

Quick Guide

Systems & Technology



- **This guide is applicable to:** All colleagues working for ISS on the DWP contract
- **The guide is valid from:** 1st October, 2025
- Please reach out to your Manager if you have any problems

Please find below a list of systems used by ISS including website links where possible. Please note, that an ISS User Account and login details may be required to access some systems.

Operations

- [COUPA](#) – Pay-to-support network mainly used for supplier payments and purchase order (PO) requests. Note: Requests and approvals can only be made after completing the COUPA training modules within the Learning Management System (LMS).
- **PSL (Preferred Supplier List)** – Approved list of suppliers for procurement. Managers can access information about Suppliers on SharePoint [here](#).
- [Assessnet](#) – used for completing Risk Assessments (RAMs), Safe Systems of Work (SSoW), COSHH and method statements.
- [Velocity](#) – used for reporting accidents and incidents.
- **Waste Manager** – System to manage and track waste processes.
- [Appellia](#) – Recruitment system used for submitting recruitment requests.
- [TMC \(The Mileage Consultancy\)](#) – Used for recording business mileage. Managers can find more information about Fleet on SharePoint [here](#).
- [Egencia](#) – Platform for booking accommodation and travel. Managers can find more information about Travel on SharePoint [here](#).
- [Concur](#) – System to process business card transactions and claim personal expenses.
- **E-Tips** – used for agency requests/ advertisements and timesheet approval.

People

- **T&A (Time and Attendance)** – Payroll and absence management system used primarily for hourly-paid Placemakers.
 - [HRe/SD Worx](#) - Payslip Portal – Website for viewing your payslips and for those colleagues with an ISS user account, annual leave requests. You will need your Employee Number and registration link on initial setup.
 - [LMS \(Learning Management System\)](#) – Platform for completing mandatory training and development courses.
 - [Metrilio](#) – system used to conduct 6 monthly review and annual reviews for salaried placemakers. You will need a username to login. Managers can visit [SharePoint](#) for more information.
 - **Experian RTW** – used as part of the onboarding process and completing right to work checks.
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Technology

- [JIRA](#) – IT service desk for IT-related administration requests such as system access, IT equipment orders, and reporting IT incidents.
- **ATOS** – IT hardware and software installation and general IT issues. Atos can be contacted on:
Phone number: 0844 770 9662 **Email:** iss servicedesk@atos.net
- **Tririga** – ISS CAFM system for work order management. Tririga integrates with the client's system via API. Detailed user guides will be provided to help you navigate Tririga. It also interfaces with Field Flex, Maximo, and Insight.
- **CEMAR** – Contract management system.
- [Insight](#) - Insight@ISS is a reporting dashboard delivers a fully integrated Management Information System (MIS) solution, providing real time information on all aspects of ISS' delivery.
- **Microsoft authenticator** – used to gain access to IT systems. This is downloaded on your mobile phone so that you can sync with laptop for security purposes.