



Kallidus Service Definition

2026

G-Cloud 15



Kallidus Suite

Kallidus provides best-of-breed solutions on a Software as a Service (SaaS) basis. Kallidus SaaS software is a cost-effective, flexible, and secure way of delivering innovative software solutions to support your organisation. Kallidus software is fast to deploy, is accessible anytime, anywhere, and streamlines all upgrades to guarantee you'll always be using the most up-to-date version of Kallidus software. Kallidus licences are activated, and run on secure hosting infrastructure operated out of highly secure ISO 27001 certified UK data centres provided by hosted data centre industry leader, Microsoft Azure.



Annual Fee

The Kallidus licence model involves a single annual fee for access to the required Kallidus software and includes, hosting, maintenance, upgrades, installation of releases, and support services. There are no extra fees for upgrades and there is no access limit to Kallidus support services.

Subscription Model

Kallidus software is provided on a named user rather than a concurrency subscription basis. The subscription cost is driven by the number of active or 'enabled' accounts (existing staff/new joiners/external learners). Users can be marked as 'un-enabled', for example when leaving the organisation, and would therefore not have access to Kallidus software nor count towards the total user licence. However, their user and training records etc. will remain in the system and their data will remain available for reporting purposes.



Implementation Methodology

The Kallidus implementation methodology is designed to support and manage your learning and performance project and enable you to launch your solution as quickly and effectively as possible.

Before your project has even begun, our team will be on hand to offer best practice consultancy, training, and advice from a customer-oriented perspective.

Before the project is signed off, we will ensure you have the skills necessary to maintain and update your own solution as necessary.



Standard Implementation

Kallidus includes a standard implementation package, which (depending on the Kallidus module) includes:

- Project Management
- Statement of Work
- Process Review
- Configuration Review
- Standard Interface Branding
- Organisational Data Import with Automated Feed from HRIS
- Administration Training
- System Manager Training



Information Security

We take your security very seriously.

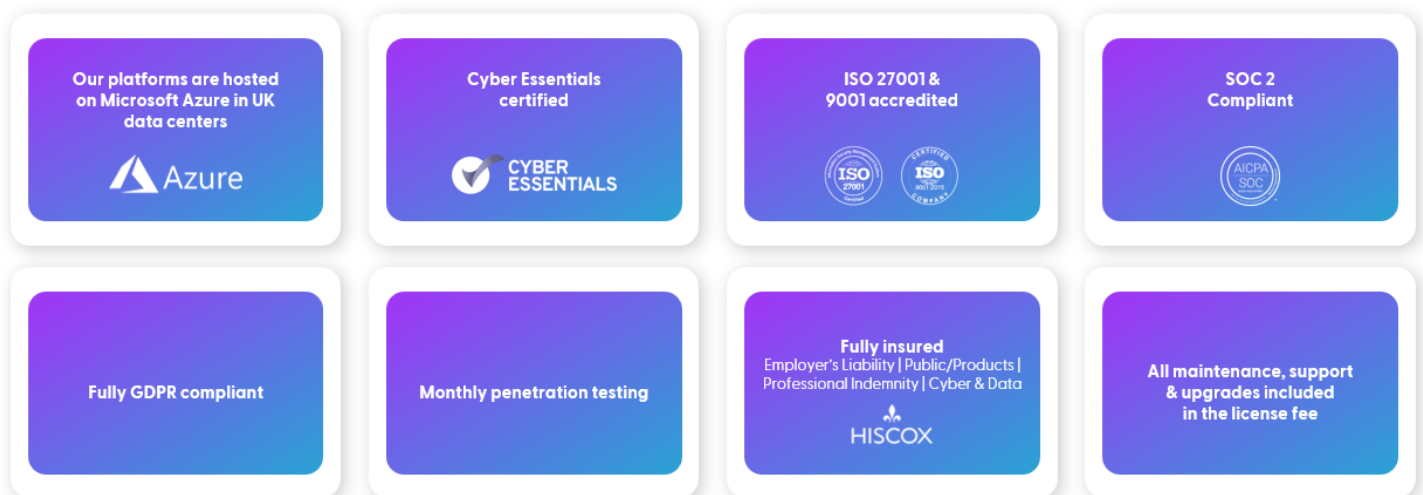
- All information security responsibilities have been defined and formally documented within our Information Security Management System (ISMS)
- A board-level staff member (CTO) has overall responsibility for security and the ISMS.
- All staff are aware of their responsibilities for complying with Information Security policies and processes
- Platforms are hosted on Microsoft Azure in UK data centres

We have a suite of information security policies which are approved by senior management. Where appropriate, policies are communicated to employees and relevant external parties through induction, email, learning management system or hardcopy publication.

All employees (and relevant contractors) receive appropriate awareness training at the commencement of their employment, and with annual refresher training. Awareness is tracked and recorded within our own learning management system. Understanding of policies is accepted, and awareness is tested with short quizzes which are required to be passed.

We implement appropriate processes, procedures and systems to ensure that we can maintain information security continuity in an adverse situation.

Kallidus is ISO 27001, 9001, Cyber Essentials and Hiscox Cyber Clear certified.





Support SLAs / Key Facts

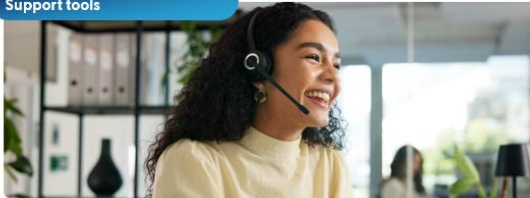
Our industry leading, global support team are here for you every step of the way.

You have a direct line into your dedicated support team member – so you always get a swift resolution from somebody who understands your system.

- 92% rate customer support as good or excellent
- Average Support response time of 32 minutes (the industry average is 1– 5 hours)
- Customer Support NPS score of 60 (30+ is considered industry leading)

What you can expect from us

Support tools



Phone support /instant chat
08.30 to 17.30 (UK)

Knowledge Base
24/7

The Academy
24/7

99.5% uptime
minimum per month

Unlimited access
to support

In-app support widget
24/7

Support response times



First
response

Resolution

1 hour

Critical

High

Normal

Low

1 business
day

2 business
days

3 business
days

5 business
days

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as good or excellent

1x dedicated customer
support manager

32min Support response time
(industry average 1-5 hrs)