus 1 day (as agreed in the payroll processing schedule).

If and when a new starter/leaver is required to be registered/deregistered immediately (on or before the start/termination date), then the integration frequency will be daily. This is not applicable for all countries, but only where legally required. In this situation, Vistra will only receive a daily data if there are actual changes to process. If no changes have been added to the Client system on a certain day, no data is expected.

## 1.6 File naming conventions

The following file naming conventions are applicable to both integration methods.

Any documents not following these described file naming conventions will not be synced and will require a manual upload into/from OverseasConnect by the Client.

### i) Employee specific output document synchronisation – Vistra to Client

Output documents are PDF files coming from OverseasConnect and are synced to the Client's HCM system. This will only include documents which are mandatory within the local country to be send to the Client's employees and typically only include payslip and in some countries as tax year-end documents.

These files will be delivered into the Client's HCM system (API method), or to the "Vistra\_To\_Client" folder in ShareFile (File method) with the following file naming applied:

**EmployeeID\_Surname\_First Name\_Doc Name\_Date.pdf**

<b>EmployeeID</b>	The employee ID / HR ID as defined in OverseasConnect (this is not always the same as the payroll ID)
<b>Surname</b>	Surname as per the employee name in OverseasConnect
<b>First Name</b>	First name of the employee as shown in OverseasConnect
<b>Doc Name</b>	Document name
<b>Date</b>	Any day within the pay period (ddmmyyyy)
<b>.pdf</b>	The document extension will generally be .pdf

***Please note: the underscore “\_” is used as a file name separator. Therefore the file name must always include exactly 4 underscores!***

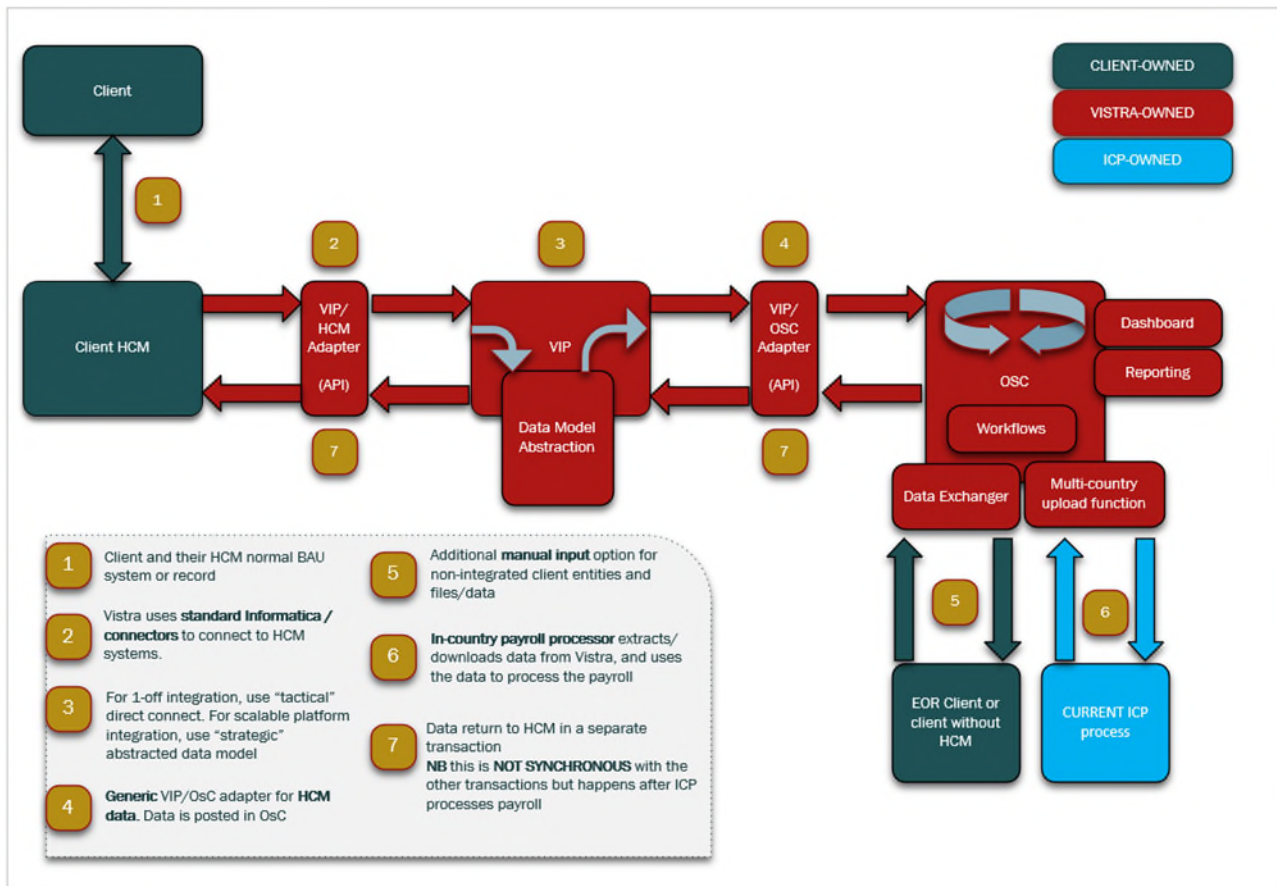
### ii) General payroll input/output file synchronisation

- **Input from Client to Vistra**
- All general input file files which are not automatically synchronised will be manually uploaded to OverseasConnect by the Client users in the appropriate screens. Such files will not be uploaded to ShareFile when the Client has opted for the File method, but the client will directly need to upload these to OverseasConnect.
- **Output from Vistra to Client**

All general reports and files which are returned by Vistra's payroll team and which are not employee specific and/or not mandatory to deliver directly to employees, will be delivered in OverseasConnect with the file name as given by the local payroll teams. Such files are NOT synchronised from OverseasConnect to any other system.

