

Service outline

Totara Managed Hosting

Catalyst IT Europe Limited

Version 1.0

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Commercial in Confidence

catalyst 

expert open source solutions

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1 Introduction

Purpose

This document provides an outline of service for the managed hosting of Totara under GCloud 15. It should be read in conjunction with the associated pricing document and Catalyst contract terms and services.

Contact Us

Please call or email for more information and to discuss your particular needs and requirements.

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2 About Catalyst

Company background

We offer fully managed, open-source e-learning solutions for higher education institutions and businesses. As a Premium Moodle Partner and a Platinum Totara Partner, we can help you and your organisation drive effective learning, improve performance, and increase engagement.

World Leading E-learning experts



Catalyst IT Europe is part of the Catalyst IT Group, a global community of e-learning specialists. With over 25 years' experience designing, developing, and supporting open-source learning platforms, we work closely with our partners to ensure our solutions align with their strategic, operational, and pedagogical goals.

Catalyst has offices across the UK, Ireland, Canada, New Zealand, and Australia, and has been a Premium Moodle Partner for more than 20 years. We have been recognised for this work with Global Partner of the Year awards in 2021 and 2023, reflecting our long-standing commitment to quality, innovation, and customer success.

Based in Brighton with a team across the UK, Catalyst IT Europe combines global expertise with local delivery. We understand the specific needs of the UK's education and training industry, while also supporting partners with international reach or complex delivery requirements.

Our expert team includes learning technologists, developers, and infrastructure specialists with experience delivering learning platforms across higher education, commercial organisations, and the charity sector, enabling us to translate learning and operational requirements into practical, scalable, and secure solutions that deliver real value.



Partnership

We focus on long-term partnerships with our clients. We are dedicated to helping you enhance, evolve and grow online learning for your business or organisation



Cloud hosting

We provide highly available fully scalable cloud hosting solutions



Design and development

Bespoke development, systems integration, plugin security testing and custom theming



Training and support

Outstanding follow-the-sun support and global incident response services for customers



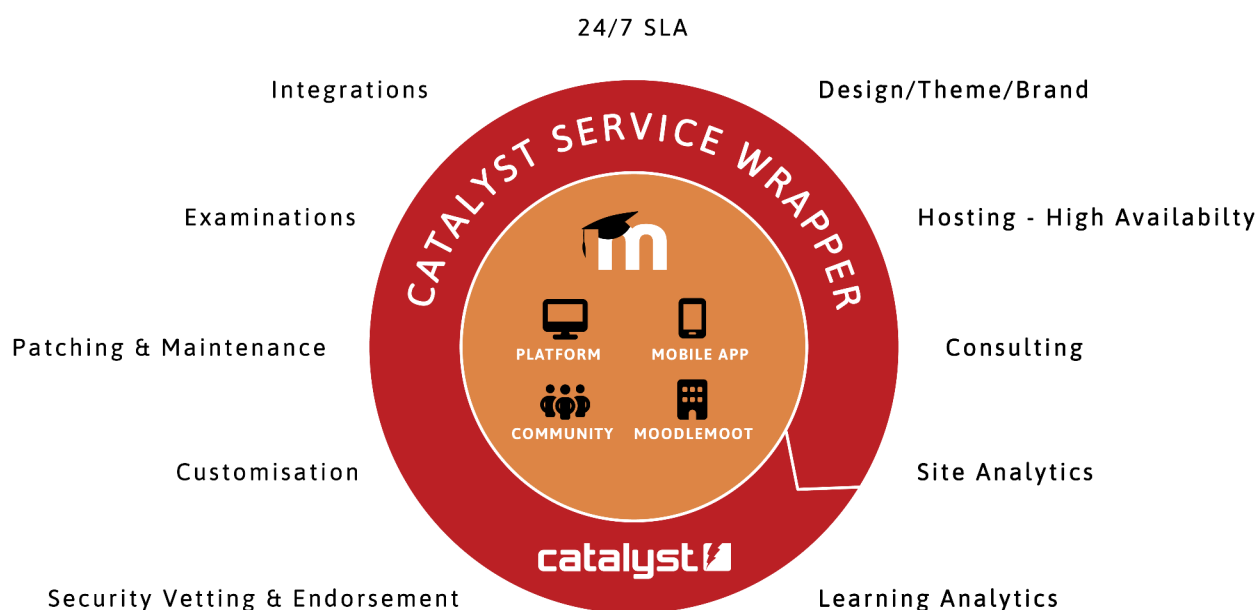
Partnership

Our team of learning technology consultants provide customised training packages, industry recognised qualifications and pedagogical support



