

Service Definition: inploi Careers Site

Service overview

The inploi Careers Site is a cloud-based Software as a Service (SaaS) that enables organisations to design, publish and manage accessible, on-brand careers websites. The service acts as the engagement layer between candidates and an organisation's Applicant Tracking System (ATS), presenting jobs, guiding candidates through applications and providing insight into candidate behaviour.

What the service does

The service allows organisations to:

- Publish careers websites with job search and filtering
- Present consistent employer branding across roles, locations and brands
- Provide mobile-first, accessible candidate journeys
- Integrate with an ATS to synchronise jobs and applications
- Monitor candidate engagement and application performance

What the service does not include

The service does not replace an Applicant Tracking System, make automated hiring decisions, or guarantee hiring outcomes. Recruitment decisions remain the responsibility of the buying organisation.

Service users

The service is used by:

- Recruitment and HR teams managing careers websites
- Hiring managers viewing candidate engagement insights
- Jobseekers accessing job information and applying for roles

Deployment model

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

Access and compatibility

The service is accessed through a modern web browser and is compatible with current versions of Chrome, Edge, Safari and Firefox. Careers sites are fully responsive and optimised for mobile and tablet 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 management interfaces is restricted through role-based

access controls. Information security is governed through documented policies and an Information Security Management System (ISMS).

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, integration setup and training. At the end of the contract, customers can export their data in standard formats before service access is withdrawn, in line with agreed data retention and deletion policies.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 selected features and usage levels 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.