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## Onsite Installation VS Managed Cloud Service (SaaS)

This document applies only to the TriSys CRM Cloud service. Should you be interested in learning more about installing TriSys CRM on your existing server/datacenter (typically for medium/large established organisations, please visit [www.trisys.co.uk](http://www.trisys.co.uk) where you will be able to find additional information about onsite installations. You may also [contact us directly](#).

## What is TriSys Recruitment Software?

TriSys Recruitment Software is a CRM database solution designed for recruitment agencies of all sizes, compatible with all your devices and available both as a cloud hosted service and a self-hosted solution, allowing your organization to benefit from a robust, powerful, easy to use and affordable solution guaranteed to streamline and automate your key recruitment business processes from day one.

## Is TriSys CRM suitable for my business?

TriSys Recruitment Software is used by recruitment agencies working across permanent, contract, and temporary as well as executive roles, who are looking to replace their outdated or substandard recruitment database system/provider and introduce a modern, always-on, robust solution which unlocks the true potential of modern web / cloud technologies and requires no software installation and no software maintenance.

TriSys Recruitment Software is used by organizations of all sizes, from single-user startups to national and multinational recruitment organisations with thousands of users spanning the globe, offering unlimited scalability and flexibility out of the box, thanks to our partnership with the leading technology providers including Microsoft, Amazon and Google.

## Where is my data hosted?

Your data is hosted within the European Union, specifically within the world's largest datacenter facility, managed by Amazon, the market leader in Enterprise-grade cloud hosting, offering the highest levels of availability and reliability in the industry, ensuring maximum service uptime. For customers looking to host their data in additional locations around the world, TriSys Recruitment Software can optionally be deployed in any of the 10+ global cloud datacenters operated by Amazon Web Services.

## Who owns my data?

As per GDPR, you are the data controller and we are the data processor, therefore we do not own your data, we simply store your data with the objective of delivering a service to your organization. Our [GDPR Statement](#) and [Privacy Policy](#) contain additional information in relation to data sub-processors and data privacy. Please contact [privacy@trisys.co.uk](mailto:privacy@trisys.co.uk) for any privacy queries.

## How do I login to the Cloud Service?

All you need is a web browser running on your computer (Windows/Mac) and an internet connection. A Windows desktop application is also available depending on your subscription plan.

You may also use TriSys Recruitment Software on your Android and Apple mobile and tablet devices, using our native mobile CRM application, or our Windows Store App.

## Is training available?

Yes, we can deliver onsite training and also online training sessions. These are chargeable services.

## Why is TriSys better than other solutions?

Whilst any company can build products and features, not all companies disrupt the market by building platforms and providing a level of expertise allowing customers to truly achieve a solid return on investment. Our foresight in recognising and investing in future trends, has delivered outstanding value, and competitive edge to our customers.

TriSys Business Software has an interesting story and an enviable track record in the recruitment agency industry.

## What's the story behind TriSys Business Software?

TriSys Business Software was founded in 1992 and is currently the longest-serving, privately-owned recruitment software specialist dedicated exclusively to the recruitment agency market and the only company to reinvest nearly all of its profits in continuous research & development. The company is based in Cambridge, United Kingdom and has consistently proven itself to be a world-class player in the development of recruitment software.

- TriSys was the world's first graphical-based recruitment database application, becoming extremely popular with end users, effectively riding the wave of the Microsoft Windows 3.1 breakthrough back in the 90's
- TriSys was the world's first truly cloud-based recruitment software, eliminating the need to purchase and manage your own server and drastically reducing total cost of ownership, whilst enabling a solution which is infinitely scalable
- TriSys was the world's first (and only) recruitment software platform allowing customers to have full control over the system, from designing complete user interfaces, reports, workflows and more
- TriSys was the world's first truly API-centric recruitment platform for recruitment agencies, allowing organisations to fully orchestrate and automate simple and complex end to end business processes
- TriSys was the world's first truly affordable, pay as you go Enterprise-grade cloud service, allowing customers to experience the true power of a cloud recruitment database, with zero upfront costs as well as zero termination costs
- TriSys was the world's first (and only) recruitment platform to offer a branded client and candidate mobile app, 100% integrated with your TriSys database, effectively eliminating the need to procure a 3<sup>rd</sup> party mobile app development company and technically reducing mobile app development costs by 80% whilst delivering fully ready to use functionality out of the box