Reporting and data analytics

Capture real-time insights into learner behaviour and performance using our custom reporting solutions



Fully Managed LMS Support

Driving student learner success and performance

Catalyst works in partnership with higher education institutions, public sector bodies, and charitable organisations worldwide to deliver outcome focused, scalable digital learning solutions. We begin with a detailed analysis of our clients' organisational, technical, and learning requirements, allowing us to recommend the most appropriate fully managed solution to meet their current needs and support future growth.



This may include a fully managed Moodle service with curated additional plugins, integration with Mahara, a Totara LMS, or a custom solution based on one of these these platforms. Our approach ensures each solution is fit for purpose, sustainable, and aligned with your objectives.

Catalyst has a strong track record of addressing complex challenges through a combination of robust technology, proven delivery models, and practical implementation experience.

Our engineers ensure high levels of reliability, scalability, and performance across all managed platforms. We continuously monitor service performance, provide transparent reporting, and use service insights to support ongoing improvement, ensuring our services deliver against all requirements and service expectations.

Partnership and onboarding

We recognise that effective onboarding and early collaboration are critical to long-term partnership success. From day one, we focus on establishing clear, robust working practices that support effective delivery and shared understanding.

Catalyst provides a dedicated onboarding team to guide clients through the onboarding process, agreeing ways of working, communication channels, and service expectations, and ensuring these are embedded from the outset.

We provide dedicated Account Champions to ensure a consistent touchpoint and familiar, ongoing support for account management, reporting and SLA oversight. Dedicated Project Managers are appointed for all project work, to work with you in commissioning and scoping work, and providing consistent and dependable project oversight throughout project delivery. We operate with full transparency, maintaining an open, two-way flow of communication and providing clear, practical guidance and feedback from our expert team.

We work as an extension of our clients' internal teams, supporting them to deliver their e-learning objectives with confidence.



Accountability you can depend on

Catalyst-hosted clients benefit from our embedded service level commitments, so you can focus on utilising your LMS to its full potential in the knowledge that your platform's security, availability and performance are in expert hands.

Catalyst assumes responsibility for your LMS' availability and uptime, backed by our uptime guarantee. Our bespoke AWS cloud hosting infrastructure additionally means we can commit to defined RPOs and RTOs, as well as fixed service level response times. Our 24/7 follow-the-sun support model provides real time and in-person critical incident response around the clock.

Technical expertise and support

Catalyst provides fully managed technical support services for learning management systems, ensuring platforms remain secure, reliable, and performant. We resolve issues promptly and efficiently, and work closely with our clients through regular service reviews and direct engagement to ensure our support continues to meet/exceed service expectations.

24/7 response and support

Catalyst provides 24/7 support with direct access to experienced team members, ensuring customers receive timely, expert responses rather than automated replies. Each enquiry is handled by a knowledgeable specialist who understands the customer's platform and context.

This approach allows our partners to focus on their core activities, confident that their learning platform is robust, well supported, and backed by a depth of technical and operational expertise.

Training and consultancy

Catalyst helps organisations maximise the value of their virtual learning environment (VLE), as part of our wider managed service offering, through targeted training and consultancy services. Our team includes learning technologists and delivery specialists with experience across education, commercial, and third-sector organisations, enabling us to understand the practical and operational challenges of delivering learning at scale.

We support the design, implementation, and continuous improvement of high-quality synchronous, asynchronous, and blended learning models, helping organisations consistently improve learner outcomes across diverse audiences and delivery contexts.



World leading trusted partners

Catalyst works as a long-term, trusted partner to organisations using Moodle, Totara, and Mahara as their learning platforms, supporting delivery at scale across diverse sectors. We support universities, public sector bodies, charities, and businesses worldwide to implement, maintain, and enhance robust digital learning environments.

By entering into a partnership with Catalyst, customers benefit from our collective knowledge and expertise across multiple e-learning platforms, as well as our experience delivering services at scale. As a member of several key industry bodies we work with over 50 higher education institutions and organisations globally, support millions of users daily, and have completed hundreds of successful migrations to cloud-based solutions.