## 2.0 Solution description – API Integration

This solution works with an API connection to the Client's own HCM instance to pull defined data changes relevant to the payroll process. This solution is available for a limited amount of HCM systems.



1. Client will have to manage the data changes within their own HCM system of record and ensure all data changes are added to the system asap and always before the cut-off as per the agreed payroll processing calendar in OverseasConnect.
2. Vistra will establish an API connection to the Client's HCM system and pull the relevant data for the pay period. The scope of the data contains only the for the payroll relevant data fields, which are also available within the OverseasConnect setup.
3. The data is then transformed to ensure it can be sent to OverseasConnect.
4. Next it is transferred to OverseasConnect database where the Client will be able to see the validity of the received data, as well as mandatory data which is missing.
5. After all data and files are uploaded, the Client will manually submit all input for payroll within the OverseasConnect portal.
6. The in-country payroll processor will download the change files (automatically) created by OverseasConnect, process the payroll accordingly and return output files back into OverseasConnect.
7. Vistra's Global Service Centre will validate the output before the Client will be asked to review and approve the relevant data and reports.

8. If and when agreed and available, payslips (and in some countries also end-of-year documents) will be prepared to be sent back to the client's HCM system via the API.

## 2.1 Key Assumptions – API method

To ensure Vistra will pull only data for a specific local country client entity "pay group definition", the data must be clearly identifiable for such pay groups within the client system of record so that this can be configured in the API ignoring data which is not required.

Payslips will be routed back to the Client's HCM instance. This will be triggered as of the Go-Live month of the API Integration solution. Slips produced by Vistra before the Go-Live month of the API Integration solution will not be synced from OverseasConnect to the Client's HCM instance. There are 4 different types of synchronisations:

<p><b>1. Full one-off baseline input sync</b></p>	<p>This Baseline Sync is a one off sync which is done during system integration test before the business as usual service commences.</p> <p>This process is used to "baseline" the full employee integration data into OverseasConnect. This is then used as a starting or "comparison" level against which to determine the Delta data changes as of that point.</p>
<p><b>2. Standard input sync (Delta data sync &amp; document sync)</b></p>	<p><b>Delta Data Sync</b></p> <p>This is the normal synchronization process which will extract any changes since the last processed sync. If an employee has one or more changes, this sync will bring over all data for the full record for the specific employee, not just the change.</p> <p>This process will look at all "update" and "effective" dates that occur within the relevant "payroll period" and determine the data changes that need to be passed to OverseasConnect - i.e. <b>changes occurring for the whole of the relevant pay period not just up to cut off</b>. In addition any retroactive changes will also be picked up.</p> <p>Synchronization of systems will happen once per pay period, or (if legally required) once per day at 00.00 GMT. This will be decided and configured during the implementation period.</p> <p>Changes delivered via API after the payroll is submitted in OverseasConnect at payroll cut-off will as standard be carried over into the following pay period.</p> <p><b>Document Sync</b></p> <p>This process is independent of the standard Delta Data sync and standard runs after, and with the same frequency as the Delta Data Sync.</p> <p>It has its own configurable logic to determine what documents need to be synced to OverseasConnect. The relevant document types are agreed during the implementation period. e.g.: Employment contract, Residential permit, Citizen card, Passport, P45.</p>
<p><b>3. Forced input sync</b></p>	<p>This is a sub-set of the Full Sync process but for specified employees in the case where Client needs to make a forced change to any employee records. It will return a full data for the specified people as at the point the process is run.</p> <p>A forced input sync is an ad hoc activity. Therefore a ticket must be raised to request a such sync which will be executed by Vistra's (VIP BAU) team</p>
<p><b>4. Standard output document sync</b></p>	<p>Pre-defined documents are synced based on a set of parameters and are triggered and moved from OverseasConnect to Client's HCM. e.g.: Payslips, Annual Tax Statements, Other Documents</p>

## i) Employee specific input document synchronisation – Client to Vistra

Employee input documents are files coming from the Client's HCM system and which have been agreed to sync to the input for the payroll in OverseasConnect.

The synchronisation of (employee) documents from Client to Vistra will consist ONLY of documents which are legally required to be synced in order for Vistra to process payroll accurately and compliantly within the local country.

Employee input documents must follow a specific file naming convention as shown below or the sync will not be successful:

**EmployeeID\_Surname\_First Name\_Doc Name.ext**

<b>EmployeeID</b>	The employee ID is the ID as shown in the Client's HCM platform, which will also be used in OverseasConnect (this is not always the same as the payroll ID)
<b>Surname</b>	Surname as per the employee name in the Client's HCM platform
<b>First Name</b>	First name of the employee as shown in the Client's HCM platform
<b>Doc Name</b>	Various types of documents available in the Clients HCM platform and which are mandatory to be send to Vistra to run payroll. Please note that the document types/names can vary per country.
<b>.ext</b>	The document file extension. Please note this is expected to be a generally accepted document extension such as .pdf .doc.docx .xls .xlsx .png .jpg etc. Macro enabled documents are not allowed.

