



Kaltura Video Cloud Platform

Service Definition Document



Kaltura Video Cloud Platform

The Kaltura Video Cloud Platform includes a range of products for Lecture Capture, Virtual Classroom, Webinars, Live Events, and Student Outreach designed to create engaging, personalized, and accessible experiences on campus and within enterprises. With the Kaltura Video Cloud Platform, you can connect your teams globally and boost engagement with an advanced platform for any meeting type and size.



Corporate communication

Engage employees with AI-powered events, town halls, and video hubs – secure, scalable, and impactful.



Marketing & sales

Turn webinars and events into AI-powered content engines that drive engagement and ROI.



Media & telecom

Launch and monetize content at scale with telco-grade streaming and AI personalization.



Higher education

Deliver personalized learning in one AI video campus with LMS integration, AI tutor, and automated accessibility.



Employee training

Build interactive, compliant training with personalized learning paths, live sessions, and smart VOD libraries.



AI video suite **NEW**

Automate and personalize every stage of the video lifecycle with an enterprise-grade, agentic AI engine.

Our Services

Video Cloud Platform for Education

Video drives student engagement, interactive learning experiences, and better learning outcomes. Kaltura Video Cloud Platform for Education is a single platform purposefully built to power real-time, live, and VOD experiences for online learning programs. The Kaltura Video Platform includes a range of products for classroom recordings, online meetings, webinars, live events, and student outreach — all designed to create engaging, personalised, and accessible experiences on campus and beyond.



Video Cloud Platform for Education

Lecture Capture

Live stream and record any class on campus with Kaltura Lecture Capture, compatible with any lecture capture hardware. Schedule in advance or capture on the fly and automatically publish to your LMS/VLE.

Online Learning

Branded persistent rooms with advanced moderation controls and collaborative tools like whiteboard, screen share, content management playlist, breakout rooms, interactive live quizzing, and HD video sharing

LMS integrations

Create course video galleries, assignments, and interactive content, seamlessly embedded in your LMS with gradebook sync. AI powers transcription, translations, automated content enrichment, and smart recommendations, transforming video into a fully integrated learning engine.

Video Portal

Branded media hub for sharing videos, class recordings, and live events, securely and at scale with AI enrichment at its core. Auto transcription, multi-language translations, smart search, AI-driven video creation and editing, automated content repurposing, and interactive tools ensure every asset is discoverable, accessible, and impactful.

Campus Events

Broadcast events of any size, from athletics to guest lectures and presidential addresses. Create and stream live sessions to unlimited audiences with a real-time AI assistant that boosts engagement, plus AI-powered repurposing that extends impact long after the event ends.

Class Genie

Guide every student with personalized learning paths, auto-generated study tools, and reliable answers — all drawn from your own course content.

Our Services

Video Products for any Enterprise Need

Take your enterprise communication to the next level with a single solution to support real-time, live, and VOD experiences. Connect global teams and boost engagement with an advanced platform for any meeting type and size, together with a set of VOD communication tools for a continuous communication experience. Whether for team collaboration and knowledge sharing, online-training and self-paced learning, internal and executive communication, marketing or sales enablement – Kaltura is the one video cloud to power your every video need.



Video Products for any Enterprise Need

Video Portal

Branded media hub for sharing videos, class recordings, and live events, securely and at scale with AI enrichment at its core. Auto transcription, multi-language translations, smart search, AI-driven video creation and editing, automated content repurposing, and interactive tools ensure every asset is discoverable, accessible, and impactful.

Meetings

Persistent collaboration spaces, for team online meetings and customer presentations, with SSO, HD video playback, digital whiteboard, shared notes, chat and more.

Townhalls

Stream to an unlimited audience from 1,000 to 100,000 and above, with self-serve to white-glove production, network optimisation options and real-time analytics.

Webinars

Branded virtual rooms with advanced moderation controls, screen share, content management playlist, breakout rooms, interactive live quizzing and HD video sharing.

Genie

An AI agent that connects to your organization's knowledge base, delivering personalized video snippets, interactive flashcards, and quizzes based on user queries.

AI to power smarter engagement

Kaltura leverages AI to transform video experiences, making content creation, management, and discovery more efficient, engaging, and personalised. Our AI-powered video suite empowers organizations to work smarter, enhance engagement, and maximize the value of their media assets.