More than just a fully managed service

We understand that learning platforms must be flexible and continually evolving in response to changing organisational, educational, and learner needs. Our approach focuses on sustaining platform performance both now and in the future, rather than delivering a static service.

Catalyst actively collaborates with the global open-source community, contributing to and benefiting from ongoing platform development. By combining our in-house expertise with the latest Moodle and Totara capabilities, we deliver solutions that are tailored to organisational goals, support increased learner engagement, and provide meaningful insight into learner behaviour.

We address complex challenges through practical, technology-led solutions, ensuring platforms remain secure, reliable, and cost-effective. Our engineers have extensive experience delivering services on AWS, applying best practice operational processes and driving continuous efficiency improvements.



3 Professional accreditations and standards

Our principles are firmly rooted in open-source values, and we actively adopt open standards across our platforms and services. We have developed and refined our development and operational deployment practices over many years, and while these practices continue to evolve, they have consistently supported both our organisation and our customers throughout our operations.

Security

Catalyst-EU are accredited under ISO27001: Information Security Management, and Cyber Essentials Plus.

Corporate social responsibility

Carbon reduction

Catalyst undertakes an annual independent carbon audit and maintains a policy of continual carbon reduction and footprint minimisation.

The audit identifies Catalyst's primary sources of carbon impact as travel and cloud hosting, and we actively manage and reduce emissions across both areas.

Travel

Catalyst operates a range of policies designed to reduce travel-related emissions, including Cycle to Work and Electric Vehicle salary sacrifice schemes. We also apply a centralised travel policy for medium and long-distance travel, which assesses the most practical and sustainable travel options on a case by case basis, including international travel to conferences and events.

Cloud Hosting

Catalyst delivers its services using AWS cloud infrastructure and actively monitors AWS's published environmental and sustainability commitments. This includes statements relating to the use of renewable energy sources, such as wind farms supplying AWS regional data centres.

According to the latest AWS sustainability reporting, 100% of the electricity used in the London and Dublin AWS regions utilised by Catalyst is sourced from renewable energy. Further information is available via AWS's publicly published sustainability documentation.

Sustainable Environment

Catalyst is committed to supporting both our staff and local communities, and where possible we work with socially responsible suppliers, including AquaAid Water and Ryman.

Within our offices, we actively promote reduce, reuse, and recycle practices, including minimising paper usage, reusing printed materials, recycling plastics and glass, and adopting energy-saving practices across workstations and equipment.

Catalyst also supports environmental initiatives through regular community-led 'Beach Clean' events, organised and supported by our Brighton-based staff and volunteers.

Modern Slavery

This Modern Slavery and Human Trafficking Statement is a response to Section 54(1), Part 6 of the Modern Slavery Act 2015.

Catalyst IT Europe Ltd is committed to preventing slavery and human trafficking violations in its own operations, its supply chain, and its products. We have zero tolerance towards slavery and require our supply chain to comply with our values.

Catalyst is an SME operating in the UK and EU, with a turnover of under £36,000,000. This statement is, therefore, a voluntary statement of intent reflecting the values of the company rather than a legal requirement to publish a full Modern Slavery Statement and report.

Catalyst operates in the Education Technology sector, with Amazon Web Services (AWS) as a primary supplier. Catalyst take reasonable due diligence, with respect to the size and turnover of the company, to identify potential risks in our business and supply chains and reduce that risk where appropriate. AWS as a primary supplier is an example of this - AWS publish a Modern Slavery Statement. Catalyst do not audit AWS compliance with their statement, but accept that AWS will have other larger clients who do.

Catalyst do not consider that we operate in a high-risk environment due to the nature of our supply chain, within the UK/EU and in low risk industries such as internet services, and the open source community nature of the software provided as the main elements of our service.

Catalyst do not tolerate slavery and human trafficking in our supply chains. Where there is evidence of failure to comply with these values, we will seek to terminate our relationship with that supplier.

Fair pay and Equality

Catalyst actively seek the best quality staff, and pay scales represent this. Catalyst ensure all pay scales are above living wage standards. Catalyst also engage with staff in a variety of value added packages, including health insurance and leave entitlements, in addition to basic pay – these value added packages are not considered when stating pay levels.

Catalyst ensure that all employment terms are applied equally and without discrimination for all employees.