**Please note: the underscore “\_” is used as a file name separator. Therefore the file name can only include 3 underscores!**

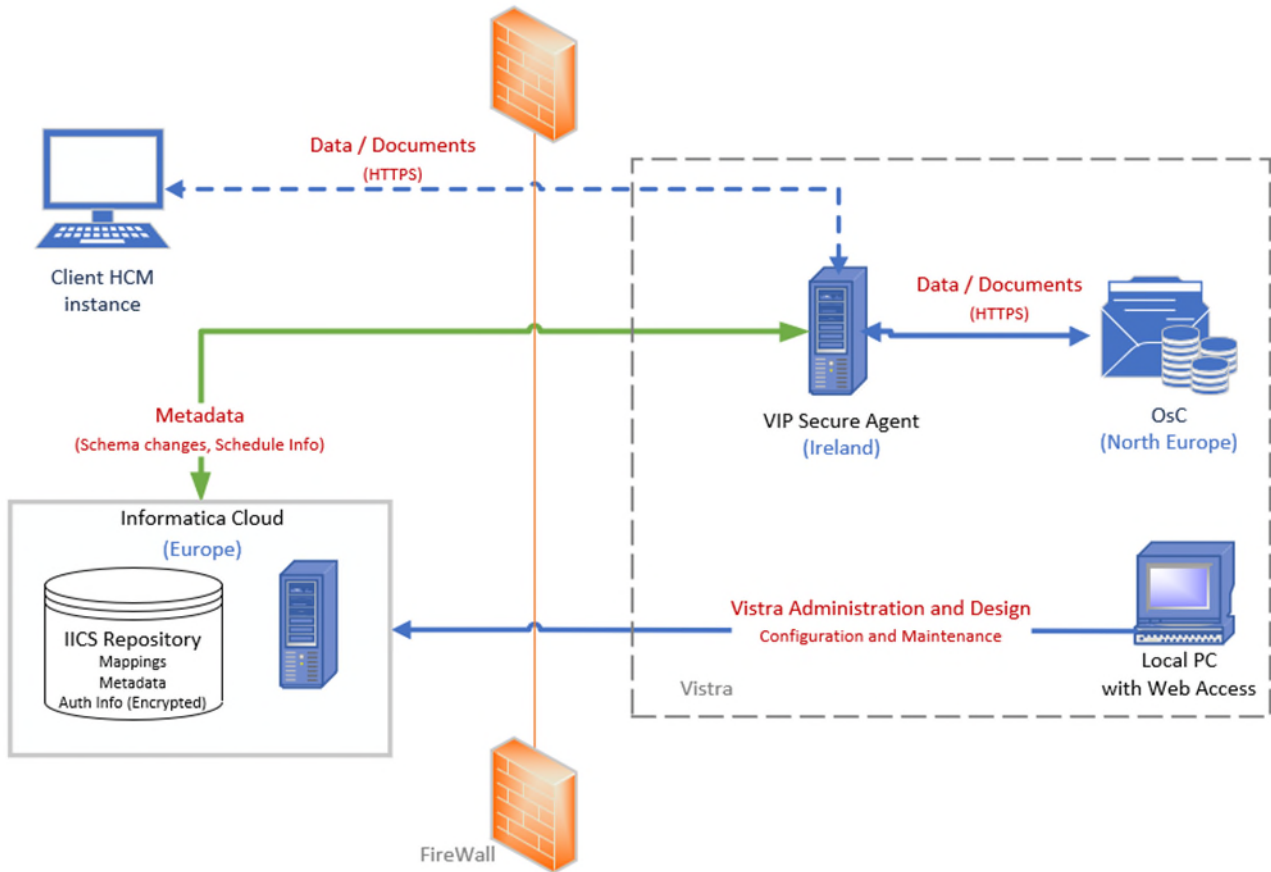
## 2.2 Technical Information (API solution)

The technology used in this solution includes the Vistra Integration Platform (VIP), which is powered by Informatica and is used for file handling and certain validations. Data handled by Vistra's Integration Platform is stored in Europe.

More information regarding the technical setup can be found in the system diagram shown below.