Genie

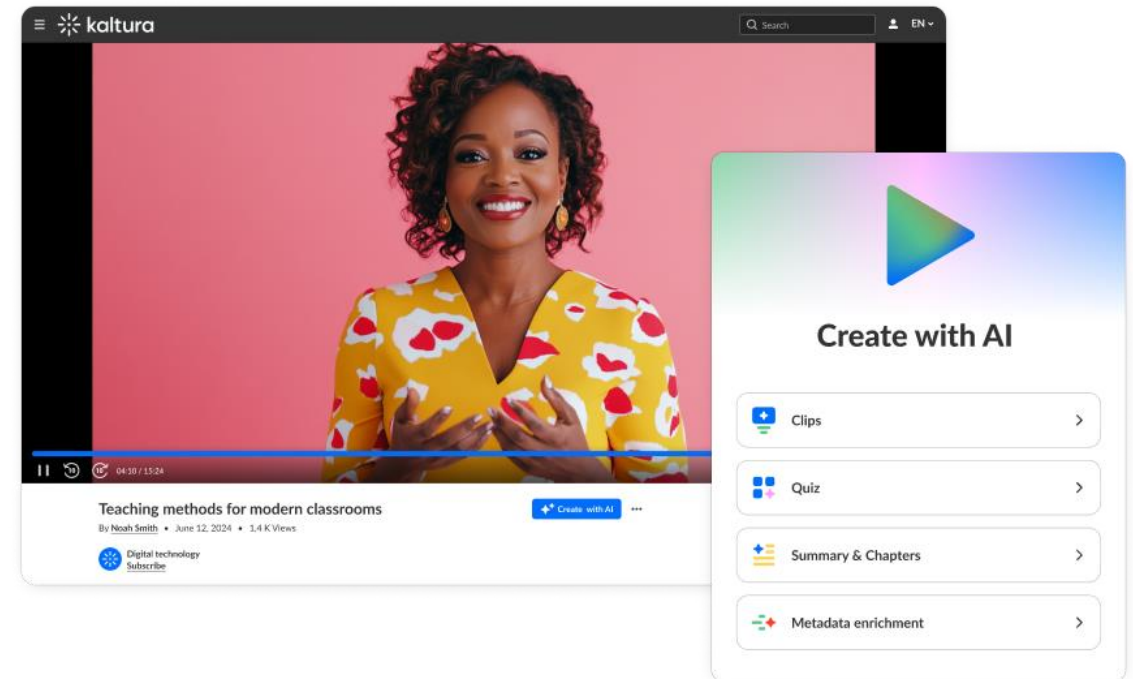
Guide every user with personalized searches and learning paths, auto-generated study tools, and trusted answers — all drawn from your own course content.

Content Lab

Instantly repurpose sessions into accessible clips, summaries, and study tools — enriched with metadata.

Accessibility and localization

Built-in captions, audio descriptions, and AI-powered translations for inclusive learning.



Kaltura Marketplace Integrations

Kaltura partners with over 30 technology providers to offer seamless experiences across a variety of user needs.

Video Creation   	Support for Virtual Events   	CDN eCDN P2P  	Certification  Learnosity	Avatars 
REACH Captions and Enrichment Services     	XR/VR  	Video Encoding and Hardware 	Communication & Assessment Tools  	

Service overview

The following pages include further information about our service to customers.

- 1.1 APIs
- 1.2 Customisation
- 1.3 Onboarding and offboarding
- 1.4 Service Constraints
- 1.5 Service levels and after-sales support
- 1.6 Knowledge centre and forums
- 1.7 Kaltura Learning video portal
- 1.8 Technical requirements
- 1.9 Outages and maintenance management
- 2.0 Security

1.1 APIs

Kaltura's open-source platform includes hundreds of REST-based application programming interfaces (APIs) providing programmable access to every core service of the platform. These are the building blocks of Kaltura's platform, and the reason the Kaltura video solution is so flexible and applicable to so many different use cases and industries.

With full access to our video API, you can independently extend every feature and functionality of the Kaltura Platform. This means you'll be able to seamlessly integrate Kaltura's various solutions, services, and widgets to create a unified experience within your chosen environments — be it a known CMS, or custom in-house application.

1.2 Customization

Administrators are able to customise their accounts by selecting their company colours and logo. Kaltura will then do the rest by automatically customising the environment and products with their branding. Registered users will see the customised branded portal when signing in. For example, as the Virtual Classroom initialises, your users will see your logo front and centre; your logo is also displayed prominently in the upper bar of the room.

Students can download automatically branded PDF versions of their notes, and users added to Kaltura meetings and events will receive branded emails inviting them to finish creating their account.

1.3 Data backup and hosting

Kaltura's hosted SaaS Edition offers robust storage and hosting services. Kaltura's servers operate out of state-of-the-art data centres with the highest levels of stability, redundancy, and security. Kaltura's, self-hosted, On-Prem™ edition allows service providers and publishers to set-up their own hosting and storage infrastructure. Kaltura data centres are SSAE-16 SOC 1 and SOC 2 Type 2 audited.

Users can host videos at their preferred location and import them into Kaltura. This use case is typically combined with transcoding performed on the publisher's side, after which the output files are pushed directly to CDN hosting, or to a local intranet delivery source. In this case, Kaltura essentially only manages the metadata while media files themselves are delivered directly from the publisher through a CDN to the viewer. Linking between the files and a Kaltura entry can be done through the KMC, API, or drop folder xml ingestion.