UN Sustainable Development Goals

Catalyst actively strive towards the UN Sustainable Development Goals



4 Managed Hosting Service Tiers

Catalyst LMS	Standard	Premium	Enterprise	Enterprise sovereign cloud
Hosting services				
Location	London/ Dublin	London/ Dublin	London/ Dublin Client option	Client option
Multiple AZ – High Availability		✓	✓	✓
Hosting account	Catalyst shared	Catalyst shared	Catalyst dedicated	Client owned - sovereign
Guaranteed Uptime* ¹	99%	99.9%	99.95%	99.95%
Catalyst monitoring	✓	✓	✓	✓
Additional Client monitoring probes (NewRelic/DynaTrace)			Opt £	Opt £
Disaster Recovery mitigations	✓	✓	✓	✓
Disaster Recovery - Entire region loss			Opt £	Opt £
RPO RTO	24 hours 8 hours (bus)	4 hours 4 hours (bus)	1 min 1 hour (bus)	1 min 1 hour (bus)
Environments				
Production	✓	✓	✓	✓
Staging (8am-6pm)		✓	✓	✓
Staging (24/7)			Opt £	Opt £
Additional Pre-production site		Opt £	Opt £	Opt £
Codebase aligned sandbox		Opt £	Opt £	Opt £

Catalyst LMS	Standard	Premium	Enterprise	Enterprise sovereign cloud
Production (data) aligned sandbox			Opt £	Opt £
Archive sites			Opt £	Opt £
Specialised infrastructure services				
Scaling		Manual Scheduled	Manual Scheduled Auto	Manual Scheduled Auto
AWS Aurora managed DB		Opt £	✓	✓
Read only DB end point		Opt £	Opt £	Opt £
Storage	Fixed	Tiered	Tiered	Unlimited
Retention Backups		Opt £	Opt £	✓
Long term retention policy alignment			Opt £	✓
Contract type	Fixed Catalyst contract G-Cloud contract	Fixed Catalyst contract G-Cloud contract	Catalyst contract template G-Cloud contract Client Contract template	Catalyst contract template GCloud contract Client Contract template
Users #	1500-15000	3000-50000	15000-no max	3000-no max
Client Support				
Hourly paid	✓	✓	✓	✓
Critical Incident Support 24/7 Follow the sun		✓	✓	✓
Guaranteed SLA responses* ²		✓	✓	✓
Service credits available			✓	✓
Quarterly strategic planning			✓	✓

Catalyst LMS	Standard	Premium	Enterprise	Enterprise sovereign cloud
Dedicated account manager			✓	✓
Contractual Guarantees - SLA				
	Response times – Business hours only unless stated			
Critical	2 hours	1 hour, 24/7	0.5 hours, 24/7	0.5 hours, 24/7
High	8 hours	6 hours	4 hours	4 hours
Medium	16 hours	12 hours	8 hours	8 hours
Low	40 hours	32 hours	24 hours	24 hours
	Resolution times – Business hours only unless stated			
Critical			2 hours, 24/7	2 hours, 24/7
High			16 hours	16 hours
Medium				
Low				
Incident post-mortem		<5 days	<2 days	<2 days
Code base and upgrades*3				
LTS codebase	✓	✓	✓	✓
Custom codebase inc plugins on requested		✓	✓	✓
Client developer collaboration (GIT) inc training session		Opt £	✓	✓
Automated patching	✓	✓	✓	✓
Immediate critical patching		✓	✓	✓
Upgrades – Catalyst internal project	✓	✓	✓	✓
Automated major point upgrades	✓	✓		
Scheduled LTS upgrades with PM		Opt £	✓	

Catalyst LMS	Standard	Premium	Enterprise	Enterprise sovereign cloud
Non-LTS point upgrade		Opt £	Opt £	Opt £
Rolling release upgrades			Opt £	Opt £
Upgrade additional environment		Opt £	Opt £	Opt £
Additional services				
Consulting services	Admin training, Course design, Universal design			
Additional Applications	BBB	BBB Xerte (content creation) Open Journal System		
Cloud services	Email	Email SMS Stack/GeoMaxima CodeRunner/Jobe S3 Course backup storage MIS/SRS integration Matomo		
Premium services		Overnight releases Load testing Branded Moodle App Moodle-MOT / Healthcheck		
Development services		Theme design 2 week developer sprint Block of hours draw down HE Project co-funding group Continuous improvement development package		

*1 – Excludes planned maintenance

*2 – With additional hours client support SLA

*3 – Plugin bugs on upgrade projects may incur additional costs to remedy.