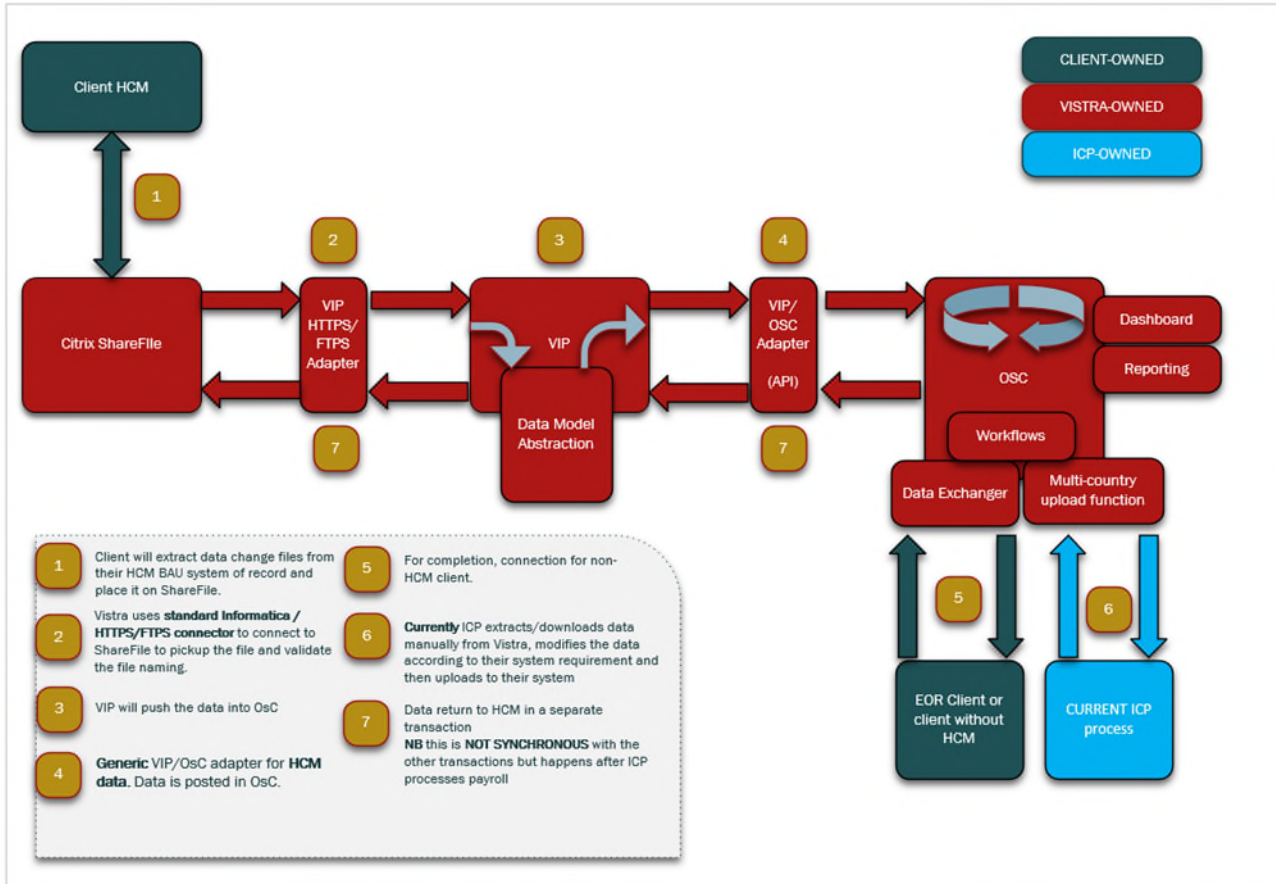


**System diagram**



## 3.0 Solution description – File Integration

This second variant of our Vistra Payroll Integration Solution assumes the Client will extract data changes from their internal HCM system, produce a File as per the agreed file specifications and drop such files (automatically or manually) on Vistra's FTPs location. The data file will contain only agreed data changes relevant to the local payroll process.



1. Client will manage the data changes within their own HCM system of record and ensure all data changes are added to the system asap and always before the payroll cut-off as per the payroll processing calendar.
2. Client will be required to extract data on before or on an agreed dates and/or frequency, in a pre-defined layout and with agreed content. As standard the frequency of file delivery is once per period.
3. Client will place the file(s) automatically or manually in the correct ShareFile folder ("Client\_to\_Vistra").
4. Vistra's Integration Platform will pick up any files received in the folder named "Client\_to\_Vistra" and validate the file name against folder name, Client entity and Payroll definition name information.
5. The data is then transformed to ensure it can be integrated into OverseasConnect. The scope of the data contains only the payroll relevant data fields which are available within the OverseasConnect setup.
6. Next it is transferred to OverseasConnect database where the Client will be able to see the validity of the received data, as well as mandatory data which is missing.
9. After all data and files are uploaded, the Client will manually submit all input for payroll within the OverseasConnect portal.
7. The in-country payroll processor will download the change files created by OverseasConnect, process the payroll accordingly and return output files back into OverseasConnect.

8. Vistra's Global Service Centre will validate the output before the Client will be asked to review and approve the relevant data and reports.
9. If and when agreed, payslips (and in some countries also end-of-year documents) will be prepared to be sent back to ShareFile's "Vistra\_to\_Client" folder. Client can either manually or automatically (via FTPS) pick up these files for further processing in their own environment.

### 3.1 Key Assumptions – File method

The Client will extract the data relevant to the open payroll process from their HCM system into a File.

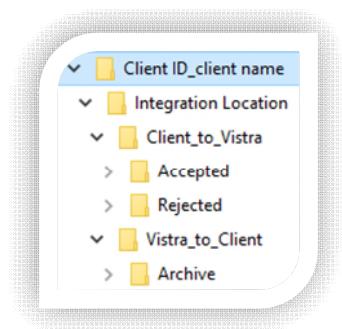
Client will extract the data per local Client entity and local payroll definition into separate files and deliver to Vistra accordingly.

Client will deliver one separate file per legal entity as defined by the local payroll definitions in OverseasConnect per pay period.

The data set should not include changes for future pay periods.

### 3.2 File transfer and storage via Citrix ShareFile

1. When the manual file upload option is requested, Citrix ShareFile will be made available by Vistra as an application to Client users to exchange files between the Client and Vistra. No other file sharing platforms are accepted by Vistra for this service.
2. Files can be securely uploaded and downloaded by the users via manual file upload/download functionality or delivered via FTPs.
3. Standard email notifications will be enabled in order to inform the users about file deliveries within the standard folder setup provided by Vistra.
4. The Client can choose how to group the files for specific local payroll definitions into a folder in ShareFile. This grouping is called the "Integration Location". This location could be for just one country, a region or just one single location called "Global".  
The criterium for a Client to choose the Integration Location must be defined by the "Integration Support Users" who need access to the ShareFile folders to provide support if and when needed.



*Example: John is the Integration Support Contact for EMEA and therefore responsible for the Client's EMEA countries FR and GB. No other person within the Client has responsibility for this. We could call the folder/integration location "EMEA", indicating that all EMEA files will be dropped in this location folder.*

*The same will be done for the APAC countries for which Sally is responsible. The files for her countries HK and AU will be dropped in the Integration Location folder "APAC".*

*In the Americas we have two contacts within the Client: Jorge takes care of the "USA" and Pepita is the interface support user for the rest of the "Americas".*

*In total this Client would be setup with 4 Interface Locations:*

- ..\123\_ClientName\EMEA\.. - John*
- ..\123\_ClientName\APAC\.. - Sally*
- ..\123\_ClientName\USA\.. - Jorge*
- ..\123\_ClientName\Americas\.. - Pepita*

5. Client will access the "Client\_to\_Vistra" folder (where the user has write access) to drop the agreed input files and the "Vistra\_to\_Client" folder (where the user has read rights) for any files which have been agreed to deliver to the Client post payroll processing.