1.5 Service constraints

Kaltura do not envisage any planned future service constraints. Customers can check the health status of the different components of the Kaltura Video Platform on the System Status page. Our robust SaaS system is monitored 24×7, and the system status page is updated in real- time in the rare case of any issues.

1.6 Service levels and aftersales support

Customers can open a support ticket with our Customer Care Specialists via the portal, where customers can keep track of all of their support requests, hear about Kaltura updates, and more.

Kaltura will assign a level of severity to each customer care case that is created. Customers have the opportunity to recommend a **Severity** level when creating a case on the Customer Care portal.

Severity is an objective categorisation of the technical impact of the issue, question, or request. Because Severity is based on the technical impact, the Severity of your case may be changed after it is reviewed by the Customer Care team.

Kaltura also manages an internal field called **Priority**. This field is used to better address customers' business needs. Priority is subjective and based on the information provided.

Customers can influence the Priority field by including specific business needs when creating a case on the portal, for example timelines or deadlines, information on how the issue or question affects specific workflows, and how the request is related to a project. If such information is not provided, then the default Priority level will be the same as the Severity level.

1.7 [Kaltura Knowledge Centre](#) and Forums

Search or browse through our huge source of information, the Kaltura Knowledge Centre. With user guides, release notes, how-to's and FAQs, the Knowledge Centre is an excellent place to learn more and get help using Kaltura's video tools. You can also check out our Community Forums to submit a question and join in the discussion.

Kaltura Learning Video Portal

Find answers to your most commonly asked questions with short, up to date “how to” video tutorials and courses for a variety of our applications, extensions, and features. This is a great place to locate the latest self-learning resources, including information on frequently overlooked product features and best practices. It's also the perfect place to get started with Kaltura.

1.8 Technical requirements

An up-to-date web browser is required to use the Kaltura system, including:



Firefox



Chrome



Safari



Edge
(Windows 10
only)

1.9 Outages and maintenance management

Kaltura report outages via the [Kaltura Status Page](#), which is also split into four separate worldwide regions. The page outlines any current outages identified in each Kaltura operational system, plus the resolution and outcome of previous incidents. Users can subscribe to this page for frequent live updates.

Access to data upon exit

If a customer terminates their contract with Kaltura, customer content and user data will be deleted at the end of the subscription term. In the event of termination, the customer can always migrate their data to another storage location or medium for retention purposes. Migr

ation can be performed directly by the customer through Kaltura APIs or with the assistance of our Professional Services team. All analytics tabs have the option to Export to a CSV via the Dashboard.

2.0 Security

GDPR

Kaltura is committed to complying fully with the GDPR and supporting our customers in their own GDPR compliance process. The categories of personal data collected and processed by Kaltura will depend on the specific configuration and use case of the customer's account.

Kaltura's SaaS platform includes various configuration options and tools, such as anonymisation to address privacy concerns and support customers' compliance with data protection regulations. For example, we offer a "First Login Disclaimer" module that can be customised to display privacy notices and/or document consent when the end user accesses the Kaltura platform for the first time. In addition, where Kaltura's analytics plugins are used, we offer a solution that allows the end user to directly opt out of tracking.

Incident Management

The activity on the Kaltura Platform production servers is logged within the system for the purpose of providing Kaltura Account Owners and Partners with statistical analysis of use, and to enable us to monitor the system, perform security audits, track errors, report activity via the system, and to comply with data retention rules and internal policies.

Kaltura has detailed policies and procedures in place to evaluate, respond to, report, and document all incidents involving the accidental or unlawful destruction, loss, alteration, unauthorised disclosure of, or access to personal data. More information about our incident response procedures can be found in Kaltura's Security & Privacy Incident Response Plan, a copy of which is available upon request.

Compliance

The ISO/IEC 27001:2013 is an international standard specifying the requirements for an information security management system within an organisation. It is the most widely accepted certification available regarding physical and information security to ensure business continuity. ISO 27799:2008 specifically applies to information security management in healthcare. These certifications attest to Kaltura's ability to manage sensitive information across all industries.

Contact Us

When we founded the company in 2006, we believed video was going to be a more powerful and engaging data type than text. We saw video as a way to revolutionise the way we all communicate, collaborate, work, learn, and entertain by making video a seamless, accessible part of our organisations and our lives.

More than a decade later, we strive to offer the most powerful and flexible Video Experience Cloud in the market. We make it easy to use video for any purpose, supporting organisations and people around the world as they make an impact with their media.

We are also very proud to have initiated the first and only open-source video platform project, which is home to one of the largest online video developer communities in the world. We proudly look forward to continuing to democratise video and to power any video experience.

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