5 Service Summary

Service Type

- a. Collaboration
- b. Human resources and employee management
- c. Schools and education

Key Features of Totara

1. Modular systems based on plug-ins.
2. Activity and course completion tracking
3. Assessment tools including quizzes, assignments, surveys and peer review
4. Activity options including SCORM, forums, wikis, chats and glossaries
5. Individual learning and development plans
6. Configured for positional and organisational hierarchies, with dynamic audience rules
7. Accreditation tracking and management
8. Performance management with 360 feedback and appraisals

Key Benefits of Totara

1. Develop your people with individual learning plans
2. Manage compliance, certification and competency based programmes of learning
3. Scheduled, role based and graphical reporting
4. Team management tools and dashboards
5. Manage face-to-face and online learning – flipped classroom approach
6. Customise modules and interface to your requirements

Service Summary

Totara TXP is a custom distribution of Moodle designed to meet the needs of corporate enterprises and government agencies. It offers all the core features of Moodle as well as configuration to support: positional and organisational hierarchies; competency, team and certification management; individual development plans; face-to-face session booking management; and a custom report builder.

The full TXP suite incorporates three elements:

- **Learn** – the ‘traditional’ LMS element of the platforms, enabling courses, activities, learning programmes and certifications
- **Engage** – the social element of the platform, enabling content curation and sharing
- **Perform** – the performance management element enabling feedback and appraisals, with competency allocation and reporting

Modules within Totara TXP enable organisations to manage both compliance and performance development training. Integrated with HR information systems, it enables managers to conduct appraisals of their teams, providing feedback and

enabling a 360 degree review process. Data on the status of every learner is visible and reportable up through team hierarchies, enabling an aggregated view of organisation's training and compliance state.

Totara TXP is designed to provide the tools required to manage large numbers of users and the flexibility to deliver your organisation's unique structure. Learning can be targeted to defined groups (audiences) of users, enabling customised look, feel and content to employees, contractors, customers, distributors etc.

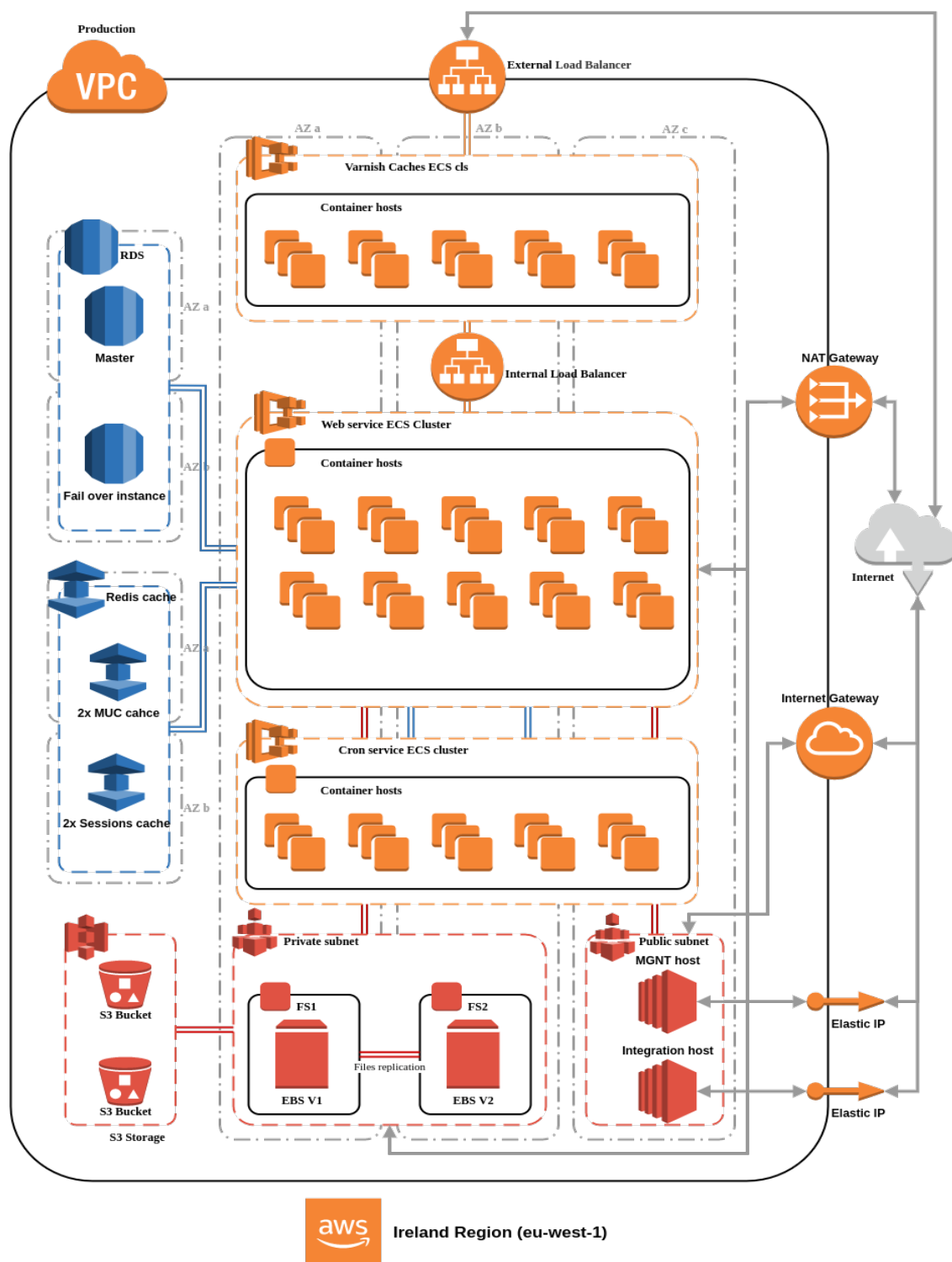
With the option to completely customise your Totara TXP instance, create customised learning catalogues, deliver content in a suite of languages, across all platforms from desktop, through to tablet and mobile. Support learner engagement by integrating your Totara TXP with Single Sign On, providing a seamless experience from your desktop, intranet or website interface.

