

Symplicity *UniHub Single Team* Service Definition

G-Cloud 15

SYMPLICITY CORPORATION

4040 Wilson Blvd, Suite 300, Arlington, VA 22203

P: +1 703.351.0200 | f +1 703.373.7032 | www.symplicity.com

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About Symplicity

Symplicity is the global leader in innovative technology solutions for Student Services teams across Higher Education. Trusted by institutions worldwide, our comprehensive portfolio empowers universities to deliver exceptional student experiences across every stage of the student journey. Our solutions span Employability & Skills development, Student Wellbeing and Suicide Prevention, Student Conduct management, and Disability Services support—driving meaningful outcomes for more than 40 million students worldwide.

Founded in 1996, Symplicity has grown into a truly global organisation, supporting over 2,500 institutions in more than 40 countries, with offices in Arlington, VA (USA); Hamilton (Canada); Belo Horizonte (Brazil); London (UK); and Brisbane (Australia).

In the UK, our work centres on three mission-critical areas:

- **Ensuring disabled students receive timely, sensitive, and secure support**, enabling every learner to thrive and succeed.
- **Strengthening Student Wellbeing, Suicide Prevention, and Student Conduct** with highly secure, efficient, and student-centred systems.
- **Transforming Careers and Employability**, empowering universities to differentiate their offer and helping students build the skills and confidence to achieve more.

For nearly three decades, Symplicity has partnered with institutions to enhance impact, streamline services, and unlock student success at scale—delivering technology that truly makes a difference.

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Global Footprint

Languages Served:

- Arabic
- English
- French
- Portuguese
- Spanish



Overview of Symplicity *UniHub* for Individual Teams

UniHub for Individual Teams is a modern, secure engagement platform designed to centralise all engagement activity for a single university team or service within one integrated solution. It enables teams to manage interactions, data and workflows efficiently, while providing a high-quality digital experience for students and external stakeholders.

Built on an online hub-based approach, *UniHub* allows staff, students, graduates, alumni and external organisations to interact with a shared central database—supporting consistent engagement, improved visibility and robust data management.

Secure, Role-Based Architecture

UniHub provides four core interfaces to support different user roles and responsibilities:

- Client Interface
- Administration Interface
- Technical Administrator Interface
- Organisation Interface

This structure ensures secure access, clear governance and appropriate separation of responsibilities, while remaining intuitive for end users.

Modular and Configurable by Design

UniHub for Individual Teams is a modular system, with a wide range of configurable modules included as standard. Modules can operate independently or be combined as flexible building blocks to support specific projects, initiatives and user journeys.

Skill outcomes can be tagged across multiple engagement touchpoints, including events, activities and resources (such as videos, information pages, documents, links and FAQs), enabling teams to evidence impact and outcomes aligned to institutional priorities.

Core Functionality

UniHub for Individual Teams delivers a comprehensive platform for managing engagement and relationships:

- Events, appointments and activity management
- Opportunities and placement-related workflows
- Student and organisation CRM

UniHub provides rich insight and reporting to support continuous improvement and data-driven decision-making:

- Promotion of events with attendance and registration tracking
- Scheduling and management of one-to-one appointments
- Personalised service recommendations based on student profiles
- Employer engagement and relationship management at local, national and international levels
- Integration with third-party student engagement systems
- Centralised enquiry management through the Questions module
- Monitoring of engagement over time through dynamic reports and visual dashboards
- Configurable interfaces for students, graduates, employers and staff
- Custom forms and reports aligned to institutional success measures
- Combined email and SMS analytics
- Measurement of student engagement and outcomes aligned to TEF, DLHE and Graduate Outcomes
- Industry-leading placement management tools

Designed to Scale with Institutional Needs

UniHub for Individual Teams provides a strong, future-ready foundation for services looking to modernise engagement without unnecessary complexity. As institutional needs evolve, *UniHub* can scale to support wider adoption across faculties or professional services—ensuring continuity, consistency and value over time.

Additional *UniHub* Modules

Symplicity Skills Development Module

The Skills Development module enables universities to embed skills development across all student engagement activity, providing clear insight into skill acquisition and progression, supporting institutional employability strategies.

