

Service Definition: inploi Analytics

Service overview

inploi Analytics is a cloud-based Software as a Service (SaaS) that provides insight into recruitment performance, candidate journeys and hiring outcomes. The service brings together data from careers sites, chatbots and connected Applicant Tracking Systems (ATS) to give organisations a clear, source-to-hire view of hiring activity.

What the service does

The service enables organisations to:

- View real-time recruitment funnel metrics from job view through to application and downstream outcomes
- Analyse candidate behaviour and drop-off across careers sites, chatbots and application journeys
- Track source, channel and campaign performance
- Compare role, location and brand performance
- Identify friction points and opportunities to improve candidate experience
- Export reporting data in standard formats for internal analysis and reporting

What the service does not include

The service does not make automated hiring decisions, assess candidate suitability or replace an Applicant Tracking System. All recruitment decisions and candidate evaluation remain the responsibility of the buying organisation.

Service users

The service is used by:

- Recruitment and HR teams monitoring hiring performance
- Talent and workforce leaders analysing sourcing effectiveness and candidate experience
- Hiring managers reviewing role-level and location-level insights

Deployment model

The service is delivered as a multi-tenant SaaS solution hosted in the public cloud. No local installation or on-premise infrastructure is required.

Access and compatibility

The service is accessed via a web-based interface and is compatible with modern versions of Chrome, Edge, Safari and Firefox. Analytics dashboards are responsive and designed for use on desktop, tablet and mobile devices.

Security and data protection

Data is encrypted in transit using TLS 1.2 or above and encrypted at rest using industry-standard encryption. Access to analytics dashboards is controlled through role-based

access controls. Information security is governed through documented policies, an Information Security Management System (ISMS) and a maintained risk register.

Service availability and support

The service is provided with a 99.9% availability target, excluding planned maintenance. Support is provided via email and ticketing systems, with optional phone and professional services support available by agreement.

Onboarding and exit

Onboarding includes configuration of data sources, dashboards and user access. At the end of the contract, customers can export reporting data before service access is withdrawn, in line with agreed data retention and deletion policies.

Pricing and commercial model

The service is offered on a subscription basis. Pricing depends on configuration, data sources and reporting requirements and is set out in the pricing document available via the G-Cloud Digital Marketplace.

Compliance

This service definition is provided in line with G-Cloud framework requirements and forms part of the service listing on the Digital Marketplace.