

PARCHMENT DIGITARY SERVICES SERVICE DEFINITION DOCUMENT

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SUBMITTED BY: INSTRUCTURE GLOBAL LTD.

THE SERVICE

Parchment Digitary Services is a global digital credential platform that allows students, academic institutions, and employers to securely issue, share, and verify official academic records (like transcripts and diplomas) online.

Parchment Digitary Services supports learners throughout their academic and professional journeys by providing them with the ability to access digitally certified academic records anytime and anywhere. Learners can securely store all their awards in a trusted digital wallet and share them with third parties in a tamper-proof format. Employers, institutions, and other stakeholders benefit from quick, reliable verification of these credentials, enhancing the credibility and employability of graduates. Additionally, Parchment Digitary Services can offer digital badging for employability enhancement, allowing graduates to showcase key skills and achievements.

The platform's advanced digital technologies ensure tamper-proof credential issuance, safeguarding the university's reputation and protecting the integrity of its awards. Automated workflows and seamless integrations with widely used Student Management Systems, such as Ellucian Banner, PeopleSoft, and Tribal streamline administrative processes and improve scalability. The platform supports multiple document issuance workflows: rendered PDFs with configurable overlays and managed templates that support dynamic data injection via CSV or XML.

Parchment Digitary Services enables education institutions to allow learners to request digital credentials, both past and present, through a seamless, efficient, and secure platform. The Orders functionality automates document order processes, provides real-time tracking, and ensures secure transactions. Students past or present can create accounts to order documents and once verified by the institution, receive official documents at their desired location. Payment processing is supported, with delivery methods varying based on the institution's preferences and selected delivery options.

To meet diverse institutional needs, Parchment offers flexible implementation packages. The LITE Package is a cost-effective solution designed for straightforward credentialing requirements, while the Managed Custom Package provides a comprehensive, secure,

and fully customisable platform for complex institutional needs. Institutions may start with LITE and later upgrade to Managed Custom as needs grow. Both options support graduating students and alumni with varying levels of security and personalization, ensuring secure, compliant access to academic records, including transcripts, diplomas, and certificates, while integrating seamlessly with existing systems and simplifying data migration.

DATA BACKUP, DATA RESTORE AND DISASTER RECOVERY

Parchment Digitary Services operates in a multi-availability-zone AWS environment, supporting redundancy, failover, and resilience. The platform includes 24/7/365 remote monitoring and recovery, enabling rapid detection and remediation of operational issues.

Instructure's Disaster Recovery Plan provides procedures for redundant backup in case of hardware or software failure.

ONBOARDING SUPPORT AND IMPLEMENTATION PLAN

Parchment Digitary Services ensures project success through a structured methodology that encompasses comprehensive project planning, resource allocation, and ongoing support throughout system implementation.

During the implementation phase, our team provides expert advice to guide institutions through each critical stage, ensuring all requirements are met efficiently. We assign dedicated resources for project management, technical consultation, and client support, facilitating smooth delivery and addressing any issues promptly. Our proven approach includes collaboration with stakeholders to identify necessary resources, streamline processes, and optimize administrative efficiency.

Post-delivery, we continue to offer high-level support to resolve any challenges, ensuring the system operates reliably and delivers the intended benefits. This methodology has been successfully applied in global implementations, supporting institutions in achieving efficient, secure, and scalable digital credential solutions.

A dedicated Project Manager is assigned to your implementation and ongoing projects. Regular meetings and status reporting will be available throughout the implementation

until successful production launch and project sign off. Handover from our Project Manager to a dedicated Customer Success Manager (CSM) also ensures a smooth transition, including any outstanding non-functional items transitioning to be managed ongoing.

AFTER-SALES SUPPORT

Our partnership doesn't end at technical implementation completion or go-live. We will continue supporting you closely throughout the life of the contract, engaging in continuous professional development, customer marketing, community engagement, and user conferences. Your Customer Success Manager will be with you for the entirety of your contract, and you will benefit from the support of our in-house support team.

Parchment Support Portal

Parchment's Support Portal is designed to help institutions using the platform to access support information needed quickly and simply. It comprises a knowledge base and an interface to raise and track support requests.

The following documentation is available through the Support help portal.

- Operations manual - Organisation & Learner Portal
- Release notes
- FAQs for admin functions, troubleshooting tips, and articles to help institutions better help their learners
- Learner Support Videos

Training

The Parchment Digitary Services system is an intuitive and easy to use environment. Parchment will provide users with training in all aspects of the platform as they perform user acceptance testing. A test programme is agreed with the institution and additional remote or on-site training can be offered. Complete system documentation includes a

comprehensive list of user tests and discrete function tests as well as system workflow validation routines across both the organisation portal and the learner portal. All system documentation is available online within the organisation portal or the support portal knowledge base.

Each institution is assigned a dedicated Customer Success Manager (CSM) to provide updates, insights, training, and facilitate new document additions. The CSM ensures seamless communication, resolves issues, and coordinates with other teams as needed. Regular check-ins will share usage statistics, deliver training, review updates, and gather feedback. The CSM will also assist with invoicing and escalation support when required.

AVAILABILITY

To ensure scalability, reliability, and high availability, the application instances are deployed across two AWS availability zones and utilize both auto-recovery and high-availability modes.

Parchment Digitary Services aims for a minimum monthly system availability of 99.95%, although performance typically reaches 99.99% or higher. External monitoring tools with continuous HTTP/TLS checks are used to track system availability against the 99.95% monthly target.

A daily maintenance window is scheduled from 00:00 to 03:00 GMT for platform updates and maintenance. Advance notification is provided for maintenance activities where applicable.