



SLA Online is revolutionising Local Authority commerce

SLA Online is a fully hosted e-commerce solution, primarily used in the UK public sector for a combination of trading services, training bookings / management, news, blogs, marketing, document management, communications, forums, newsletters and more.

Having started life in 2010, SLA Online is now used by over 90 Local Authorities for supporting a range of schools, other education settings, public bodies, and the wider business community.

The solution is off the shelf, fully hosted and instantly deployable. SLA Online will enable you to expand your service provision, reduce administration and increase revenue generation.

Be part of the SLA Online revolution and transform the way you support your customers.

Developing Service provision

SLA Online helps Local Authorities and other organisations understand and develop their services. New opportunities created by reorganisation, delegation, academisation and free schools require flexible services designed for changing needs. SLA Online enables you to offer the right range of services to the right people.

Increasing Revenue

SLA Online enables you to expand the reach of your service provision. It gives a modern, accessible face to your services, ensuring that you are always at the forefront of your customer's mind. Schools and other educational establishments (or even private business clients) will always know the range of services on offer to them and be able to buy at the click of a button.

Reducing Administration

SLA Online can significantly reduce Local Authority and school administration. SLA Online simplifies communication and provides a full audit trail. In addition, sophisticated reporting tools give you the data you need for continual service improvement.

Service features

- Trading - Online store tailored for each customer
- Training - Advertising, booking management and CPD records
- Resources - Document management with automated paywall restrictions
- Comms - News, blogs, marketing, newsletters, forums, and messaging
- Shopping basket, quote management and simplified invoicing
- Provide and manage statutory services/support alongside trading
- Contracts, services, products and bundles with discounts and subscriptions
- Reporting through graphs and customisable dashboards
- Customisable website(s) and simple content management
- Secure solution with configurable access groups and roles
- Governor Module - Clerking, board and meeting management



- CRM/BI Module - Share knowledge across teams and track opportunities and risks
- eLearning Module - Include eLearning courses and online meetings
- eLearning+ - SCORM add-on, inc 500 credits for advanced interactive learning
- Support+ Subscription - Unlimited eLearning on system usage and support videos
- Card Payment Module - Take card payments as well as invoicing

Service benefits

- Offer a one-stop-shop to your schools and academies
- Unify Trading, Training, Comms and Resources in one platform
- Easily trade with schools outside of your Local Authority
- Sell services to other organisations all within one place
- Manage your content from anywhere on any device
- Quickly understand and analyse customers and transactions
- Utilise the system for early years and business trading
- Tailored user experience for the needs of each user role
- Actively influence the system's evolution through development ideas and voting
- Membership to the largest traded services network in the country

Customisation

- Branding and colour scheme
- All images throughout (inc. 'alt' text)
- Public website layout templates
- Service listing/brochure templates
- Training brochure templates
- Service profile pages layout and styling
- Resource pages layout and styling
- News and Blogs layout and styling
- All email alerts (triggers and content)
- Newsletter branding, content, and layout
- News roundups (automated emails)
- Security options (password complexity, expiry, etc)
- Primary website URL
- Direct URLs to Services, Training, News and Resources
- User roles and access groups
- Homepages can be customised based on customer/role
- Dashboards for reporting with over fifty widgets.

Security Governance

Our security governance framework aligns with ISO/IEC 27001 (Information Security Management System) and incorporates controls from ISO/IEC 27034 (Application Security) and the NCSC Cloud Security Principles.



Senior leadership oversees clear roles and responsibilities for managing security risks. We maintain documented policies covering access control, incident response, and secure development, reviewed annually to ensure compliance and improvement. Regular audits, penetration testing, and vulnerability scans validate effectiveness.

Security policies and processes

The company operates within an overarching Information Security Policy aligned with GDPR, Cyber Essentials and NCSC principles. These policies govern all aspects of data handling, system access, and operational security. They include clear requirements and policies for access controls, encryption, vulnerability management, data protection/retention, secure development, and incident response.

The Technical Director is accountable for information security governance and policy enforcement. Day-to-day compliance is monitored by our Development Manager and Team Leaders, with escalation paths defined for any security incident.

All staff receive security awareness training including GDPR and secure coding practices. Policies are reviewed annually and audited internally to ensure adherence. Access controls are enforced through Azure Active Directory, multi-factor authentication, and role-based permissions. Regular vulnerability assessments and patch management processes are documented and tracked to maintain compliance. This structured approach ensures that security policies are not only documented but actively implemented and monitored.

Secure development

Our organisation follows secure-by-design principles throughout the software development lifecycle. We follow recognised industry standards, including ISO/IEC 27001, OWASP ASVS and the government's Software Security Code of Practice.