The Catalyst cloud hosted Totara TXP service offers a fully managed latest Totara TXP platform ready to be populated with your learner profiles and course content. The service also includes foundation support for administrator training and configuration. Deeper customisation including responsive theme development, integration with other business systems and support with content and plug-ins management / development can be contracted separately.

6 Additional Information

High Availability Hosting

Catalyst specialise in the 'Mission Critical, At Scale' managed hosting of education and training platforms, such as Moodle and Totara. We utilise a 'well-architected' infrastructure on AWS data centres, facilitating high availability, robust and resilient services, with built in scaling by design.



Disaster Recovery and Backups

Catalyst's infrastructure minimises the impact of potential incidents as the infrastructure is built across multiple availability zones (data centres) within a nominated region. This means that failures, right up to an entire data centre, are handled through standard fail-over processes. Catalyst also utilise S3 storage, distributed across AZs, with a reliability rating of 99.9999999% and configured with a no-delete option.

However, in the event of a disaster recovery process being initialised, Catalyst make use of AWS point in time recovery, which enables a database recovery to any given second over the previous 28 days. Alongside the use of S3 storage noted above this enables a Recovery Point Objective (RPO) of approximately 30 seconds, with a Recovery Time Objective (RTO) for any incident up to the loss of multiple AZs also of approximately 30 seconds, or less. The RTO for a full region, multiple AZ failure would involve rebuilding in a new region and would be approximately 8 hours.

Scalability

Catalyst employ native services, such as compute instances and read/write database separation. This allows a seamless scaling of service without the need for downtime, as would be the case in a single server based architecture.

Catalyst infrastructure has been tested and is used with sites up to multiple hundreds of thousands of active users, and concurrencies of several hundred users in simultaneous usage.

Catalyst utilise scheduled and automated scaling rules and can apply manual scaling on request.

Note: Catalyst can also provide a separate, linked assessment system to facilitate high stakes quiz based assessments, configured and scaled appropriately for this use case.

Digital Data Sovereignty

Catalyst act as data processors for the hosted systems. We managed the infrastructure on which that data is hosted. However, the data always belongs to the institution. Catalyst will process the data according to the data protection agreement and only for those purposes.