6. Once the files received in the "Client\_to\_Vistra" folder are validated by Vistra, Vistra will move the files to either the "Client\_to\_Vistra\ACCEPTED" folder or the "Client\_to\_Vistra\REJECTED" folder, depending on the outcome of the file name and content validations.
7. All files stored in any folder in ShareFile will remain there for no longer than 90 days. After this 90-day period they will automatically be deleted.
8. ShareFile covers encryption of data in transit and at rest. Client and Vistra will therefore not add any additional password protection and/or additional encryption to the files themselves or the data fields within the files.
9. Access to folders in ShareFile is only granted to Client contacts who are involved in the day-to-day operational payroll process as defined by the Client's decision maker / primary contact.
10. It is advised that the Client has a minimum of 2 interface contacts setup (1 primary + 1 backup). Client will be granted a maximum of 4 interface contacts (users) within a standard setup. Setup of additional users is possible and will be charged at time spend (0,5 hours per user).
11. In the case users need to be added and/or changed, the Client "Integration Support Users" can raise a support ticket via the OverseasConnect ticket system to request such change.
12. Support fees will cover a maximum of 4 user changes per year. Additional changes will be charged at time spend.

### 3.3 File layout and data requirements

1. File format is CSV with pipe "|" as a separator
2. Row one of the file will include the column headers/field names as defined in the Client HCM platform
3. Numbers need a dot "." as a decimal separator. We accept two decimal places (e.g. 12000.00)
4. Numbers should not have a thousand separator (e.g. 12000.00)
5. Dates need to be sent as dd-mm-yyyy (e.g. 01-12-2023)
6. IF an employee has several changes with a different effective date, then the file will contain multiple rows per employee.
7. In case an employee has one or more changes in any of the fields included in the file, Vistra needs to get the whole record for all fields which have been agreed in the filed mapping for that record/employee.
8. If an employee has no changes at all, we do not expect the employee record to be present in the file at all.
9. Fixed field values that have no value in the file, means that we update the existing value in our database to a blank value for non-mandatory fields. For Mandatory fields nothing will be done in such cases.
10. In addition, in case a mapped field is not included in the file at all, this will be interpreted as an update to a blank value for non-mandatory fields. For Mandatory fields nothing will be done in such cases.  
*→In other words, ALL fields/columns must be in the file, although a value is not always mandatory (as per agreed mapping).*
11. Current period changes - Data in the File should only contain the changes which are effective dated within and/or applicable within the open pay period in OverseasConnect.
12. Retroactive changes - This may include retroactive changes if applicable/possible for that country.
13. Future changes - The Client will never include future dated changes within the change files they send to Vistra.
14. In case there are NO changes in the integration file within a certain period, the Client will provide Vistra at least one file anyway before or one the cut-off date. This file will only have the following text in it (in cell A1): "No changes this pay period", or it will contain all headers, but no transaction records. The rest of the file will be blank. This text will

be interpreted by Vistra as a confirmation that the process has run correctly on Client side and the payroll teams will process the payroll accordingly.

### 3.4 File name and content validations

To ensure that the data change file Vistra receives from Clients are valid and readable, there are two types of validations:

1. **File name validation** – Validates the various parts in the file name as described in paragraph "3.6 File naming convention". In case any of the file name parts is not correct for the Client folder, the file will be rejected and placed in the rejected folder.
2. **File content validation** – The various columns in the data files (not other documents) will be validated to see if the data type received is in line with the defined data type and if mandatory fields are included in the file. EG to see if date fields include a date, or number fields contain only numbers etc.. If a field is mandatory, it must be included in the file. If not, the whole file will be rejected. It is also possible to validate that a field **MUST** have a value. If one or more records do not contain a value, the whole file will be rejected.

Once picked up by Vistra, Rejected files are archived in the ".\Client\_to\_Vistra\Rejected" folder of the entity or region. As a result, Citrix ShareFile will automatically notify the Client user via email that a file has been placed in the "Rejected" folder, indicating to the Client user that action is required!

Vistra will accompany this rejected file with a "**validation report**" which will indicate which validation failed, and add a suggestion regarding the action the Client user needs to take to resolve the issue.

### 3.5 File naming convention input data change file

A specific file naming convention must be applied and will be verified to ensure the correct data is synced with the corresponding entity and payroll in OverseasConnect:

**"Client ID\_Entity ID\_PDI\_IL\_FT\_DTS.csv"**

<b>Client ID*</b>	This identifies the global Client (this is not the Client's name)
<b>Entity ID*</b>	This identifies the legal entity within OverseasConnect(not the entity name)
<b>PDI*</b>	Payroll Definition ID - Unique ID identifying the payroll
<b>IL</b>	Integration Location - This is the location name given by the Client. Eg EMEA, APAC, Spain, United States, etc.. This must correspond to the folder names used in ShareFile. The defining criteria for this is: Which Client user has access to which data and therefor to which folder? Please note: several payroll definitions can have the same Integration Location.
<b>FT (File Type)</b>	This is the type of input/output processed. The file type can be used to determine what type of data or file it is and what therefore needs to be done with it. List of File types to be discussed and defined. <ul style="list-style-type: none"> <li>• MD – Master Data changes (referred to in OverseasConnect as "HR data" including all master data and fixed pay data eg gross pay)</li> <li>• PD – Pay Data changes (referred to in OverseasConnect as "Payroll data" and only includes variable pay changes)</li> <li>• TR – Time Record data</li> </ul>
<b>DTS (Date-Time-Stamp)</b>	The date on which the file is send to Vistra by the Client (defined as: "yyyymmddhhmm")

\* These 3 ID's are created and provided to the Client during implementation!

