



JOSKOS SOLUTIONS

Service Definition

Document

LONTRA

2026



bett | AWARDS
2024

• A Hyve Event

WINNER

Technical IT Support or Service

BETT AWARDS WINNER 2024
BETT AWARDS WINNER 2023

Collaboration with a School

BETT AWARDS WINNER 2022





Contents

Document Version Log	2
Service Overview	3
1. Key Functional Capabilities	3
2. Service Benefits	3
3. Onboarding & Implementation	3
4. User Support	4
5. Data Protection, Privacy & Security	4
6. Service Availability & Performance	4
Project Governance	5

Document Version Log

Date	Revision	Approved By	Description of Change
25.11.25	V1.0	Sonny Sharma	Reviewed



Service Overview

LONTRA is Joskos Solutions' cloud-based MIS synchronisation and identity automation platform. Designed for various environments, it streamlines how customers manage user accounts, permissions, user groups, and lifecycle events across systems including Microsoft 365, Google Workspace, and major MIS providers. LONTRA removes manual administration, reduces errors, and ensures data remains accurate, secure, and synchronised across all connected services.

1. Key Functional Capabilities

- **Automated MIS Sync:** Pulls user, group, class, enrolment and timetable data from supported MIS platforms and updates cloud directories automatically.
- **Account Provisioning & Deprovisioning:** Creates, updates, suspends or removes accounts based on MIS status changes.
- **Role-Based Access Control:** Applies consistent permissions and policies
- **Identity Governance:** Ensures accounts remain compliant with safeguarding, data retention, and least-privilege principles.
- **Audit & Reporting:** Provides visibility of sync events, changes, errors, and account status.
- **Multi-Tenant Trust Dashboard:** Allows customers to manage multiple sites through one secure administration portal.
- **Error Handling & Validation:** Flags mismatches, missing data and anomalies before updates are applied.
- **Secure Data Handling:** All data processed and stored in UK-based environments consistent with G-Cloud 15 asset protection standards.
- **Integration Ready:** Connects to Microsoft 365, Azure AD, Google Workspace, and other SaaS systems commonly used in schools.

2. Service Benefits

- Reduces administrative workload
- Improves accuracy and integrity of user accounts and data.
- Enhances safeguarding by ensuring correct permissions throughout the user lifecycle.
- Standardises identity management across multiple sites
- Minimises downtime and account delays for new starters and leavers.

3. Onboarding & Implementation

Joskos provides a fully managed onboarding service, including:

- Initial discovery of MIS configuration, system architecture and current identity processes.
- Mapping roles, groups and access policies.
- Test synchronisation within a safe onboarding environment.
- Validation checkpoints with nominated school/Trust stakeholders.



- Go-live deployment and post-deployment monitoring.

Onboarding is delivered via remote sessions or on-site where required.

4. User Support

In line with G-Cloud Lot 2b support requirements:

- Support Channels: Email/ticketing (JOVA), phone support, and remote assistance.
- Availability: Standard hours (Mon-Fri, 08:00-17:00 UK time) with optional extended coverage.
- Service Response: Prioritised by impact and severity, aligned to Joskos' established SLA model.
- Escalation: Direct access to senior technical specialists for complex sync issues.

5. Data Protection, Privacy & Security

LONTRA follows strict data handling standards in line with G-Cloud 15 requirements:

- All data is processed and stored within the UK.
- All transfers use encrypted channels (TLS 1.2+).
- No data is shared with third parties outside of contract scope.
- Audit logs track all sync and identity lifecycle activities.
- Backups and failover systems ensure service continuity

6. Service Availability & Performance

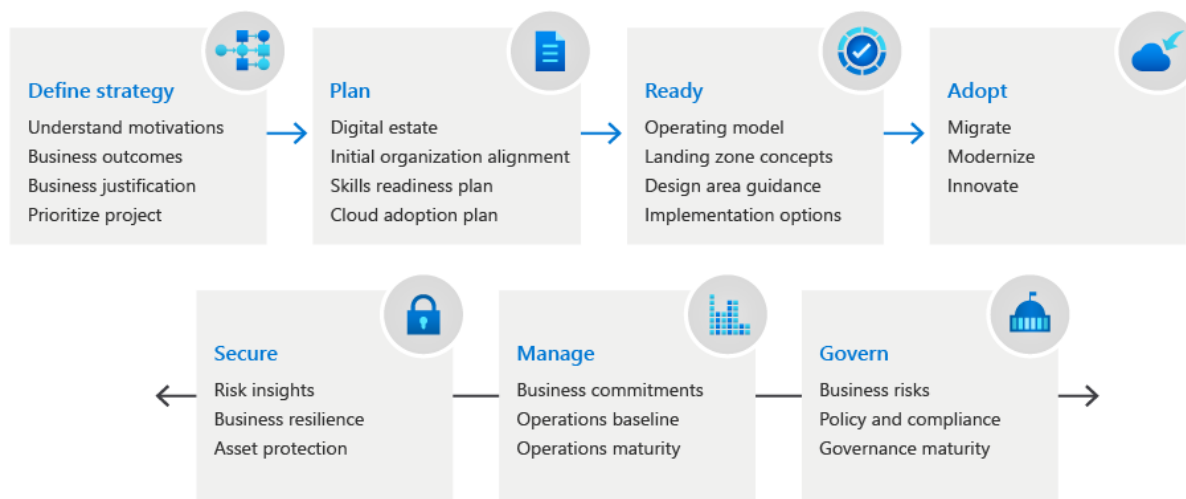
LONTRA is hosted on resilient UK cloud infrastructure designed to ensure consistent uptime for customer operations.

- Target Availability: 99.9%
- Scalability: Automatically scales to support multi site customers
- Service Independence: Resources are isolated to ensure buyers are not impacted by other tenants' load (responding to G-Cloud independence-of-resources question).



Project Governance

At Joskos Solutions, project governance is achieved through stringent, quality-controlled processes, highly skilled professionals, and top-tier technological tools. We align our methodology with ITIL and ISO standards (9001, 14001, 27001) to deliver dependable and sustainable cloud solutions.



PEOPLE FIRST

RESULTS ORIENTED

INNOVATION

SERVICE FOCUSED

MAKING A DIFFERENCE



Crown
Commercial
Service
Supplier

YPO

EVERYTHING
ICT

 **Microsoft**
Solution Provider

 **Google**
Partner



Certificate
No:449342024

JOSKOS SOLUTIONS
BUILDING 11
BURFORD RD
LONDON
E15 2ST

www.joskos.com 