Key Capabilities

- Central management of skills frameworks and definitions
- Tagging of skills to events, activities and resources
- Conversion of engagement into tracked 'Experiences'
- Student self-entry of external experiences and automated experience capture via attendance and APIs
- Student skill claims with self-assessed proficiency levels
- Reflective skill development using configurable frameworks (e.g. STAR)
- Skill validation workflows
- Configurable Skill Sets aligned to faculties, courses or cohorts
- Skill audits to identify development gaps and prioritise interventions

Symplicity Talent Module

The Talent module enables institutions to manage high volumes of student applications while building a pipeline of work-ready talent for employer partners.

Key Capabilities

- Structured candidate pipelines to support employability progression
- End-to-end applicant tracking and engagement insight
- Full visibility of student progress from application to offer
- Intuitive drag-and-drop management of hiring stages
- Reduced system complexity through a single, integrated platform
- Improved employer and student experience through consistent quality controls
- Consolidated reporting and visual analytics across the recruitment lifecycle

Symplicity Check-In Module

The Check-In module integrates seamlessly with *UniHub* to provide accurate, real-time attendance tracking across events and appointments.

Key Capabilities

- Self-service check-in for students and graduates
- Event and location-specific QR codes
- Secure QR code generation for approved external partners
- Enhanced on-campus and virtual event experience
- Automation of attendance recording and administrative processes

Enabling Joined-Up Engagement at Scale

UniHub provides universities with a flexible, secure and scalable platform to support collaboration across services, faculties and external partners. By combining modular functionality, shared data and configurable workflows, *UniHub* enables institutions to deliver a more connected, consistent and measurable student experience.

Implementation Strategy and Approach

Symplicity has extensive experience delivering state-of-the-art, web-based solutions for Student Services, successfully deploying *UniHub* to universities worldwide. Our team brings unparalleled technical expertise to help institutions meet—and exceed—their strategic objectives.

Our implementation approach follows four clear phases, beginning with:

Phase 1: Discovery and Planning

Purpose-built for Higher Education and shaped by over 25 years of collaboration, *UniHub* is grounded in global best practice. The Discovery and Planning phase establishes a clear understanding of the university's goals, current processes, data needs, and required outcomes.

During this phase, Symplicity consultants will:

- Map existing business processes and identify opportunities to streamline workflows, improve administrative efficiency, enhance staff and student experience, and strengthen reporting.
- Develop a configuration plan to align the solution with the university's operating model while identifying areas for innovation or improvement.
- Facilitate a structured series of remote workshops (up to three days) covering strategic objectives, operational requirements, and detailed process reviews.

Strategic Review

- Workshops will explore:
- Current challenges and desired improvements
- Short- and long-term objectives and success indicators
- Key stakeholders and organisational structure
- The evolution of existing processes
- A full product orientation and solution walkthrough
- Development of a Project Management Plan outlining milestones, activities, and expected outcomes

Information Gathering

Activities include:

- Reviewing relevant documents and artefacts
- Conducting end-to-end process mapping aligned to university requirements
- Identifying data captured across all business processes to configure online forms and system fields
- Defining integration requirements, including:
    - Student Information System imports
    - Timetable and faculty data feeds
    - Student photo imports
    - Single Sign-On configuration (Shibboleth, ADFS, SAML2, LDAP, CAS)
    - Calendar synchronisation (Office 365, Outlook Exchange or Google)
    - Migration of essential historical data

By the end of the Discovery and Planning phase, all stakeholders will have a clear understanding of project objectives, timelines, and deliverables. Initial training and solution orientation provide familiarity with the solution and confidence in its capabilities. This phase typically spans two to four weeks, including preparation, workshops, follow-up analysis, and reporting, with technical integration continuing into Phase 2.

Phase 2: Building and Learning in Production

Symplicity's Role

During Phase 2, Symplicity configures the solution based on the requirements gathered in Phase 1. This includes setting up all prioritised modules for go-live and progressing technical integrations. Our consultants remain available throughout to answer questions and support stakeholders as they work through the online training modules.