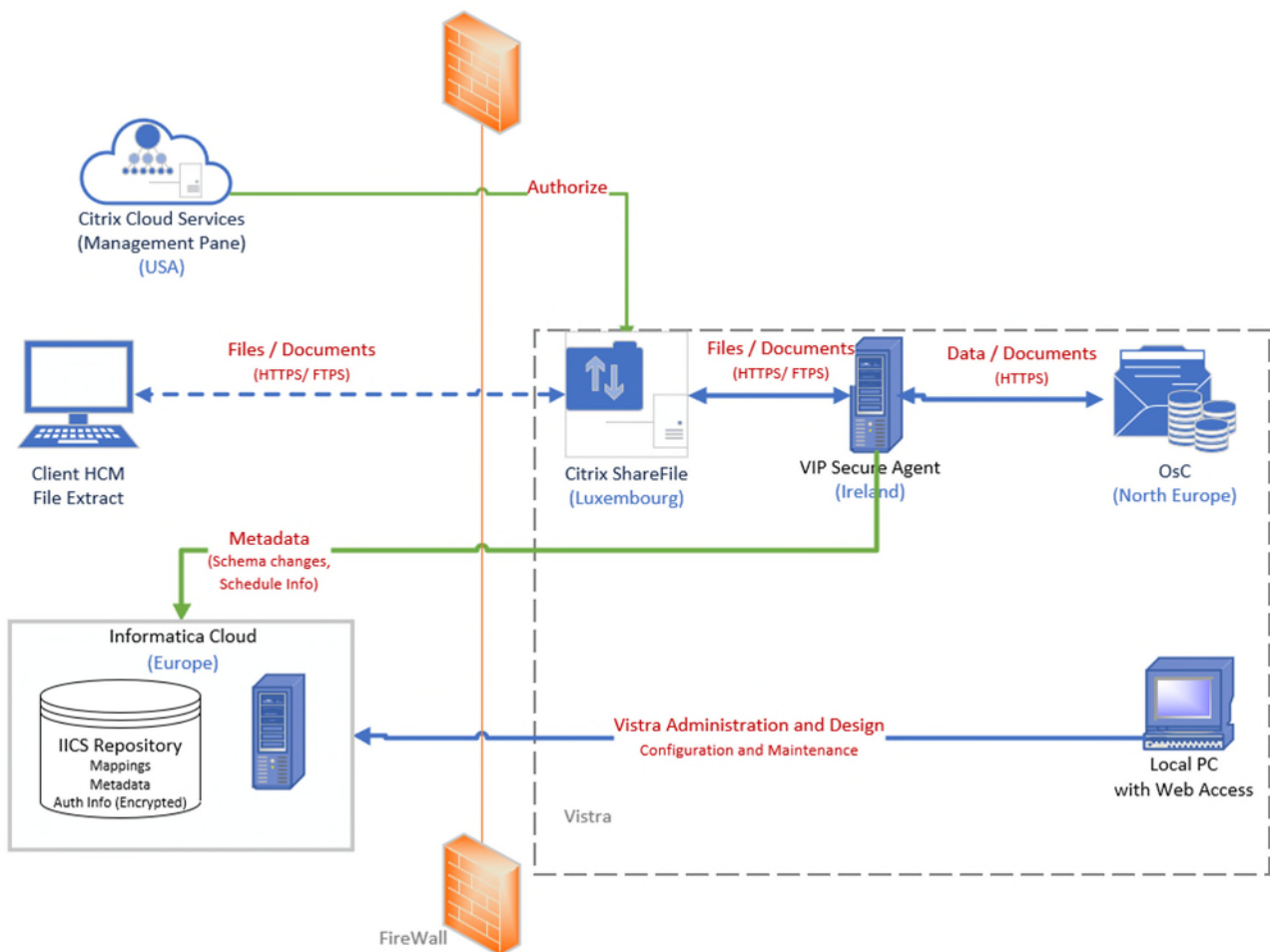
**Please note: The file name does not include a reference to a pay period number or name because a file which is send today would automatically go to the run which is open today. Every payroll can only have one run open at any point in time.**

### 3.6 Technical information (File solution)

The technology used in this solution includes the following:

- The file exchange platform provided by Vistra is **Citrix ShareFile** (HTTPS/FTPS). This is the only accepted platform used for the file exchange from Client system to Vistra and back to the Client. Client can choose to provide/pick up the files manually, or they can push them (automatically) to the correct folder via FTPS or the ShareFile API.
- **Vistra Integration Platform (VIP)** is powered by **Informatica** and is used for file handling and certain (metadata) validations. This is an automated back-end system and is at no point accessible by any Client user. Vistra users only access the Client's individual VIP configuration for initial configuration and business as usual support purposes.

#### System Diagram



## 4.0 Implementation

During the pre-sales period, the go-live plan will be agreed and added to the Statement of Work.

The onboarding period starts after the Statement of Work has been signed by the Client and will consist of various phases: preparation, design, build, user acceptance testing and deployment.

The onboarding will be fully completed after the hypercare period has been closed with a go-live acceptance.

The full implementation will be undertaken remotely. Vistra does not envision any travel and on-site meetings. In case any on-site meetings are requested by the Client, travel costs, expenses and hourly rate will be charged to the Client.

### 4.1 Preparation

Besides technical SME's such as a VIP developer, Vistra will assign a **Business Analyst** who is expert in the field of integration and who will be the main contact for the duration of the integration implementation period.

Vistra will invite the Client to a **kick-off call** to explain the project governance, implementation planning, activities assigned to the Client and expected effort.

Client is expected to involve their **payroll SME as well as technical HCM SME's** in the kick-off to ensure all are informed of the project and have the opportunity to raise any questions.