On expiry or termination of the contract, Catalyst will provide a copy of all data and files held as part of this managed service. This data may be requested at other times through the contract, though an admin charge for extraction may be incurred.

As an additional, optional service, Catalyst can also provide a real time, read only database access which may be utilised for reporting or other integration purposes.

Security

Amazon Web Services compliance programmes.

Catalyst partner with AWS, with Catalyst staff managing and maintaining the infrastructure platform upon our own AWS based EC2 hosting infrastructure based in Dublin Ireland. AWS are certified against a large number of relevant certifications across their datacentres and services. The full details on AWS's certifications are visible at: <https://aws.amazon.com/compliance/programs/>

Items of note within this section include;

Catalyst IT Europe LTD are certified AWS solutions partners with a well-resourced team of Systems Engineers in both the UK/EU and Australia who hold formal AWS 'Solutions Architect' certifications at professional and associate level. In addition, Catalyst IT Europe's management are certified AWS Cloud professionals, with current certifications as certified AWS Cloud Practitioners and Solutions

Architects, ensuring that management oversight is informed and capable to manage the AWS services and architecture in use.



ISO27001 compliance

Catalyst IT Europe are ISO27001 certified, with our formal audit and certification completed in 2020.

ISO27001 Certificate number: IS726024

Malicious traffic mitigations (DDOS)

It is recognised that any online platform may be at risk of a malicious attack, such as a DDOS, with the intent to sabotage the site. Amazon Web Services hosting/infrastructure has a proven and pro-active DDOS protection in place at all times, namely the AWS Shield service. AWS Shield provides always-on detection and automatic inline mitigations that minimize application downtime and latency, so there is no need to engage AWS Support to benefit from DDOS protection.

Full details available at: - <https://aws.amazon.com/shield/>

In addition, Catalyst certified AWS cloud engineers are able to manage and intervene as required to identify and ultimately blackhole any traffic which is behaving in a malicious or traffic flooding manner, using the AWS Load Balancer, Web Application Firewall (WAF) and Route 53 services in order to remove/block all traffic from a range of IPs if required.

Data processing and management

Catalyst IT Europe LTD and our partners (AWS) are fully compliant with the UK Data Protection Act and EU GDPR legislation and will act in accordance with the legislation in our role as Data processors. The institution will remain as the data controllers at all times, providing instruction to Catalyst on how to process the sensitive data held in the system.

Whilst it is expected that only Catalyst IT Europe team members (based inside the EU) will process the data within the system, our shared cluster on AWS may on occasion be accessed by our Australian partners in Catalyst IT Australia PTY, or Catalyst IT Canada, for the purposes of support and critical incident response. Catalyst operate a 'Model Clauses' contract with our Australian partners, while the UK has a national data equivalency agreement with Canada, to ensure that full DPA/GDPR compliance is maintained at all times.

Upgrades, Patching and Maintenance

Catalyst will provide a weekly release window, usually early morning before business hours. Although this release window may not be used every week, it provides a standard opportunity for patching and maintenance which can be communicated with users. This includes both the application itself and the underlying architecture, such as operating systems, PHP versions, database versions, etc.

All maintenance, patching or change requests go through a process whereby they are installed onto a Staging environment first, for user acceptance testing. Only when a ticket is marked as Production Ready by the institution, will it be scheduled for the next available release window.

Security patching

The exception to this process is for critical security updates. As a Premium Partner, Catalyst are notified of security patches in advance of their public release, enabling Catalyst to ensure these are implemented at the soonest opportunity. Catalyst will triage any notified security release and reserve the right to deploy patches for critical or severe exploits the same working day. This ensures the data security and performance of the site at all times.

Annual upgrades

An addition to regular maintenance and patching, Catalyst will provide up to an annual major point upgrade of the platform. Catalyst will target either the latest Long Term Support release, or a stable release supported through to the next annual upgrade by agreement with the institution. This upgrade is planned in conjunction with the institution to ensure minimal disruption to users and will include carrying out the upgrade on a Staging environment for user acceptance testing, prior to a production deployment.

Follow the sun 24/7 support

With full server side proactive performance monitoring, Catalyst Europe work with our colleagues in Australia and Canada to provide a 24/7 critical incident support service. This is an included part of our managed hosting provision.

