Statlog – Service Definition

1. Overview

Statlog is a cloud-based software platform designed to help schools, trusts, and education organisations manage statutory compliance, premises information, and estate-related operations in one central system.

The service replaces spreadsheets and disconnected systems with a single, secure platform for managing compliance tasks, inspections, assets, helpdesk issues, and building condition information.

Statlog is delivered as Software as a Service (SaaS) and is accessed through a standard web browser.

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2. Service Scope

The platform supports the management of:

- Statutory compliance tasks and schedules
- Site inspections and testing records
- Premises and asset registers
- Helpdesk and maintenance requests
- Building condition and survey data
- Capital works and project information
- Document storage and evidence records
- Contractor Management
- CDM Assist
- Central overview of multi-site and single-site education estates

The service is designed for use by site teams, business managers, estates teams, and senior leadership.

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3. How the Service is Delivered

Statlog is hosted on secure UK-based cloud infrastructure and accessed via a web browser on desktop, tablet, or mobile devices.

No local software installation is required.

Users log in using individual usernames and passwords. Access permissions are controlled by role.

The service is multi-tenant, with each customer's data logically separated.

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4. Security and Data Protection

Customer data is stored and processed in the UK using secure cloud infrastructure. Key security controls include:

- Encrypted data storage
- Encrypted data in transit (TLS 1.2+)
- Role-based user access
- System monitoring and logging
- Regular security updates and patching

Statlog complies with UK GDPR requirements. Customer data can be deleted or returned on contract termination.

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5. Availability and Resilience

The service is hosted on resilient cloud infrastructure designed for high availability. While 100% uptime is not guaranteed, reasonable efforts are made to maintain service availability and minimise disruption.

Data is backed up regularly and systems are monitored to support service reliability.

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6. Support Model

Support is provided during business hours via:

- Email
- Telephone helpdesk

Users can raise queries, report issues, and request assistance through the support team.

There is no public status dashboard or automated outage reporting system.

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7. Onboarding and Setup

Standard onboarding is typically provided remotely.

This includes:

- Initial system configuration
- User account setup
- Guidance on using the platform

On-site onboarding may be available by separate agreement.

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8. Service Changes

Statlog operates an internal change management process for software updates and configuration changes.

Updates are tested and reviewed before deployment to assess operational and security impact.

Security patches are prioritised where required.

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9. Contract Term

The standard contract terms are between 12-36 months.

The service automatically moves to a rolling 12-month agreement unless notice is given in line with the contract terms.

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10. What is Included

The standard service includes:

- Access to the Statlog platform
- Hosting and maintenance
- Software updates and upgrades
- Remote support
- Standard onboarding
- Expert-led telephone helpdesk

Optional services (additional cost) may include:

- On-site training

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11. Accessibility

The service is accessed through standard web browsers and supports touchscreen, keyboard and mouse navigation.

Users can apply their own device accessibility settings such as screen magnification or contrast controls.

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12. Contact

Statlog Pro Ltd
Support Email: [helpdesk@statlog.co.uk]
Support Phone:[03331 123 133]