The University's Role

University staff—both business users and end users—complete our online self-help training modules, which provide the foundational knowledge needed before live training sessions in Phase 3. These modules typically require 2–3 hours per user per week and cover the features prioritised for go-live.

By the end of Phase 2, the solution will be configured to align closely with the university's needs, and users will have a solid understanding of the system's core capabilities. This phase usually spans two to five weeks.

Phase 3: Training and Testing to Go-Live

Phase 3 focuses on reviewing the configured solution with university stakeholders, refining it collaboratively, and preparing users for go-live. Regular Training and Testing Sessions—delivered remotely by your Implementation Manager—build on the online learning completed in Phase 2 and focus on university-specific workflows and requirements.

System Review and Training

Working sessions are scheduled around the university's availability and include end-to-end walkthroughs of the configured business processes. Sessions are held via video link to support remote access, recording, and future reference. Symplicity adjusts configuration in real time based on feedback.
After each session, university stakeholders update their own templates and data within the system.

Template & Data Configuration

Certain elements of the solution are managed directly by the university, including:

- Letter and email templates
- Lists and picklists
- Resource library content
- User groups and security permissions

These are created or refined as each business process is reviewed. At the end of Phase 3, the university is fully prepared for go-live. This phase typically requires two to five weeks.

Phase 4: Go-Live and Beyond

The final phase focuses on readiness for launch and ongoing post–go-live support. Not all modules are required for the initial rollout; additional modules can be introduced later with guidance from your dedicated Client Manager.

Training Approach

With over 25 years of implementation experience, Symplicity has found that 'flipped classroom' or 'train the trainer' education is the most effective method for long-term success. Our goal is to train key staff and super-users to be comfortable using and updating the system on their own. After training, staff should be able to manage day to day operations independently and train other members. Symplicity has found that this approach fosters ownership, reduces reliance on Support, and builds long-term sustainability. Our training strategy is embedded throughout the implementation process to include:

- Phase 1 – General orientation and guided product walk throughs of business process. This training is delivered over a series of focused working sessions.
- Phase 2 – Completion of online training modules. End users will access Symplicity's online training modules and resources which contain insightful instructional videos and user guides covering important system functions. Detailed system knowledge will be gained across all modules during this phase.
- Phase 3 – Business process and workflow review with applied institution-specific system configuration. This is the final component to the training strategy where each business process will be reviewed end-to-end with the newly applied configuration.

Symplicity Support

Symplicity Help Centre

Symplicity Support includes unlimited access to the Symplicity Support Center for duration of the agreement. The Symplicity Support Center is a personalized ZenDesk platform, a top-tier online support management solution for technology companies and one of the best support solutions available today. ZenDesk serves as a web portal for Symplicity service, support, and access to training materials and resources. Clients will also be able to view any open tickets for current status and may also add any additional information to reach a resolution to an issue. The portal can be accessed directly from the user interface and is available 24/7.

Symplicity Support Center user guides are designed to provide clients with comprehensive information and step-by-step instructions on how to use their platform effectively and troubleshoot any issues they may face. These guides typically include:

- **Platform Overview:** General introduction to the platform's features and functionalities.
- **Feature-Specific Guides:** In-depth explanations of each feature – use, best practices, troubleshooting.
- **Workflows and Processes:** Guidance for workflows, automated tasks, and optimized support processes.
- **Troubleshooting Guides:** Common issues and solutions to help users resolve problems.
- **Customization Options:** Platform customization options to fit specific needs and branding.

Symplicity Help Desk

Clients also have access to round-the-clock telephone support through the Symplicity Help Desk, which operates 24/7. System Managers can contact the Help Desk for all ongoing support needs, including troubleshooting, general enquiries, and routine account management. Our Help Desk is staffed by experienced professionals who respond promptly to calls and ensure issues are resolved efficiently.

Client Manager

Clients will be assigned a Client Manager (CM). The CM is a system expert and provides oversight on the account and works with clients to resolve issues, ensure quality of service, provide additional training support, offer guidance on best practices, and help to optimize processes to ensure our clients get the most out of our solutions. The CM is the personal point of contact for our clients, providing expert assistance readily available for any need, from implementation to day-to-day operations.