## CRM Pricing Information (Cloud Plans)

TRISYS CRM/ATS Price per user per month	STARTER	PROFESSIONAL	ENTERPRISE
Pay Monthly (no contract, free setup)	<b>£35</b>	<b>£100</b>	<b>£150</b>
Candidate Management	✓	✓	✓
Recruitment Workflows	✓	✓	✓
Boolean Searching & CV Searching	✓	✓	✓
Self-Service Import & Export	✓	✓	✓
Dashboards / Reports		✓	✓
Client Management		✓	✓
Companies & Requirements		✓	✓
Placements & Timesheets		✓	✓
CV Parsing (Word, PDF, RTF)		✓	✓
Microsoft Windows Outlook Add-In		✓	✓
Full E-Mail & Calendar Integration		✓	✓
Free trial (Job Posting & SMS Texts)		✓	✓
Support (Telephone, Email, Online)		✓	✓
Dedicated Account Manager		✓	✓
Candidate/Client/Timesheet Portals			✓
Programmable Open API			✓
Advanced Marketing & Analytics			✓
Bespoke CRM Functionality Supported			✓
Enterprise Desktop CRM Application			✓
Integrated Website Builder & Jobs Portal		<b>£300/Month</b>	<b>£500/Month</b>

- Advertised prices are per user per month. VAT is not included.
- Job Posting & SMS text messaging free trial: provided directly through our job posting and SMS integration partners.
- Bespoke CRM functionality requires professional services (functional business requirements analysis & implementation) available on Enterprise only.
- Company website designer login activation is £950.00 (one-off website setup fee which includes website designer introduction session, 1x hour).
- Company website includes website template chooser, website visual designer, saving you time and allowing design freedom. Unlimited pages included.
- Website consultancy services are not included and are optionally available.
- Starter plan includes VAT. Payments on starter plan are 100% online (PayPal or Card payment). All other plans are paid using direct debit.

## Company Website Builder

Using TriSys Recruitment Software technology, you can build your website in a record-breaking time. Simply register your domain name, we will help you with everything else as shown below:

- Registering your domain name (unless you have already done so)
- Domain name technical management
- HTTPS security certificate
- Website hosting
- Website backups
- Automatic website platform updates/new features (software as a service)

You will simply need to provide the following elements:

- Company logo and branding guidelines

## Can I downgrade Plans?

Yes you can, however you will no longer be able to use the associated functionality and services. We always advise that you liaise directly with your dedicated account manager to discuss further.

## How can I pay?

The Starter plan is exclusively paid using online secure payment technology, using either your card or a PayPal account. All other plans are paid via direct debit, with the exception of the first payment, which is completed via Bank Transfer, card payment or another method of your choosing.

## Will TriSys CRM work on my computer?

TriSys Recruitment Software is a browser-based and also a desktop-based CRM application for recruitment, compatible with all popular operating systems, therefore TriSys will work on your Windows, Apple and Android devices. We always recommend that you run the latest version of your operating system, as this is the best way to ensure TriSys operates as designed.

## How easy is it to migrate my data from a different system into TriSys CRM?

We have migrated data from various competitor systems and can guarantee 100% success in transferring your data. All your candidate and client contact details can be imported 100% free of charge, using our easy data upload interface. Should you wish to migrate multiple layers of data (for example all notes, tasks, requirements, placements, timesheets, attachments, shortlist statuses and other aspects of your current database) you will require the assistance of our specialist consultancy team.

## Can TriSys CRM be installed onsite, using my own server infrastructure?

Yes, this is an option and we are happy to assist. Please contact our sales team to discuss further.

## What is the minimum contract duration?

There is no minimum contract duration required, therefore you are never locked into an agreement. You may use TriSys Recruitment Software for as long as your most recent subscription payment allows, therefore offering the flexibility of a true pay as you go service.

Full service agreement terms and conditions are available online at [www.trisys.co.uk](http://www.trisys.co.uk)