Each of the phases will contain a set of pre-defined activities and owners. A detailed plan will be presented by Vistra and discussed with the Client during the kick-off call. Once formally agreed, this will then become the **deployment plan** for the complete implementation of the service.

During the preparation phase, Vistra will provide a **data mapping template**, pre-filled with all known information out of OverseasConnect. Client will be required to review the provided mappings and add information to all missing mappings within the document.

Client acknowledges that the **required information needs to be provided** in full, correct and on time in order to meet the agreed deployment plan. Delay in providing this information on time allows Vistra to adjust the deployment plan based on available resources, which may lead to go-live delay and additional costs.

### 4.2 Build

Once the mapping has been agreed and signed off by both parties, Vistra will develop the integration solution.

Vistra might require access to the Client's sandbox environment to perform unit testing (for API method only). If and when required, this will be agreed up front. Client will provide such access to agreed users in line with the agreed deployment plan.

During this phase Vistra will also setup the Client's access to the ShareFile application in a fully standardized way as defined by Vistra (for File method only).

### 4.3 User Acceptance Testing

Once Vistra has confirmed the build has finished, the user acceptance testing by the Client's users can commence.

All user acceptance testing starts with a baseline sync. This is a sync of all data for all employee in scope. This will ensure that all data is 100% in sync between Client's HCM system and OverseasConnect.

After the baseline sync, the scenario testing will start. This normally takes around one week (depending on Payroll size etc.).

For the avoidance of doubt, the User Acceptance testing does not include a full end-to-end integration test, including the processing of the data changes out of OverseasConnect in the local payroll software and generation of output files such as payslips. Vistra will provide a set of standard scenarios but the Client will define the final list of scenarios to be tested considering the data set supported in OverseasConnect. Vistra will support up to 50 test scenarios per implementation as standard.

#### 4.4 Deployment (Hypercare & Go-Live)

When the Client has provided a sign-off on the UAT (per country entity payroll), this automatically moves the Client to the deployment/hypercare phase. Standard this will be for 1 month or until any issues that may have come up, have been resolved.

At the end of the hypercare, the leading Business Analyst will send a Go-Live acceptance request via email to the Client. The Service is considered live when the Client has accepted this request (by reply to the email), or when the Client has not provided acceptance, nor rejection, within 5 working days after the request was sent by Vistra.

#### 4.5 Change note

Any and all changes to the scope, agreed standard and/or non-standard solution design and Go-Live, may lead to additional costs. Therefore these are required to be documented in a Change Note, which must be signed off by the Client as well as Vistra before implementation/delivery will commence.

#### 4.6 Responsibility matrix

Area	Task/activity	Client responsibility	Vistra responsibility
<b>Project Preparation</b>			
Kick-off call	Attend conference call (planned by Vistra) to discuss contractual agreement, project governance, deployment plan, responsibilities, and deliverables	✓	✓
	Reconfirmation of the go-live and implementation planning	-	✓
	Acceptance of the plan	✓	
Data Mapping	Prepare requirements documentation and data mapping documents bases on OverseasConnect setup	-	✓
	Review the requirements documents provided and complement with any required and missing information.	✓	-
	Signoff any and all requirements in the "data mapping & requirements document" as per plan	✓	-
<b>Build and Unit Test</b>			
Client HCM access – for API method only	Set up access for Vistra to connect to Client's HCM Test environment (Client will set correct user permissions)	✓	-
	HCM Tenant Connectivity Setup & Test (to check connection)	-	✓
ShareFile access – for file method only	Provide Vistra the correct contact details for user setup in ShareFile.	✓	-
	Setup standard folder structure and notification settings within ShareFile (if API not required) as per user info provided	-	✓



Area	Task/activity	Client responsibility	Vistra responsibility
	Check and confirm the user access to ShareFile	✓	-
Build and Unit Testing	Development of data mappings, delta processing and transformation rules in Development environment	-	✓
<b>User acceptance setup</b>			
Implementation	Setup and configuration of the integration solution as per signed off data mapping & requirements document	-	✓
	Client configuration in OverseasConnect UAT environment	-	✓
<b>User Acceptance Testing (UAT)</b>			
Test Scripts	Prepare and provide (standard) UAT test scripts and UAT sign-off workbook to Client	-	✓
	Confirm acceptance of all test scripts & feasibility	✓	-
	Vistra will plan a call for Functional Training to Client user to enable them to perform user acceptance testing	✓	✓
System Integration Testing (SIT)	Run "Full one-off baseline input sync" to baseline data fields in OverseasConnect staging environment	-	✓
	Data sync verification: Ultimate goal of this is to see if all required fields are synced	✓	✓
Perform UAT – for API method only	Input data into HCM instance as dictated by the agreed test scripts and verify the results in OverseasConnect UAT environment after sync process	✓	-
	For this process the Standard input sync (consisting of Delta data sync & document sync) will be activated by Vistra for daily sync	-	✓
	We will also test a change following a Forced input sync	✓	✓
	Last test performed is the Standard output document sync, during which the agreed documents are synced as per agreed test script from OverseasConnect to the Clients HCM system (i.e., payslips)	✓	✓
Perform UAT – for File method only	Check correct access to Citrix ShareFile environment	✓	-
	Setup/configure/check any (automated) data extraction from Client HCM system + (automated) movement of files to Citrix ShareFile	✓	-
	Input data into HCM instance as dictated by the agreed test scripts, and extract data into the agreed File content and layout on the agreed day as per plan	✓	-
	Place the File (automatic or manual) in the correct "Client_to_Vistra" folder in Citrix ShareFile	✓	-
	Sync will process the file as per agreed workflow When file passes file name check, load data to OverseasConnect	-	✓