Product Releases & Quality Assurance

At Symplicity, we recognise that delivering exceptional software is not solely about innovation—it is about ensuring reliability, security, and an outstanding user experience. For this reason, we follow a rigorous Product Release and Quality Assurance programme designed to uphold the highest standards.

Streamlined Deployment Process

Our innovation begins with feedback from our clients, ensuring development is guided by real needs. Every release follows a carefully managed deployment process, with code undergoing extensive testing at each stage—development, testing, staging, and finally production. This disciplined approach guarantees that each version of our software meets the highest quality benchmarks before it reaches users.

Comprehensive Quality Assurance

Quality Assurance is embedded in our development culture. Our dedicated QA teams rigorously test every feature, identifying and resolving issues early to ensure the product performs exactly as intended. Strong QA practices ensure our software consistently meets and exceeds customer expectations.

Excellence in Regression Testing

To maintain system stability, we perform thorough regression testing with every release. Previously validated features are retested to ensure that new enhancements do not introduce unintended issues. This meticulous process preserves the integrity, reliability, and performance of the software throughout its lifecycle.

A Customer-Centric Approach

Our customers are at the heart of our product strategy. We actively gather user feedback and incorporate it into our roadmap, ensuring that enhancements deliver genuine value and improved usability. Innovation is always aligned with the strategic needs of our client community.

A Commitment to Quality

Quality is a core principle at Symplicity. Our Product Release and Quality Assurance programmes reflect our firm commitment to delivering solutions that are not only innovative and feature-rich but also robust, secure, and dependable.

Experience the Symplicity Difference

Join the many institutions that trust Symplicity with their mission-critical systems. Our collaborative product planning ensures innovation remains aligned with client priorities, while our rigorous QA processes provide continuity, reliability, and confidence in every release.

Security and Privacy at Symplicity

At Symplicity, we recognise that privacy and security are of paramount importance in today's digital landscape. As a trusted provider of solutions for higher education institutions and employers, we are committed to safeguarding the confidentiality, integrity, and availability of user data through robust, industry-leading privacy and security programmes. Symplicity is audited annually by independent third parties for ISO 27001, SOC 2 Type II, and NIST 800-53 (moderate), ensuring your data is protected in line with global best practice.

Data Protection and Privacy Compliance

Symplicity adheres to the highest standards of data protection, fully complying with the UK General Data Protection Regulation (UK GDPR) and all relevant privacy legislation. We ensure that personal data is handled lawfully, transparently, and with the greatest care.

Secure Infrastructure and Technologies

Our infrastructure is protected by advanced security controls designed to prevent unauthorised access, breaches, and emerging threats. We employ industry-leading encryption, secure authentication methods, and continuous monitoring tools to maintain system integrity and safeguard sensitive information at all times.

Proactive Threat Detection and Response

Security at Symplicity is proactive and preventative. Our dedicated security team performs regular assessments, penetration testing, and vulnerability scanning to identify and mitigate risks early. In the event of an incident, our comprehensive response protocols ensure swift containment and remediation.

Privacy by Design

Privacy is built into every stage of our product lifecycle. From concept to deployment, we apply privacy-enhancing technologies, data minimisation principles, and granular access controls. This "privacy by design" approach ensures responsible and ethical data handling across all Symplicity solutions.

Transparency and Accountability

We uphold transparency as a core principle. Clear privacy policies, terms of service, and data processing agreements ensure users understand how their data is collected, used, and protected. Regular third-party audits and certifications further demonstrate our commitment to accountability and compliance.

Partnering for Success

We view privacy and security as shared responsibilities. By collaborating closely with our clients and partners, we foster a culture of trust, continuously refining our policies and controls to address evolving threats and regulatory changes.

Experience Peace of Mind with Symplicity

Join thousands of institutions and employers that rely on Symplicity's secure, privacy-focused solutions. With our comprehensive privacy and security programmes, you can be confident that your data is protected to the highest standard.

For further details, please visit www.symplicity.com/compliance.









