



## Akatua +: Payroll and Human Resources (HR) Software Solution

### Frequently Asked Questions (FAQs)

#### General Overview:

##### What is Akatua +?

Akatua + (Akatua) is a robust, cloud-based payroll and human resources software solution designed to simplify and streamline payroll processing for businesses of all sizes - from micro and small businesses to medium-sized and large businesses. The system seamlessly integrates several HR functions and job grades that are aligned to payroll. Developed by theSOFTtribe, Akatua ensures accuracy, compliance with national legislation, and efficiency, empowering organizations to manage their payroll seamlessly. Akatua is customizable to all organization types including those in the public and private sectors, as well as civil society organizations and academic institutions.

##### What types of organizations has Akatua been developed for?

Akatua + is ideal for businesses across various industries and sectors, including governments (ministries, departments and agencies), private sector organizations (micro, small and medium sized enterprises as well as large organizations), academic institutions, civil society organizations (NGOs and CBOs), development partner organizations among others. Whether you manage payroll for a few employees or thousands, Akatua is scalable to meet the needs of your organization.

#### Features and Benefits of Akatua +

##### What are the key features of Akatua +?

- **Accurate Payroll Processing:** Automates calculations for salaries, taxes, gratuities deductions, and benefits etc.
- **Compliance Management:** Ensures adherence to tax and labour laws specific to your country or jurisdiction.
- **Multi-Currency Support:** Processes payroll for countries around the world and has multi-currency capabilities.
- **Integration Capabilities:** Seamlessly integrates with HR and other accounting systems.
- **Multiple Payroll Runs and Calculations:** Supports multiple payroll runs and

complex calculations ensuring accuracy and efficiency.

- **Comprehensive Tax Computations and Statutory Reports:** Handles multiple tax scenarios ensuring compliance with the ever-changing tax regulations.
- **Complete Audit Trail:** Provides a transparent comprehensive audit trail ensuring accountability and making it easier to track changes and updates within the system.
- **Customizable Reports and Analytics:** Generates tailored reports and analytics to meet the unique needs of businesses empowering owners with actionable insights for better decision-making.
- **Self-Service Option:** All employees will now have access to a self-service portal, allowing them to view their payroll information, update personal details, and download pay slips independently.

### How does Akatua benefit organizations?

*Akatua:*

- Enhances organizational **Efficiency and Effectiveness:** It saves time by automating payroll processes.
- Is **Cost-Effective:** It reduces errors in payroll processing and minimizes compliance penalties.
- Is **Scalable and Customizable:** It adapts to the unique needs and requirements of your business/organization and workforce size.
- Incorporates advanced **Data Security** features: It employs advanced encryption to safeguard sensitive employee and organizational data.

### Is Akatua only available for use in Ghana?

No, it is not. Whilst theSOFTtribe is a Ghanaian-based company, Akatua has been developed to be used across countries and it is highly customizable to various jurisdictions, different currencies and legislation.

## Technical Details

### Is Akatua cloud-based or on-premise? (that is software that is installed and used locally on your company's own server or computer)

Akatua is a cloud-based solution, providing flexibility and accessibility from anywhere that has internet connection.

### How secure is Akatua?

Akatua employs state-of-the-art encryption, industry standard secure cloud servers, and regular data backups and redundancies to ensure the safety and confidentiality of your payroll data.

### Can Akatua handle multiple pay structures?

Yes, Akatua is designed to manage diverse pay structures, including hourly, fortnightly, monthly, salaried, contract, and commission-based employees.

## Pricing and Implementation

### How is Akatua priced?

Akatua offers flexible, subscription-based pricing tailored to the size of your workforce. Contact us today for a quote.

### How long does it take to implement Akatua?

Implementation timelines vary based on the size and complexity of your organization. However, most businesses can go live within 2-4 weeks, with full support from theSOFTtribe's implementation team.

## Support and Training

### What support does theSOFTtribe provide for Akatua users?

Users receive comprehensive support, including:

- **Dedicated Customer Support:** Assistance via email, phone, in-person or via a chat platform or a combination of approaches.
- **Onboarding and Training:** Guidance to help your team understand and maximize the use of Akatua's features. An online user manual is also provided.
- **Regular Updates:** Continuous improvement to ensure the software stays up to date.

### Does Akatua offer training for new users?

Yes, theSOFTtribe provides training sessions and detailed user manuals to help new users quickly become proficient with using Akatua.

## Getting Started

### How do I sign up for Akatua?

You can sign up by contacting theSOFTtribe directly through our website or via email. Our team will guide you through the onboarding process and tailor the solution to your business needs.

### Can I request a demo of Akatua?

Yes, we offer a free demo to showcase Akatua - its features and capabilities.

Contact us via email at [info@softtribe.com](mailto:info@softtribe.com) or our website at [softtribe.com](https://softtribe.com) to schedule a session.