

Gradintelligence Service Definition (G-Cloud 15)

This document provides an accessible service definition for the Gradintelligence (GI) Service delivered by Olivedon Ltd, describing how the service operates, the support provided, and the controls in place for delivery to education sector customers.

1. What the service is

The GI Service is an operational Software as a Service (SaaS) platform that supports digital credential issuance and verification, skills development, and education-to-employment services. The GI Service is used by higher and further education providers to manage student and alumni credentials, engagement, and recruitment-related activities.

The GI Service is delivered as a multi-tenant public cloud service and is accessed via standard web browsers.

2. Hosting options and locations

The GI Service is hosted on resilient cloud infrastructure provided by an ISO/IEC 27001-certified hosting provider. Hosting facilities are in the UK and operate in compliance with UK GDPR requirements. The hosting environment provides redundancy, monitoring, and scalable capacity.

3. Data backup, restore, and disaster recovery

The GI Service includes encrypted backups that are taken regularly and stored securely at a separate location. Backup data is retained in line with defined retention periods and is automatically overwritten as the retention cycle progresses.

The GI Service architecture supports resilience through redundancy and replication. Disaster recovery and business continuity arrangements are designed to restore service availability following infrastructure or component failure, with defined recovery procedures in place.

4. Service availability and performance

The GI Service is designed for high availability and resilience. Olivedon Ltd warrants 99.95% service availability, measured monthly, excluding planned maintenance and events outside reasonable control.

Service performance is monitored continuously, and capacity is scaled to meet growth and peak demand. Where availability targets are not met, service credits may be applied in line with the service agreement.

5. Support and after-sales service

Support is provided via email and an online ticketing system.

Standard support includes priority-based response time commitments for university users and email support within 24 hours for students, alumni, and credential recipients.

A named account manager is provided for each education sector customer and is contactable via email and Microsoft Teams.

Enhanced or extended-hours support can be provided by agreement at additional cost.

6. Onboarding and offboarding support

Onboarding is supported through structured service setup, configuration assistance, and guided implementation. Development, test, and live environments are provided to support configuration, integration, and user acceptance testing.

Users are supported with online documentation, user guides, and training materials. Remote onboarding sessions and training can be provided. Onsite support is available by agreement.

At contract end, a documented exit process applies. Customer data can be exported in standard formats on request, or securely erased in line with documented procedures.

7. Service constraints

The GI Service is delivered as a standard SaaS platform with configuration available within defined service parameters. Bespoke development is not included as part of the standard service.

Planned maintenance may occasionally affect service availability. Where possible, maintenance is scheduled outside core business hours and communicated in advance.

Integration with external systems depends on the availability and quality of customer-provided data and interfaces.

8. Technical requirements

The GI Service is accessed via a supported, up-to-date web browser and requires internet connectivity. No client software installation is required.

Where integrations are required, customers must provide access to relevant systems and data using virtual server access and implementation of the etServer integration technology and APIs to enable secure data transfer methods.

9. Outage and maintenance management

Service availability and performance are monitored continuously.

Incidents and outages are managed using documented incident management procedures, including assessment, containment, remediation, and review.

Customers are informed of service incidents and planned maintenance through support channels, service notices, and account management channels.

10. Access to data and contract exit

The service operates a documented contract exit process. On request, customer data and documents can be exported in standard formats such as HTML, CSV, and PDF.

Where data export is not required, customer data is securely erased from live systems at contract end. Data held in backups is encrypted and removed automatically as part of the backup retention cycle. Certification of erasure can be provided on request.

11. Security

The GI Service is protected through layered technical and organisational security controls.

Data is encrypted in transit and sensitive data is encrypted at rest. Access to management interfaces and customer data is restricted using role-based access control, multi-factor authentication, and secure VPN access for authorised personnel.

The service is protected by a Web Application Firewall, security logging, and monitoring. Vulnerability management includes automated scanning, regular penetration testing where relevant, and timely application of security patches in line with Cyber Essentials Plus requirements.

Incident management, data protection, and information security processes are documented, regularly reviewed, and overseen by the Data Protection Officer.

Where security incidents involve personal data, incident handling and reporting are conducted in line with documented procedures and applicable data protection obligations. Incident reports are shared internally and, where relevant, with the Data Protection Officer of the associated data controller.

12. Accessibility

The GI Service interface is web-based and user interfaces use clear navigation, consistent layouts, and device-responsive design. The platform is designed to meet WCAG 2.2 AA at a minimum and accessibility standards are subjected to annual testing to ensure compliance. See <https://gradintel.com/en/accessibility>.

13. Further information

This GI Service definition is provided for use on the Digital Marketplace. Further technical or operational details can be provided on request as part of procurement discussions.