Security controls are applied from initial design through to deployment, supported by secure coding practices, secrets management, dependency monitoring, and proactive vulnerability remediation. All environments are segregated, changes are peer-reviewed, and releases follow controlled pipelines with automated checks. Policies, technical safeguards and regular updates ensure that security remains integral to how we design, build and maintain our services, providing strong assurance for our clients.

Solution Hosting

Security and hosting locations

Our server hosting partners operate an ISO 9001 & ISO 27001-certified UK Tier 3+ data centre with the following features to ensure your data is held in the most secure environment possible: Full network monitoring, firewalls, Anti-virus protection, Generator backup, IP-CCTV, Fire suppression measures.

Our application is taken care of with 24/7 real-time monitoring, built in operational resilience, nightly backups of servers and comprehensive SLAs. Eliminate the risk of hardware failure or data loss with automatic failover as standard.



Continuity and resilience

Due to being hosted in a virtualised software environment, there is no reliance on any one unit of hardware. Applications can be moved and run from any unit if necessary, creating high data availability. Your data is protected and backed up as standard, allowing continuous, secure access and ensuring you don't experience any downtime.

Maintenance and updates

All server hosting and application maintenance and updates are part of the annual licence fee for SLA Online. Our server hosting partners ensure that the servers and operating systems are always up to date with the latest updates and security patches.

The SLA Online system is under continual development, led by the user community, of which all clients are members. There is only one version, and all clients receive all the updates as standard. Updates are communicated well ahead of time, and everyone is notified through several different channels.

Service availability and performance

Active monitoring and alerting are in place on the hosting platform. As required, and as usage grows, the hosting platform allows for almost instantaneous upgrades of the server specifications to accommodate the increased usage. The database/server has dedicated, industry leading, performance monitoring tools and alerts, which our database manager actively monitors, and plans query updates and performance tuning with the development team.

SLA Online operates a 99.9% guaranteed availability SLA which will be tailored and aligned with the needs of the Local Authority.

Technical requirements

The local authority requires no specialist hardware or software to utilise SLA Online. No networking or firewall configuration is required, and no servers need to be maintained or operated by the LA. The system is accessed through any modern web browser (Chrome, Edge (Chromium), Firefox, Safari and with support for IE11), and through any desktop, laptop, tablet or mobile device.

Implementation and Support

Being an off-the-shelf, fully hosted and instantly deployable system, you can be up and running within hours. Logging in through your preferred browser and joining the planned training sessions online means a lot of flexibility when it comes to organising training for administrators and service providers.

Getting started and training

With over ninety local authorities already using the system we have a thoroughly tried and tested onboarding process. The system can be made available within hours, and we have a customisable 'Launch plan' which includes client actions, our actions and training courses that will be rolled out during the first few weeks.



As part of the initial launch each client will have virtual training support with our Customer Success team. This aligns with the launch plan and will take you through all the necessary functions to prepare your central administrative team and service users for going live to your schools/customers. This is backed up by numerous videos, attendance at live, weekly 'Community sessions' where you'll be able to talk with existing users, and a comprehensive knowledge base.

SLA Online Premium also includes access to our Support+ subscription service which includes 100's of videos and over 40 eLearning courses to support the live training. These are an excellent resource to refer to as many times as you like and to support onboarding new staff members throughout the contract.

Support and guidance

As standard for all tickets, and for all our clients, we aim to reply within 30 minutes and resolve any queries within an hour. This applies to general 'how do I?' type queries and reports of suspected errors/security incidents. Any identified errors are prioritised, and most problems have fixes published immediately, or that evening if any downtime is expected.

Our Customer Success system operates around the clock, and Service Requests can be logged at any time. Responses are guaranteed within 30mins during normal working days, between 0900-1700.

At the start of the contract, you will be introduced to the Customer Success Manager who will be with you all the way, and our experienced, in-house Customer Success team. You will always be talking to one of our team, whether through the helpdesk or at live/virtual training courses. We don't use automated responses or outsource our support to third-parties or international agencies.

Customer Success and Experience

Each year, we offer two free Customer Success Meetings, which are opportunities to review progress and ensure you are getting the most out of the system.

As members of our User Community, all clients have a stake in the product roadmap and can raise ideas for enhancements through our online Development Board. Clients can also rate and comment on ideas from other LAs.

We run weekly (term time) Community Sessions online, either open floor or predetermined topics, where you can network and discuss and share opinions with us and other users. We also run a mixture of Roadshows, Regional and National in-person events to launch new features, encourage networking and support the community.

End of Contract

The data entered into the system belongs to the client and at the end of the contact, we can provide a single copy of all client data, in raw form, through Microsoft Excel. Information can be delivered on USB memory sticks or through a secure FTP.