In order to ensure full compliance with UK Data Protection Act and EU GDPR regulations, Catalyst have an International Data Transfer Agreement in place with Catalyst Australia, while Canada has a national equivalency for data. Note: data is never stored in those locations, but this addresses the possibility that technical staff may need to access resources in order to respond to a critical incident.

Software as a Service

Each of our platforms is a comprehensive and powerful system out of the box, provided by the upstream project. Catalyst supplement this with additional tooling to support users and system administration, effectively providing the application as an off the shelf, out of the box platform, based on a single supported and maintained system. Moodle, Moodle Workplace and Totara can all be provided as standard Software as a Service solutions.

Own your own Roadmap

While the standard SaaS platform is, in itself, a powerful application, Catalyst acknowledge that many institutions have specific requirements, such as additional plugins, integrations and customisations. As Catalyst's platforms are open source, we are able to provide development and integration services to develop and implement your institutional roadmap.

Catalyst have extensive experience developing open source learning platforms, with over 75 current plugins in the Moodle community database and multiple Global contributor awards.

Consulting and Training

Catalyst offer a range of Professional Consulting, Technical and Support services:

Cloud Consulting and Transformation

Time to migrate your infrastructure or existing applications to the cloud? Need a disaster recovery site or to back up your systems?

Catalyst can help you to transition your existing systems and applications to the cloud, using AWS and a proven resilient architecture suitable for deployment at scale. We provide consulting expertise to transform your infrastructure and systems so they can realise the benefits and new possibilities brought by cloud computing.

Technical Consulting

With technicians skilled in solution architecture design and with experience in implementing and supporting secure systems, we can help you create your ideal enterprise grade Open Source systems platform.

Enterprise, E-learning and Open Source Consulting

We understand that every organisation has unique requirements so we work alongside you to from the initial planning and strategy phase through to business analysis and process modelling so we can help develop technical strategies that work for you.

Software Design and Customisation

Would you like to develop an application designed and built to extract the maximum benefit from cloud computing and meet your specific needs? Do you need Single Sign On or Shared Authentication between your systems?

We can help.

Infrastructure Design and Integration

Catalyst is a leading cloud integrator with in-depth expertise of cloud computing in AWS. We can help you to develop systems that are built from the ground up to realise the full benefits of cloud computing.

We provide systems that scale according to customer demand, are tolerant to failures and available anywhere on any device.

Performance and Load Testing

With unrivalled experience in designing and managing large, high-end performance Open Source systems, Catalyst can help load test and tune your systems to ensure your cloud implementation can meet the demands of your users.

Theme, Design and User Experience

Our creative team will work with you to develop an innovative look and feel for your site and systems while retaining your organisation's brand and identity.

Training

Catalyst has experienced trainers available to create custom online or face-to-face training programmes for your users to help you get the most out of your cloud hosted sites.

Pedagogy and Learning Design

Catalyst IT assists in designing effective learning experiences by analysing content, identifying learning objectives, and developing engaging instructional materials. We collaborate with clients to create custom curriculum aligned with specific learning goals, incorporating innovative approaches and best practices.

We specialise in developing interactive digital learning modules and courses using various Moodle features, ensuring accessibility and user engagement.

Ongoing Support

We can provide tailored support packages for your cloud site for stakeholders, administrators and technical staff. Our online work request management system allows you to log issues with us at any time.

Reporting and Analytics

Application logs and reporting

Catalyst applications all have comprehensive internal logs and analytics, which are available through the user interface. Catalyst also provide reporting tools, such as the core Report Builder, and the additional Ad Hoc reporting tool as integral elements of our SaaS solution.

Additional application reporting

As an additional option, Catalyst provide a read only real time replica of the live production database to enable complex and large scale reporting without impacting site performance. This database instance may be connected to additional external reporting tools such as Power BI, or Catalyst's Metabase service.

Metabase

A further additional option is Catalyst's hosted Metabase service. This service is provided as both the Metabase application, connected to your LMS, and a series of support workshops to enable you to get the most benefit from the reporting tools, including a suite of pre-prepared reports to use or to customise to your reporting needs.

Matomo

As an integral part of our Standard SaaS Managed Hosting Service, Catalyst utilise Matomo for site analytics reporting. This is an open source equivalent to tools such as Google Analytics, but with the benefit that it is hosted on Catalyst servers and so complies with our Data Sovereignty ethos.

Access to Matomo site statistics can be provided on request.