Area	Task/activity	Client responsibility	Vistra responsibility
	Verify the results in OverseasConnect Staging environment after sync process	✓	-
	If part of the setup, last test performed is the Standard output document sync, during which the agreed documents are synced as per agreed test script from OverseasConnect to Citrix ShareFile folder "Vistra_to_Client" (ie payslips)	-	✓
	Client to (automatically) pick up the delivered output files	✓	-
UAT sign-off	Client will validate all agreed test scenarios and following a successful UAT, Signoff this UAT phase	✓	-
<b>Deploy</b>			
Go/No-Go Call	Review the completeness of all implementation steps, ensuring all parties agree to proceed to Go-live and Deployment	-	✓
	Inform Vistra MAT team, In Country Payroll (ICP / affiliates) and the Client this is now Go-live with Integration and under hypercare (confirm Hypercare Manager)	-	✓
Deployment	Client will release any configurations on their side to their production environment	✓	-
	Deploy Client HCM integration configuration within OverseasConnect and VIP Production environment	-	✓
	Run full API sync to baseline data fields in OverseasConnect production	-	✓
	Client to validate the full baseline data	✓	-
Go-Live	The assigned Vistra VPIS BA will introduce the Hypercare Manager and organise and internal handover	-	✓
<b>Hypercare</b>			
Start Hypercare	Hypercare Manager to provide support to the Client for a period of 1 month as per above paragraph "Hypercare & Go-Live"	-	✓
End of Hypercare	Hypercare manager will provide acceptance email to the client	-	✓
	Client will provide the go-live acceptance to Vistra which automatically start the business as usual service delivery	✓	-

# 5.0 Support

Subject to the Integration go-live signoff by the Client, Vistra shall provide Support in respect of the Integration as detailed in this document. This SLA may be amended or updated by Vistra from time to time.

The Client will have a right to receive support as of the moment the implementation of the Services has been finished and the Client has provided the go-live signoff.

## 5.1 Service Level Agreement

This Service Level Agreement (the "SLA") defines Support Services with respect to Vistra Payroll Integration Services involving Vistra's VIP system pursuant to a Statement of Work or other written agreement ("SOW") entered into between Vistra and the Client (as defined in the SOW).

1. Vistra's Support Services shall be provided during the Support Services term agreed in the SOW, and consists of the Support Services set out in this SLA and as may be further specified in the SOW.
2. Vistra shall only provide Support Services to the Client's authorized support contacts as stated in the SOW or as may otherwise be agreed in writing ("Authorized Integration Contacts").
3. Support Services are provided by Vistra to the Authorized Support Contacts during the hours of 10am and 6:30pm IST ("Normal Business Hours"), and may be provided via the following channels (as applicable, and as may be varied from time to time):
  - a. Vistra ticketing system: as made available by Vistra to all Authorized Support Contacts, through such means as communicated by Vistra to the Client, and as may be changed by Vistra from time to time;
  - b. Email: Authorized Integration Support Contacts may raise requests by emailing the relevant Vistra support contacts provided by Vistra upon go live.
4. Support requests should be made by Authorized Integration Support Contacts through one of the applicable channels stated above. Requests can be made and shall be responded to by Vistra.
5. Vistra will in its sole discretion prioritize support requests related to the SOW into four levels, as follows:

Severity	Description	Response Time*
1	Critical functions affected. System or integration completely unavailable	4 hours
2	Large number of critical functions affected	1 working day
3	Limited number of functions affected. Business processes can continue.	3 working days
4	Few functions affected. Business processes can continue	As appropriate

\* during normal working hours in India (IST)

6. "Response Time" refers to the response time by which Vistra shall endeavour to communicate (by email, online case management system or telephone) with the Client in respect of the reported problem. It does not refer to the time in which the reported problem or query will be resolved or answered by Vistra. Response Times are calculated on the basis of Normal Business Hours.
7. Subject to Section 9 below, Vistra shall provide its reasonable efforts to resolve Severity Level 1 and Severity Level 2 tickets as soon as possible and any other tickets as soon as practicable always during Normal Business Hours (IST). Vistra shall also provide its reasonable efforts to communicate ticket progress to the Client from time to time.

8. When reporting an error or fault to Vistra in connection with the SOW and/or the Support Services, the Client shall provide sufficient material and information to enable Vistra to duplicate or identify the error or fault being reported by the Client, and Vistra shall only be held to address such error or fault after notification of the same by the Client.
9. Vistra shall not be obliged to provide support in respect of:
  - a. any error or fault attributable to Force Majeure (as defined in the Agreement);
  - b. incorrect use of, or damage to the supported system or integration from whatever cause other than any act or omission by Vistra or any party under its control;
  - c. any software, system, database, server or application not residing within Vistra's own environment(s);
  - d. Client's failure to maintain the necessary environmental conditions for use of the supported system or integration; and/or
  - e. any breach of the Client's obligations under this Agreement.
10. Unless where so explicitly stated in the SOW, Support Services do not include:
  - a. Client or Authorized Users training;
  - b. Client custom functionality; and/or
  - c. Third-party functionality that has been developed and made available to the Client within or in conjunction with the supported system or integration
11. To the extent additional Support Services have been agreed upon in writing, Vistra shall provide its reasonable efforts to provide such additional Support Services in accordance with the relevant agreement and/or agreed levels of service without any guarantee that results envisaged by the Client will be achieved, except where so expressly otherwise agreed in writing.

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#### **About Vistra**

Here at Vistra, **our purpose is progress**. As a close ally to our clients, our role is to remove the friction that comes from the complexity of global business. We partner with companies and private capital managers along the corporate and private capital lifecycle. From HR to tax and from legal entity management to regulatory compliance, we quietly fix the operational and administrative frustrations that hamper business growth. With over 9000 experts in more than 50 markets, we can accelerate progress, improve processes and reduce risk, wherever your ambition takes you.

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