

Service Definition G-Cloud 15

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Celcat AI

Service overview

Celcat AI is an AI-native, cloud-hosted scheduling platform for higher education. It supports the planning, modelling, and ongoing management of teaching timetables and resources, using real-time insight and assistive AI to reduce clashes, optimise space, and deliver accurate, personalised timetables to staff and students.

Service features

- AI-native platform designed for modern, high-change universities
- Built from the ground up, not a traditional timetabling system
- Graph-based data model representing relationships between institutional entities
- Policy-driven rules replacing hard-coded timetabling constraints
- Assistive AI agents recommend and explain changes without automatic overrides
- Real-time modelling with safe what-if scenario planning
- Continuous clash detection and optimisation across rooms, staff, students
- Automated application of approved changes to reduce manual effort
- Integrated booking, timetabling, analytics, and workflow management
- Modern architecture informed by extensive higher education sector experience

Service benefits

- Assess the impact of changes before committing updates
- Reduce manual rework through automated, approved timetable changes
- Safely model multiple timetable scenarios using live data
- Resolve clashes proactively with explainable recommendations
- Balance student and staff allocations without manual recalculation
- Manage bookings, approvals, and notifications in one place
- Access personalised timetables and workflows across devices
- Collaborate across departments using shared, real-time visibility
- Monitor data quality and workload continuously
- Respond to operational issues faster than manual processes

Service delivery

The service is provided as a fully managed SaaS solution hosted within Microsoft Azure. Celcat is responsible for service operation, maintenance, and updates. Customers access the service via a web browser and do not need to install or manage infrastructure. The service may integrate with existing institutional systems to support data exchange.

Security and data protection

Data is hosted within Microsoft Azure data centres, with physical access controls managed by Microsoft in line with recognised cloud security frameworks. Access to management interfaces is restricted using role-based access control and multi-factor authentication. Data is protected using industry-standard encryption at rest and in transit. Operational security processes align with recognised industry standards such as CSA CCM v4.0.

Onboarding and offboarding

Onboarding is delivered by Celcat through required initial configuration, data setup, and validation activities to ensure the service is correctly implemented for each institution. These activities are provided as professional services. Optional training and additional consultancy may be purchased as required. At the end of the contract, customer data can be exported or securely deleted in line with agreed processes and contractual requirements.

Support and service management

Support is provided via email and an online ticketing system. The help desk operates Monday to Friday during normal business hours. Issues are prioritised by severity with defined response and target resolution times. Enhanced support, consultancy, and training services are available separately by agreement.

Pricing assumptions

The service is provided on a subscription basis. Pricing is calculated on the total number of FTEs at the institution, and applies for the duration of the contract term. Standard support and updates to the service are included within the subscription fee. Optional professional services, including training, consultancy, and bespoke configuration, are priced separately and quoted on a per-engagement basis.

Service constraints and responsibilities

The service is designed for use within supported web browsers and relies on customer-provided data accuracy. Bespoke configuration, integrations, or advanced customisation may require professional services. Support does not extend to third-party systems outside the agreed integration scope.