



SERVICE DEFINITION
TRUVPERM (APPLICANT TRACKING SYSTEM)

Service Overview

TruVPerm is a secure, cloud-based applicant tracking system that supports end-to-end recruitment from vacancy creation through to appointment. The service provides structured recruitment workflows, candidate communications, reporting, and auditability, helping organisations manage recruitment efficiently and consistently. TruVPerm is delivered as a Software-as-a-Service (SaaS) solution hosted on Amazon Web Services (AWS) and accessed via a web browser.

Service Scope

The service supports the full recruitment lifecycle, including vacancy management, application receipt and review, shortlisting, interview management, and recording recruitment outcomes. Recruitment workflows are configurable to align with organisational processes and policies. Role-based access controls ensure users only access information relevant to their responsibilities.

AI-Assisted Functionality

TruVPerm includes optional AI-assisted features that support application review and shortlisting suggestions. These features operate as decision-support tools within configured recruitment workflows and do not perform automated decision-making. AI functionality is designed to improve efficiency while maintaining transparency and control.

Service Interface

TruVPerm is accessed through a secure, browser-based interface using modern web browsers. Users interact with role-based dashboards, structured forms, workflows, and reports. Integrated support interfaces include online ticketing and web chat, with optional telephone support. Where configured, TruVPerm integrates with external HR, identity, and email systems via secure interfaces.

Accessibility

The service interface is designed using an accessibility-by-design approach aligned to WCAG 2.2 principles. Core user journeys are tested using keyboard navigation and assistive technologies to support inclusive access.

Support and Service Levels

Support is provided through a multi-channel model including online ticketing, web chat, and telephone support, with on-site support available by agreement. Support requests are prioritised by severity and managed through defined response and escalation processes. TruVPerm operates with a service availability target of 98.4% per calendar month, excluding agreed maintenance windows. Where availability targets are not met, service credits are applied in line with contractual SLAs.

Security and Information Governance

TruVPerm is hosted on AWS infrastructure that is independently audited against recognised standards including SSAE-18 / ISAE 3402 and CSA CCM v4.0. Data is encrypted in transit using TLS 1.2 or above and encrypted at rest. Access is controlled through role-based permissions, and customer data is logically segregated. The service operates in alignment with Cyber Essentials, NHS Data Security and Protection Toolkit requirements, and ISO-aligned practices including ISO/IEC 27001 and ISO 9001.

Data Protection and Data Handling

Personal data is processed in line with UK data protection legislation. Data exports are supported using built-in administrative tools and secure managed transfer processes, with data provided in commonly used formats such as CSV or PDF. At contract end, data is securely exported and remaining data deleted or anonymised in accordance with agreed processes.

Service Constraints

TruVPerm is provided as a cloud-based SaaS service and is not available for on-premise deployment. Use of the service requires a modern web browser and internet connectivity. Highly bespoke workflows or integrations may require additional configuration or change control.

Pricing

Pricing is based on organisational usage and selected service options, including user numbers and optional on-site support. Costs are agreed with customers as part of the ordering process.

Service Exit

At the end of the contract, customers can extract their data through a controlled exit process. TruVPerm supports secure data export and deletion in line with contractual and information governance requirements. Optional exit assistance can be provided by agreement.